

**Environment and Commercial Partnerships**  
**Assistant Director Chris Fry**

**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 and waste management.**

	April - June 2018	July - September 2018	October - December 2018	January - March 2019
<b>Main Achievements</b>	<ul style="list-style-type: none"> <li>• Additional 942 Garden Waste customers in the first 3 months, exceeding the annual target.</li> <li>• Material Recovery Facility Procurement documentation completed and advertised</li> <li>• Recycling Officers attending summer shows and a successful compost give away at Needham lake</li> <li>• 'Solar Suffolk Together' launched</li> <li>• 1445 Environmental enquiries, complaints and consultations dealt with</li> <li>• Suffolk Climate Change Partnership successfully bid for just under £2.8M from the Warm Homes Fund</li> <li>• Successful prosecution for fly-tipping</li> <li>• Successful bid for £10,000 to the Litter Innovation Fund for Suffolk</li> </ul>			
<b>Main Achievements (continued)</b>	Central Government gave local authorities the opportunity to bid for funding to combat roadside littering. £10,000 funding was secured and the project is supported by all 7 Suffolk local authorities, each authority also put £500 into the budget and agreed to pledge officer time for monitoring.			
<b>Impact on communities / the way we work</b>	Support for local events and continued expansion of garden waste collection service is enabling communities to recycle and compost more waste and by pursuing prosecutions for fly-tipping we are helping to protect communities from illegal and irresponsible behaviours.			

**Key for trend graph:**

- 2015/16
- 2016/17
- 2017/18
- 2018/19
- \_\_\_\_\_ target

**Key:**

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

**Building Control  
Corporate Manager Paul Hughes**

Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>BC01</b> No: of live cases for building control  Cabinet Member: David Burn Data Owner: Paul Hughes	<b>2017/18</b>			<b>MSDC</b>		A 'live' case can be anything from an extension to a multiple unit development, there is no distinction as each will result in a single application to building control.	
	Qtr. 1	234					
	Qtr. 2	202					
	Qtr. 3	144					
	Qtr. 4	167					
	<b>2018/19</b>						
	Qtr. 1	176					
	Qtr. 2						
	Qtr. 3						
Qtr. 4							
Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>BC02</b> % of market share of building control applications  Cabinet Member: David Burn Data Owner: Paul Hughes	<b>2016/17</b>			<b>MSDC</b>		Our competitors for market share continue to market aggressively in our district. Work is underway to stabilise our share however staff resource issues have caused us to focus on maintaining service levels in the short term.	
	Qtr.1	73.40%					
	Qtr. 2	77.60%					
	Qtr. 3	73.30%					
	Qtr. 4	73.80%					
	<b>2017/18</b>						
	Qtr. 1	72.60%					
	Qtr. 2	68.00%					
	Qtr. 3	68.00%					
	Qtr. 4	68.00%					
	<b>2018/19</b>						
	Qtr. 1	61.00%					
	Qtr. 2						
Qtr. 3							
Qtr. 4							

**Waste Services**  
**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)  Lead Member: Roy Barker Data Owner: Laura Sewell	<b>2016/17</b>		<b>985,210</b>	<b>MSDC</b>		Performance on target	
	Qtr.1	723,949					
	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						
Qtr.3							
Qtr.4							
Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>WS04</b> £ Income generated through business waste services  Lead Member: Roy Barker Data Owner: Laura Sewell	<b>2015/16</b>			<b>MSDC</b>		A strong start influenced by the majority of clients paying either annually or half their invoice during this quarter. Growth from adding services, such as additional bins and some events leading to growth in income compared to last year.  Cumulative figure is plotted on graph to show the final total income generated.	
	Qtr.1	282,468					
	Qtr.2	4,896					
	Qtr.3	844					
	Qtr.4	936					
	<b>2016/17</b>						
	Qtr.1	322,010					
	Qtr.2	14,038					
	Qtr.3	6,476					
	Qtr.4	2,254					
	<b>2017/18</b>						
	Qtr.1	377,365					
	Qtr.2	11,001					
Qtr.3	3,444						
Qtr.4	1,607						
<b>2018/19</b>		<b>405,000</b>					
Qtr.1	408,023						
Qtr.2							
Qtr.3							
Qtr.4							

