

## Environment and Commercial Partnerships

Assistant Director Cassandra Clements

The Environment and Commercial Partnerships teams provide the services and expertise to support our communities and businesses to maintain a sustainable environment and meet the highest possible standards of environmental protection, food safety, energy efficiency, built environment, heritage protection, waste management and grounds maintenance, street cleansing, arboriculture and public conveniences.

### Main Achievements and Outcomes January - March 2020

**Waste.** Our income streams have exceeded the year target of £1.284m by £73k. Missed bin % remains above target at 99.83%. Garden waste subscriber numbers have exceeded expectations for the year and residual waste sent to EfW has decreased per HH from 431kg to 412 kg. Based on Serco Nov 2019 customer satisfaction survey results, satisfaction levels remain high and have increased from last year.

#### Key for trend graph:

- 2016/17
- 2017/18
- 2018/19
- 2019/20
- \_\_\_\_\_ target

#### Key:

- n/a not applicable
- n/av not available
- highlighted measure, further detail in main report

## Building Control Corporate Manager Paul Hughes

Performance measure	Period	Data	Target	Council	Trend	Comments																				
<b>BC01</b> No. live cases of building control  Cabinet Member: Jessica Fleming Data Owner: Paul Hughes	<b>2017/18</b>		<b>n/av</b>	<b>MSDC</b>	<table border="1"> <caption>Building Control Live Cases Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>234</td> <td>202</td> <td>144</td> <td>167</td> </tr> <tr> <td>2018/19</td> <td>176</td> <td>165</td> <td>202</td> <td>170</td> </tr> <tr> <td>2019/20</td> <td>194</td> <td>240</td> <td>178</td> <td>184</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	234	202	144	167	2018/19	176	165	202	170	2019/20	194	240	178	184	No. of applications in general remain consistent when taken as an average across the year albeit marginally higher. The effect of failures in the private sector for building control have lessened but we remain with a significant number of cases to contact, notifications to affected people due to be completed June 2020. We are seeing increasing numbers of cases being reverted to our control where the private body is still trading.
	Year	Q1	Q2			Q3	Q4																			
	2017/18	234	202			144	167																			
	2018/19	176	165			202	170																			
	2019/20	194	240			178	184																			
	Qtr. 1	234																								
	Qtr. 2	202																								
	Qtr. 3	144																								
	Qtr. 4	167																								
	<b>2018/19</b>					<b>n/av</b>																				
	Qtr. 1	176																								
	Qtr. 2	165																								
	Qtr. 3	202																								
Qtr. 4	170																									
<b>2019/20</b>			<b>Information only</b>																							
Qtr. 1	194																									
Qtr. 2	240																									
Qtr. 3	178																									
Qtr. 4	184																									

*BDC Qtr4. 2019/20 - 165*

Performance measure	Period	Data	Target	Council	Trend	Comments
<b>BC02 % of market share of building control applications</b>  Cabinet Member: Jessica Fleming Data Owner: Paul Hughes	<b>2016/17</b>		<b>n/av</b>	<b>MSDC</b>		We continue to see a sustained market share due to marketing activity from the shared business development post. This is further boosted by failures in the private sector for building control which have seen a decrease in activity from Approved Inspectors which we expect to continue. Total no. of apps = 264 of which 80 were dealt with by private sector providers.
	Qtr.1	73.4%				
	Qtr. 2	77.6%				
	Qtr. 3	73.3%				
	Qtr. 4	73.8%				
	<b>2017/18</b>		<b>n/av</b>			
	Qtr. 1	72.6%				
	Qtr. 2	68.0%				
	Qtr. 3	68.0%				
	Qtr. 4	68.0%				
	<b>2018/19</b>		<b>65%</b>			
	Qtr. 1	61.0%				
	Qtr. 2	63.0%				
	Qtr. 3	63.0%				
	Qtr. 4	64.0%				
	<b>2019/20</b>		<b>65%</b>			
	Qtr. 1	64.0%				
Qtr. 2	65.0%					
Qtr. 3	66.0%					
Qtr. 4	61.0%					

*BDC Qtr.4 2019/20 - 63%*

## Recycling, Waste & Fleet Corporate Manager Oliver Faiers

Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>WS01</b> £Overall income generated through chargeable waste services (including business waste) (cumulative total)  Cabinet Member: Jessica Fleming Data Owner: Nicola Healy	<b>2016/17</b>		<b>£985,210</b>	<b>MSDC</b>		The income generated through chargeable waste services has surpassed the 2019/20 target.	
	Qtr.1	£723,940					
	Qtr.2	£891,604					
	Qtr.3	£999,604					
	Qtr.4	£1,111,043					
	<b>2017/18</b>		<b>£1,114,575</b>				
	Qtr.1	£734,491					
	Qtr.2	£966,550					
	Qtr.3	£1,113,921					
	Qtr.4	£1,222,775					
	<b>2018/19</b>		<b>£1,284,000</b>				
	Qtr.1	£779,382					
	Qtr.2	£1,016,252					
	Qtr.3	£1,176,476					
	Qtr.4	£1,296,848					
	<b>2019/20</b>		<b>£1,284,000</b>				
	Qtr. 1	£802,554					
Qtr. 2	£1,064,935						
Qtr. 3	£1,239,214						
Qtr. 4	£1,357,410						

