

Environment Waste and Leisure

The Environment Waste and Leisure are intrinsically linked to the wellbeing of the residents within the two districts. Instead of hexagons the deliverable outcomes come from achieving energy savings, efficiencies in the waste collection process and ensuring that the local residents have a sustainable provision for access to health benefitting leisure facilities and open spaces.

	April - June 2017	July - September 2017	October - December 2017	January - March 2018
Main Achievements		1. There has been a steady increase in our waste business customer base since the Commercial Waste Officer started the role in June 2015. The role was vacant for a year. Client base growth Yr1 6.7%, year 2 16.1% and cumulative 26% as at end Sept.		
Impact on communities / the way we work		1. By attracting clients from our private sector competitors our commercial waste collection profits can contribute to the overall income of the council thus providing funds to support the local community and reduce our reliance on government grant income [in a small		

Waste Services

We work collaboratively with all Suffolk local authorities through the Suffolk Waste Partnership to ensure we provide our communities with first class waste and recycling services now and in the future.

We support our communities to help them recycle their waste in the most cost effective manner.

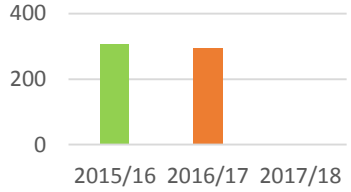
Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T1. Overall income generated through chargeable waste services (including business waste) Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I1,I2	2016/17 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 2017/18 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	723,949 891,604 999,604 1,111,043 734,491 967,375	985,210 1,114,575		MSDC	Last Update 10/17 Figures provided for each quarter are cumulative Payment is received for the majority of business waste and green waste collection during the first quarter.	Last Update 10/17 15/16 outturn £938,296 16/17 outturn £1,111,043 There are slight variations between quarters reported for 2016/17 which occurred due to the periods closing in Integra
Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T2. Total collected residual waste per household per kg Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I2	2015/16 2016/17 2017/18	422 433			MSDC		Last Update 10/17 Residual waste is waste that is unable to be reused, recycled or composted

Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T3. % of household waste sent for reuse, recycling or composting Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I2,I3	2015/16 2016/17 2017/18	45.67% 45.98%			MSDC		
T4. Income generated through business waste services (£) Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I1	2015/16 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 2016/17 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 2017/18 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	282,468 4,896 844 936 322,010 14,038 6,476 2,254 377,365 11,827			MSDC	Last Update 10/17 Business customers are invoiced for this service with payment received during Q1.	Total Income: 2015/16 £289,145 2016/17 £344,777
T5. Customer Satisfaction levels with refuse collection service NEW MEASURE Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I4	2015/16 2016/17 2017/18	86.1% 87.2%			Both	Last Update 10/17 Measures used for this report are based on a response of fairly or very satisfied with the service	Last Update 10/17 This survey is undertaken by Serco has part of their statutory requirement.
I1. No: Business waste customers NEW MEASURE Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	T4	2015/16 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 2016/17 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	475 471 500 502 522 540 556 563			MSDC		Last Update 10/17 The commercial waste section is a relatively new service in comparison with the well established service in place at BDC. However, the growth achieved over the past years can be seen in the figures, with the current target of 680 being the average number of business customers engaged with BDC in 2015. This target is on track to

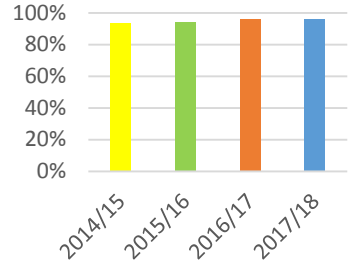
		2017/18 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	589 601	680			be achieved in 2017/18.	
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I2. No: of Garden Waste Subscribers Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	T1,T3	2015/16 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 2016/17 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 2017/18 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	11,701 11,913 11,972 12,315 12,581 12,956 12,955 13,415 13,656			MSDC		
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I3. % Garden Subscriptions of total households Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	T3	2015/16 2016/17 2017/18	28.49% 30.75%			MSDC		
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I4. Missed Bins - rate/ 100,000 collections Corporate Manager: Oliver Faiers	T2	2016 Qtr.4 2017 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	192 267 98	100		Both		Last Update 10/17 This information is provided via Serco, data rounded to nearest whole number.

Sustainable Environment

**Environmental Protection team: We aim to facilitate environmentally sustainable growth and tackle pollution to prevent adverse impacts on health and the environment.
 Planning Enforcement team: We aim to ensure, as part of the planning process in protecting the environment and amenities of residents, that any issues arising from actions undertaken either as a result of planning applications being refused, or where applications haven't been made in the first place, are appropriately resolved.
 Heritage team: We aim to protect and enhance our historic environment by preventing loss, managing change effectively, promoting understanding and contributing to sustainable development.**

Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T1. No: of instances of Fly tipping Responsible Officer: Joanna Hart Corporate Manager: James Buckingham	I1	2016/17 Qtr. 4 2017/18 Qtr. 4	478			Both		Last Update 06/17 Figure provided for 16/17 is cumulative
Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T2. No: of noise complaints NEW MEASURE Corporate Manager: James Buckingham		2015/16 2016/17 2017/18	307 293			MSDC		Last Update 10/17 2015/16 population 99,600, no: of complaints per 1000 population 3.1% 2016/17 population 100,000, no: of complaints per 1000 population 2.9%
Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T3. No: of business supported to become more energy efficient NEW MEASURE Corporate Manager: James Buckingham	I2,I3	April 2016 /August 2017	25			MSDC		Last Update 10/17 BEE Anglia is a three-year programme which will provide free support to at least 1,000 SMEs across Suffolk and Norfolk to become more energy efficient. It has been developed by Suffolk County Council, Groundwork, Nwes and Norfolk County Council and is part funded through the European Union European Regional Development Fund (ERDF).
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I1. No: of investigations, prosecutions, cautions, penalty notices, and warning letters for Fly	T1	2016/17 Qtr. 4 2017/18	78					Last Update 06/17 This is a new initiative; figure provided for 16/17 is cumulative

tipping						Both		
Responsible Officer: Joanna Hart Corporate Manager: James Buckingham		Qtr. 4						
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I2. Projected actual CO2 savings in tonnes for businesses NEW MEASURE Corporate Manager: James Buckingham	T3	April 2016 /August 2017	240			MSDC		
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I3. Projected annual energy bill savings (£) for businesses NEW MEASURE Corporate Manager: James Buckingham	T3	April 2016 /August 2017	50,010			MSDC		Last Update 10/17 Projected Actual savings calculated as a proportion (26%) of potential savings, identified from previous sampling of supported businesses
Food & Safety								
Carrying out programmed interventions and investigations to detect, eliminate and/or control hazards by engaging with business communities and the public and applying fair enforcement								
Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T1. No: of inspections carried out in line with the Food Safety Act Code of Practice NEW MEASURE Corporate Manager: John Grayling	I1	2017/18 Qtr. 2	163	924		Both	Last Update 10/17 A significant amount of time has been taken up with the office accommodation changes which has distracted from service delivery but the team expects to achieve the targeted inspections by year	
Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T2. No: of complaints received relating to food where the Council is the enforcement authority NEW MEASURE Corporate Manager: John Grayling	I2	2015/16 2016/17 2017/18 Qtr. 2	105 149 39			Both		Last Update 10/17 In 2016/17 there were 149 food and premises complaints, these relatively low numbers were up from the previous year of 105, however considering the large number of retail food businesses across both districts are an indication of the good levels of general compliance of our food businesses.
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons

I1. % of broadly complaint food premises (Food hygiene rating 3, 4, 5) NEW MEASURE Corporate Manager: John Grayling	T1	2014/15 2015/16 2016/17 2017/18	93.29% 94.35% 96.05% 96.43%			Both	Last Update 10/17 Please note 2017/18 is figure at Qtr. 2	Last Update 10/17 One of the primary purposes of the Food and Safety service is to improve the safety of food produced in BMSDC and whether businesses are broadly compliant is a reasonable indicator of this. Total businesses 1935 at the start of 2017/18
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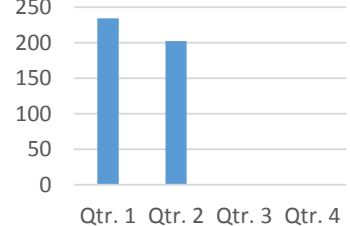
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
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I2 .No: of food premises achieving 5 star ratings NEW MEASURE Corporate Manager: John Grayling	T2	2017/18	1033			Both	Last Update 10/17 Please note 2017/18 is figure at Qtr.2	Last Update 10/17 This is a figure that will gain meaning when year on year comparisons can be made
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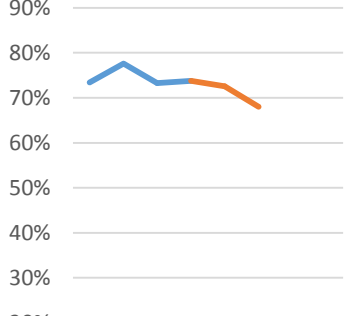
Building Control

Our function is to enforce the Building Regulations to ensure the built environment is safe, energy efficient and accessible to everyone in partnership with all relevant stakeholders. This function is carried out whilst operating within a fully open market competing with the private sector. We are also responsible for the protection and safety of the public where dangerous structures occur.

Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
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T1. Increase in number of live cases for building control Corporate Manager: Paul Hughes	I1	2017/18 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	234 202			MSDC		Last Update 06/17 Building on relationships with private building contractors to be partner of choice
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Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
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I1. % of market share of building control applications Corporate Manager: Paul Hughes	T1	2016/17 Qtr.1 Qtr. 2 Qtr. 3 Qtr. 4 2017/18 Qtr. 1 Qtr. 2 Qtr. 3	73.40% 77.60% 73.30% 73.80% 72.60% 68.00%					Last Update 10/17 Although the Council's overall market share has fallen it remains above the average for the industry but challenges remain to ensure that the share is retained and does not compromise the customer focused approach or public safety. Staff retention continues to be an issue for the industry, particularly
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		Qtr. 4		<p>40% 10% 0%</p> <p>2016/17 2017/18</p>	MSDC	<p>amongst local authorities and the Council's success has been built upon developing good business relationships and providing excellent customer service. The organisation is experiencing some changes in the staffing establishment which along with other changes in working practices may have resulted in some business uncertainty. The Council will be working hard over the coming months to demonstrate that more flexible and agile working has a positive impact upon the market share.</p>
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