Performance measure	Period	Data	Target	Council	Trend	Comments
<b>WS05</b> No: of business waste customers Lead Member: Roy Barker Data Owner: Laura Sewell	<b>2015/16</b>			MSDC		With continued growth and the existing three rounds in MSDC operating over capacity with concerns about impacting customer service work has commenced to re-organise the rounds adding a fourth day. Expected the fourth day will start during the autumn.
	Qtr.1	475				
	Qtr.2	471				
	Qtr.3	500				
	Qtr.4	502				
	<b>2016/17</b>					
	Qtr.1	522				
	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>					
	Qtr.1	620	<b>680</b>			
Qtr.2						
Qtr.3						
Qtr.4						
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>WS06</b> No: of garden waste subscribers Lead Member: Roy Barker Data Owner: Laura Sewell	<b>2015/16</b>			MSDC		Performance exceeded target.
	Qtr. 1	11,701				
	Qtr. 2	11,913				
	Qtr. 3	11,972				
	Qtr. 4	12,315				
	<b>2016/17</b>					
	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>					
	Qtr. 1	15,005	<b>15,000</b>			
Qtr. 2						
Qtr. 3						
Qtr. 4						

Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>WS07</b> Missed Bins - rate/100,000 collections Lead Member: Roy Barker Data Owner: Laura Sewell	<b>2017/18</b>		<b>100</b>	<b>Both</b>		Performance below expected. Higher number of missed bins partly caused by use of agency staff not sure of rounds to cover holiday and sickness of regular employees. Our contractor have reorganised staffing to improve their performance and to improve the number of missed bins reported.	
	Qtr. 1	267					
	Qtr. 2	98					
	Qtr. 3	248					
	Qtr. 4	186					
	<b>2018/19</b>		<b>100</b>				
	Qtr. 1	266.6					
	Qtr. 2						
Qtr. 3							
Qtr. 4							

**Sustainable Environment  
Corporate Manager James Buckingham**

Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>SE01</b> No: of instances of fly tipping <b>AMENDED MEASURE</b> Cabinet Member: David Burn Data Owner: Joanna Hart	<b>2016/17</b>	324	<b>tbc</b>	<b>MSDC</b>		This will now be reported on a quarterly basis	
	<b>2017/18</b>	322					
	<b>2018/19</b>						
	Qtr.1	80					
	Qtr.2						
Qtr.3							
Qtr.4							

Performance measure	Period	Data	Target	Council	Trend	Comments		
<b>SE03</b> No: of planning enforcement cases referred to team Cabinet Member: David Burn Data Owner: Simon Bailey	<b>2017/18</b>		<b>n/a</b>	<b>MSDC</b>		No comment		
	Qtr. 1	85						
	Qtr. 2	71						
	Qtr. 3	62						
	Qtr. 4	58						
	<b>2018/19</b>							
	Qtr. 1	44						
	Qtr. 2							
Qtr. 3								
Qtr. 4								

Performance measure	Period	Data	Target	Council	Trend	Comments
<b>SE04</b> No: of planning enforcement decisions resolved <b>NEW MEASURE</b> Cabinet Member: David Burn Data Owner: Simon Bailey	<b>2018/19</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	86	n/a	MSDC		No comment
<b>SE05</b> £Solar PV net income generated Cabinet Member: David Burn Data Owner: Sharon Bayliss	<b>2018/19</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	£21,775	tbc	MSDC		Target to be developed however it should be noted that due to the variables outside of our control, this will impact on target/performance. Variables include Right to Buy, the weather and how dirty a solar panel gets can effect individual performance therefore, impacting on income generated.
<b>Countryside and Public Realm            Corporate Manager Peter Garrett</b>						
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>CPR02</b> The amount of waste collected from community litter picks <b>NEW MEASURE</b> Cabinet Member: David Burn Data Owner: Peter Garrett	<b>2018/19</b> Qtr.1 Qtr.2 Qtr.3 Qtr.4	bags collected 220	No target, these are new programmes with baselines to be established	MSDC		No comment
<b>CPR03</b> No: of community litter picks supported by council <b>NEW MEASURE</b> Cabinet Member: David Burn Data Owner: Peter Garrett	<b>2018/19</b> Qtr.1 Qtr.2 Qtr.3 Qtr.4	44	No target, these are new programmes with baselines to be established	MSDC		There are 88 individuals that regularly pick litter within their areas.
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>CRP04</b> Average response time for fly tipping from report to collection <b>NEW MEASURE</b> Cabinet Member: David Burn Data Owner: Peter Garrett	<b>2018/19</b> Qtr.1 Qtr.2 Qtr.3 Qtr.4	1 day	No target these are new programmes with baselines to be established	MSDC		This measure is based on number of working days.