Performance measure	Period	Data	Target	Council	Trend	Comments
<b>WS02</b> £Invoiced income generated through business waste services (graph displays cumulative figure)  Cabinet Member: Jessica Fleming Data Owner: Nicola Healy	<b>2016/17</b>		<b>n/av</b>	<b>MSDC</b>		The 2019/20 target has been reached.
	Qtr.1	£322,010				
	Qtr.2	£336,048				
	Qtr.3	£342,524				
	Qtr.4	£344,778				
	<b>2017/18</b>		<b>n/av</b>			
	Qtr.1	£337,365				
	Qtr.2	£388,366				
	Qtr.3	£391,810				
	Qtr.4	£393,417				
	<b>2018/19</b>		<b>£405,000</b>			
	Qtr.1	£408,023				
	Qtr.2	£412,187				
	Qtr.3	£416,892				
	Qtr.4	£419,324				
	<b>2019/20</b>		<b>£431,903</b>			
	Qtr. 1	£422,543				
Qtr. 2	£430,349					
Qtr. 3	£432,889					
Qtr. 4	£431,926					

Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>WS03</b> No. of business waste customers  Cabinet Member: Jessica Fleming Data Owner: Nicola Healy	<b>2016/17</b>					A steady increase throughout the year to date. Made up of new customers and customers switching from private collection companies. Although the ambitious target of 680 has not been reached.	
	Qtr.1	552					
	Qtr.2	540					
	Qtr.3	556					
	Qtr.4	563					
	<b>2017/18</b>						
	Qtr.1	589					
	Qtr.2	601					
	Qtr.3	613					
	Qtr.4	615					
	<b>2018/19</b>			<b>680</b>			<b>MSDC</b>
	Qtr.1	620					
	Qtr.2	622					
	Qtr.3	637					
	Qtr.4	642					
	<b>2019/20</b>			<b>680</b>			
	Qtr. 1	635					
	Qtr. 2	645					
	Qtr. 3	654					
	Qtr. 4	650					

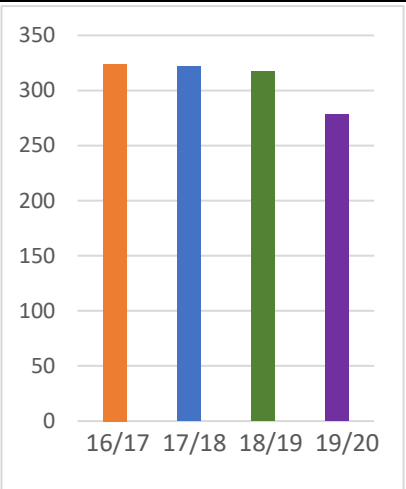
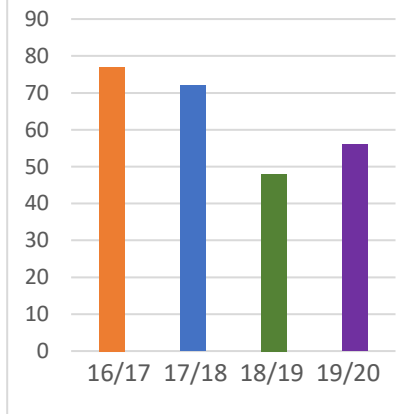
Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>WS04</b> No. of garden waste subscribers  Cabinet Member: Jessica Fleming Data Owner: Nicola Healy	<b>2016/17</b>					We have seen a steady increase in the number of garden waste subscribers throughout the year.	
	Qtr. 1	12,581					
	Qtr. 2	12,956					
	Qtr. 3	12,955					
	Qtr. 4	13,415					
	<b>2017/18</b>						
	Qtr. 1	13,656					
	Qtr. 2	14,034					
	Qtr. 3	13,979					
	Qtr. 4	14,063					
	<b>2018/19</b>			<b>15,000</b>			<b>MSDC</b>
	Qtr. 1	15,005					
	Qtr. 2	15,025					
	Qtr. 3	15,060					
	<b>2019/20</b>			<b>15,000</b>			
	Qtr. 1	15,152					
Qtr. 2	15,489						
Qtr. 3	15,513						
Qtr. 4	15,545						
						<i>BDC Qtr.4 2019/20 - 14,594</i>	
Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>WS05</b> % of household waste sent for reuse, recycling or composting  Cabinet Member : Jessica Fleming Data Owner: Nicola Healy	<b>2016/17</b>	45.98%				Percentage down from previous years due to Jan 2020 increased waste unable to be recycled (approx. 323 tonnes of low quality mixed paper).	
	<b>2017/18</b>	44.62%					
	<b>2018/19</b>	45.00%	<b>44.00%</b>				
	<b>2019/20</b>	43.47%	<b>44.00%</b>				
							<b>MSDC</b>

