

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.

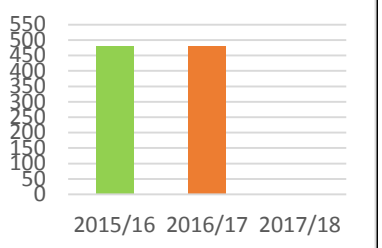
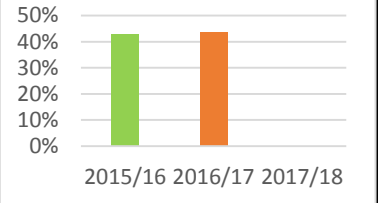
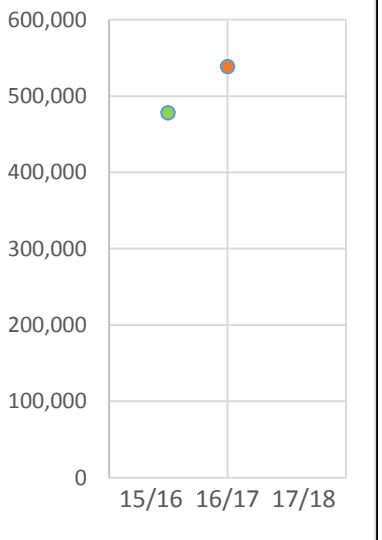
	April - June 2017	July - September 2017	October - December 2017	January - March 2018
Main Achievements		1. An Electric Vehicle Charging Point - the first ever in Sudbury has been installed at the Kingfisher Leisure Centre, making the town more accessible for green minded motorists. Up to two cars at a time can use the point, at two special parking bays in the car parks, using the Type 2 Mennekes connector, the most common electric charging connection. 2. The overall income generated through chargeable waste services has already exceeded the annual target set for 2016/17		
Impact on communities / the way we work		2. 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 way].		

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)	11,12	2016/17 Qtr. 1 934,021 Qtr. 2 1,071,057 Qtr. 3 1,157,230 Qtr. 4 1,234,283 2017/18 Qtr. 1 956,383 Qtr. 2 1,142,859 Qtr. 3 Qtr. 4		1,142,369		BDC	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 £1,087,971 16/17 outturn £1,234,283 There are slight variations between quarters reported for 2016/17 which occurred due to the periods closing in Integra

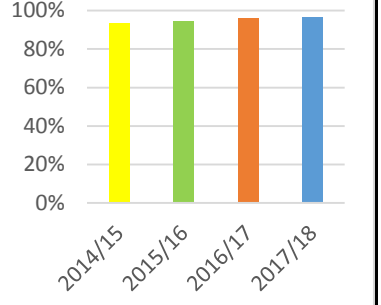
Tracking Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
T2. Total collected residual waste per household per kg Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	I2	2015/16 2016/17 2017/18	480 481			BDC		Last Update 10/17 Residual waste is waste that is unable to be reused, recycled or composted
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	42.60% 43.63%			BDC		
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	470,464 4,922 101 2,241 505,021 20,173 8,792 4,233 540,982 9,174			BDC	Last Update 10/17 Business customers are invoiced for this service with payment received during Q1.	Total income 2015/16 £477,728 2016/17 £538,219
T5. Customer Satisfaction levels with refuse collection service NEW MEASURE Responsible Officer: Laura Sewell	I4	2015/16 2016/17 2017/18	86.1% 87.2%				Last Update 10/17 Measures used for this report are based on responses of fairly or very satisfied with the service	Last Update 10/17 This survey is undertaken by Serco has part of their statutory requirement.

Corporate Manager: Oliver Faiers					<p>60% 50% 40% 30% 20% 10% 0%</p> <p>2015/16 2016/17 2017/18</p>	Both		
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
I1. No: Business waste customers NEW MEASURE Responsible Officer: Laura Sewell Corporate Manager: Oliver Faiers	T4	2015/16 Qtr.1 824 Qtr.2 843 Qtr.3 840 Qtr.4 836 2016/17 Qtr.1 846 Qtr.2 872 Qtr.3 871 Qtr.4 882 2017/18 Qtr.1 879 Qtr.2 885 Qtr.3 Qtr.4			<p>900 800 700 600 500 400 300 200 100 0</p> <p>15/16 16/17 17/18</p>	BDC		
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 12,100 Qtr.2 12,257 Qtr.3 12,283 Qtr.4 12,413 2016/17 Qtr.1 12,695 Qtr.2 12,985 Qtr.3 12,963 Qtr.4 13,127 2017/18 Qtr.1 13,378 Qtr.2 Qtr.3 Qtr.4			<p>14,000 12,000 10,000 8,000 6,000 4,000 2,000 0</p> <p>15/16 16/17 17/18</p>	BDC		
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	T3	2015/16 31.30% 2016/17 32.67% 2017/18			<p>40.00% 20.00% 0.00%</p> <p>'16 '17 '18</p>	BDC		

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 tipping Responsible Officer: Joanna Hart Corporate Manager: James Buckingham	T1	2016/17 Qtr. 4 2017/18 Qtr. 4	78			Both		Last Update 06/17 This is a new initiative; figure provided for 16/17 is cumulative
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	116			BDC		
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	19,795			BDC		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 end.
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	I2	2015/16 2016/17 2017/18	105 149					Last Update 10/17 In 2016/17 there were 149 food and premises complaints, these relatively

NEW MEASURE		Qtr.2	39			Both		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.
Corporate Manager: John Grayling								

Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
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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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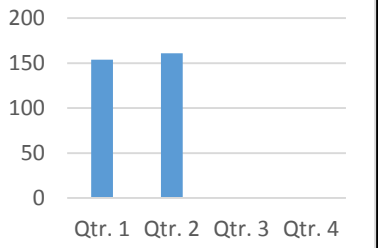
Influencing Indicator	Linked to	Data	Total	Target	Trend	Council	Report on Progress	Additional comments/ comparisons
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I2 .No: of food premises achieving 5 star ratings NEW MEASURE Corporate Manager: John Grayling	T2	2017/18	1033			Both	Last Update 10/17 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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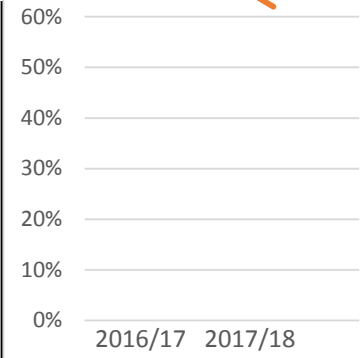
T1. Increase in number of live cases for building control Corporate Manager: Paul Hughes	I1	2017/18 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	154 161			BDC		Last Update 06/17 Building on relationships with private building contractors to be partner of choice
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Influencing 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	T1	2016/17 Qtr.1 Qtr. 2	70.90% 70.10%					Last Update 10/17 Although the Council's overall market share has fallen it remains above the
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Corporate Manager: Paul Hughes

Qtr. 3	69.50%
Qtr. 4	70.40%
2017/18	
Qtr. 1	66.00%
Qtr. 2	62.00%
Qtr. 3	
Qtr. 4	



BDC

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 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.