Performance measure	Period	Data	Target	Council	Trend	Comments
<b>WS06</b> % missed bins collections for domestic refuse, recycling and garden (non-cumulative)  Cabinet Member: Jessica Fleming Data Owner: Nicola Healy	<b>2018/19</b>		<b>99.80%</b>	<b>MSDC</b>		During Q4 MSDC had 674,783 possible bin collections for Refuse, Recycling and Garden waste. Of that we had 1,124 reported missed bins.    <i>BDC Qtr.4 2019/20 - 99.89%</i>
	Qtr. 1	99.91%				
	Qtr. 2	99.89%				
	Qtr. 3	99.92%				
	Qtr. 4	99.89%				
	<b>2019/20</b>					
	Qtr. 1	99.89%				
	Qtr. 2	99.61%				
Qtr. 3	99.82%					
Qtr. 4	99.83%					
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>WS07</b> Customer Satisfaction levels with refuse collection service  Cabinet Member: Jessica Fleming Data Owner: Nicola Healy	<b>2016/17</b>	87.20%	<b>90.00%</b>	<b>Both</b>		For MSDC 154 residents provided responses to contribute towards satisfied/dissatisfied percentages, from this 128 were satisfied. For BDC 181 residents contributed with 155 responded that they were satisfied with the service. This is taken from Nov 2019 Serco satisfaction survey.
	<b>2017/18</b>	92.90%				
	<b>2018/19</b>	83.80%				
	<b>2019/20</b>	84.48%				
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>WS08</b> Total amount of household residual waste sent to EfW (kg) <b>NEW MEASURE</b>  Cabinet Member: Jessica Fleming Data Owner: Nicola Healy	<b>2016/17</b>	433.00		<b>MSDC</b>		18226.32 tonnes of household waste collected throughout the year, figure based on 44,219 properties occupied at end of Q4.
	<b>2017/18</b>	433.00				
	<b>2018/19</b>	431.00				
	<b>2019/20</b>	412.00				



**Public Protection**  
**Corporate Manager John Grayling**

Performance measure	Period	Data	Target	Council	Trend	Comments
<b>FS01</b> No. of interventions carried out in line with the Food Safety Act Code of Practice  Cabinet Member: Jessica Fleming Data Owner: John Grayling	<b>2017/18</b>	908	<b>924</b>	<b>Both</b>		The number of interventions exceeded the target as a consequence of the normal churn of food businesses opening and closing and thus requiring advice, guidance or direction from the food and safety officers
	<b>2018/19</b>	1017	<b>778</b>			
	<b>2019/20</b>	988	<b>953</b>			
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>FS02</b> % of food premises achieving 5 rating  Cabinet Member: Jessica Fleming Data Owner: John Grayling	<b>2018</b>	64.13%	<b>63.66%</b>	<b>Both</b>		Whist the food and safety team continue to work with businesses to achieve improved ratings, a levelling off of the number achieving a 5 rating is not surprising as this is at a good level for the district.
	<b>2019</b>	64.21%	<b>64.20%</b>			
	<b>2020</b>	64.04%	<b>65.00%</b>			

Performance measure	Period	Data	Target	Council	Trend	Comments
<b>SE01</b> No. of instances of fly tipping  Cabinet Member: Jessica Fleming Data Owner: Joanna Hart	<b>2016/17</b>	324	n/a	MSDC		The reports of fly tipping come from the public and we ensure that these instances are cleared within 2 working days. Please see performance measure CRP04.
	<b>2017/18</b>	322				
	<b>2018/19</b>	317				
	Qtr.1	80				
	Qtr.2	59				
	Qtr.3	82				
	Qtr.4	96				
	<b>2019/20</b>	278	Information only			
	Qtr. 1	56				
	Qtr. 2	62				
Qtr. 3	86					
	Qtr. 4	74				
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>SE02</b> No. of enforcement actions for fly tipping e.g investigations, cautions, prosecutions, penalty notices, warning letters, vehicle stop and searches  Cabinet Member: Jessica Fleming Data Owner: Joanna Hart	<b>2016/17</b>	77	Information only	MSDC		The number of cases the Environmental Protection team is able to investigate (and therefore the number of enforcement actions it can take) is dependant on the number of witness reports it receives from the public and the number of referrals received from Public Realm of evidence having been found in the waste at the time they clear the waste.
	<b>2017/18</b>	72				
	<b>2018/19</b>	48				
	<b>2019/20</b>	56				

Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>SE05</b> £Solar PV net income generated (cumulative)  Cabinet Member: Jessica Fleming Data Owner: Sharon Bayliss	<b>2018/19</b>		n/a	MSDC		Please note that due to variables outside of our control, there will be an impact on target/performance. Variables include Right to Buy, the weather and how dirty a solar panel gets can all affect individual performance therefore, impacting the amount of income generated	
	Qtr. 1	£79,957					
	Qtr. 2	£180,349					
	Qtr. 3	£293,541					
	Qtr. 4	£391,301					
	<b>2019/20</b>		£358,730				
	Qtr. 1	£41,243					
	Qtr. 2	£136,622					
Qtr. 3	£252,624						
Qtr. 4	£357,842						
Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>OFB03</b> No. of licenses authorised (overall figure for quarter recorded in graph) (cumulative) SECTORS Premises (Licensing Act 2003) Personal Alcohol Gambling Act 2005 premises Small Society Lotteries Scrap Metal Sites Scrap Metal Collectors Taxi & PHV Drivers Hackney Carriages Private Hire Vehicles Private Hire Operators Large Event Notices (per annum) Temporary Event Notices (per annum) Charity Collections (per annum)  Cabinet Member: Jessica Fleming Data Owner: John Grayling	<b>2019/20</b>		Information only	MSDC		Activity (including temporary) remained high during January and February. However, for the month of March we started to see a slowdown in applications towards the end of the month. There are over 5400 applications or processes completed per annum. Taxi sectors demand continues to remain busy even in the month of March. We continue to see some sectoral and viability premises diversification (e.g. new micro-breweries, home deliveries). Scrap Metal Dealer sites and collector renewals have been undertaking their 3-year licence cycle, which is nearly completed with two licences due later in 2020 (this is an additional income of just over £11k).	
	Qtr.1	2161					
	Qtr.2	2413					
	Qtr.3	2496					
	Qtr.4	2541					

**Public Realm  
Corporate Manager Peter Garrett**

Performance measure	Period	Data	Target	Council	Trend	Comments
<b>CPR01</b> Income generated from Public Realm as a % of expenditure  Cabinet Member: Jessica Fleming Data Owner: Claire Crascall	<b>2016/17</b>	70%	tbc	MSDC		Please note Q4 figures based as at 27.4.20, this may be amended once year end is closed.
	<b>2017/18</b>	68%				
	<b>2018/19</b>	63%				
	<b>2019/20</b>	57%				
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>CPR02</b> The amount of waste collected from litter picks  Cabinet Member: Jessica Fleming Data Owner: Peter Garrett	<b>2018/19</b>	bags collected		MSDC		
	Qtr.1	220				
	Qtr.2	180				
	Qtr.3	100				
	Qtr.4	130				
	<b>2019/20</b>					
	Qtr. 1	200				
	Qtr. 2	160				
	Qtr. 3	120				
Qtr. 4	awaiting information					

Performance measure	Period	Data	Target	Council	Trend	Comments															
<b>CPR03</b> No. of community litter picks supported by council  Cabinet Member: Jessica Fleming Data Owner: Peter Garrett	<b>2018/19</b>		Information only	MSDC	<table border="1"> <caption>Litter Pick Counts</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>44</td> <td>30</td> <td>11</td> <td>18</td> </tr> <tr> <td>2019/20</td> <td>13</td> <td>10</td> <td>11</td> <td>awaiting information</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	44	30	11	18	2019/20	13	10	11	awaiting information	
	Year	Q1				Q2	Q3	Q4													
	2018/19	44				30	11	18													
	2019/20	13				10	11	awaiting information													
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Qtr. 3	11																				
Qtr. 4	awaiting information																				
Performance measure	Period	Data	Target	Council	Trend	Comments															
<b>CPR04</b> % of fly tips cleared within 48 hrs  Cabinet Member: Jessica Fleming Data Owner: Peter Garrett	<b>2019/20</b>			MSDC	<table border="1"> <caption>Percentage of Fly Tips Cleared</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Qtr. 1</td> <td>95%</td> </tr> <tr> <td>Qtr. 2</td> <td>97%</td> </tr> <tr> <td>Qtr. 3</td> <td>99%</td> </tr> <tr> <td>Qtr. 4</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Qtr. 1	95%	Qtr. 2	97%	Qtr. 3	99%	Qtr. 4	100%						
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					In Q4 there were 74 incidents of fly tipping collected with 74 cleared in 48 hours.																