

## 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 721 Garden Waste customers in the first 3 months exceeding the annual target set.</li> <li>• MRF Procurement documentation completed and advertised</li> <li>• Recycling Officers attended Hadleigh Show</li> <li>• 'Solar Suffolk Together' launched</li> <li>• Electric Vehicle point in Hadleigh installed</li> <li>• Suffolk Climate Change Partnership successfully bid for just under £2.8M from the Warm Homes Fund</li> <li>• 1445 Environmental enquiries, complaints and consultations dealt with</li> <li>• Successful bid for £10,000 to the Litter Innovation Fund for Suffolk</li> </ul>			
<b>Main Achievements (continued)</b>	<p>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.</p>			
<b>Impact on communities / the way we work</b>	<p>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.</p>			

**Key for trend graph:**

- 2015/16
- 2016/17
- 2017/18
- 2018/19

**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: of live cases for building control  Cabinet Member: Tina Campbell Data Owner: Paul Hughes	<b>2017/18</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. A small drop in applications coming in reflects anecdotal evidence from customers of a general slow down in construction activity. We will continue to monitor to see if this trend continues.
	Qtr. 1	154	<b>tbc</b>	<b>BDC</b>		
	Qtr. 2	161				
	Qtr. 3	143				
	Qtr. 4	155				
	<b>2018/19</b>					
	Qtr. 1	136				
	Qtr. 2					
	Qtr. 3					
Qtr. 4						
<b>BC02</b> % of market share of building control applications  Cabinet Member: Tina Campbell Data Owner: Paul Hughes	<b>2016/17</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	70.90%	<b>60%</b>	<b>BDC</b>		
	Qtr. 2	70.10%				
	Qtr. 3	69.50%				
	Qtr. 4	70.40%				
	<b>2017/18</b>					
	Qtr. 1	66.00%				
	Qtr. 2	62.00%				
	Qtr. 3	65.00%				
	Qtr. 4	63.00%				
	<b>2018/19</b>					
	Qtr. 1	60.00%				
	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)  Cabinet Member: Tina Campbell Data Owner: Laura Sewell	<b>2016/17</b>		<b>1,142,369</b>	BDC		Performance on target		
	Qtr.1	934,021						
	Qtr.2	1,071,057						
	Qtr.3	1,157,230						
	Qtr.4	1,234,283						
	<b>2017/18</b>		<b>1,295,997</b>					
	Qtr.1	956,383						
	Qtr.2	1,142,859						
	Qtr.3	1,236,724						
	Qtr.4	1,314,492						
	<b>2018/19</b>		<b>1,380,000</b>					
	Qtr.1	985,090						
	Qtr.2							
Qtr.3								
Qtr.4								
Performance measure	Period	Data	Target	Council	Trend	Comments		
<b>WS04</b> £ Income generated through business waste services  Cabinet Member: Tina Campbell Data Owner: Laura Sewell	<b>2015/16</b>		575,000	BDC		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	470,464						
	Qtr.2	4,922						
	Qtr.3	101						
	Qtr.4	2,241						
	<b>2016/17</b>							
	Qtr.1	505,021						
	Qtr.2	20,173						
	Qtr.3	8,792						
	Qtr.4	4,233						
	<b>2017/18</b>							
	Qtr.1	540,982						
	Qtr.2	9,174						
	Qtr.3	7,581						
	Qtr.4	1,083						
	<b>2018/19</b>							
	Qtr.1	551,345						
Qtr.2								
Qtr.3								
Qtr.4								

Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>WS05</b> No: of business waste customers Cabinet Member: Tina Campbell Data Owner: Laura Sewell	<b>2015/16</b>					On Track	
	Qtr.1	824					
	Qtr.2	843					
	Qtr.3	840					
	Qtr.4	836					
	<b>2016/17</b>						
	Qtr.1	846					
	Qtr.2	872					
	Qtr.3	871					
	Qtr.4	882					
	<b>2017/18</b>						
	Qtr.1	879					
	Qtr.2	885					
	Qtr.3	881					
	Qtr.4	884					
	<b>2018/19</b>			<b>900</b>			
	Qtr.1	880					
Qtr.2							
Qtr.3							
Qtr.4							
Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>WS06</b> No: of garden waste subscribers Cabinet Member: Tina Campbell Data Owner: Laura Sewell	<b>2015/16</b>					Performance exceeded target.	
	Qtr. 1	12,100					
	Qtr. 2	12,257					
	Qtr. 3	12,283					
	Qtr. 4	12,413					
	<b>2016/17</b>						
	Qtr. 1	12,695					
	Qtr. 2	12,985					
	Qtr. 3	12,963					
	Qtr. 4	13,127					
	<b>2017/18</b>						
	Qtr. 1	13,378					
	Qtr. 2	13,567					
	Qtr. 3	13,563					
	Qtr. 4	13,567					
	<b>2018/19</b>			<b>14,200</b>			
	Qtr. 1	14,288					
Qtr. 2							
Qtr. 3							
Qtr. 4							

Performance measure	Period	Data	Target	Council	Trend	Comments	
<b>WS07</b> Missed Bins - rate/100,000 collections  Cabinet Member: Tina Campbell 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 has 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>NEW MEASURE</b>  Cabinet Member: Tina Campbell Data Owner: Joanna Hart	<b>2016/17</b>	313	<b>n/a</b>	<b>BDC</b>		This will now be reported on a quarterly basis
	<b>2017/18</b>	291				
	<b>2018/19</b>					
	Qtr.1	67				
	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: Tina Campbell Data Owner: Simon Bailey	<b>2017/18</b>		<b>n/a</b>	<b>BDC</b>		No comment	
	Qtr. 1	58					
	Qtr. 2	76					
	Qtr. 3	49					
	Qtr. 4	41					
	<b>2018/19</b>						
	Qtr. 1	47					
	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: Tina Campbell Data Owner: Simon Bailey	<b>2018/19</b>		<b>n/a</b>	<b>BDC</b>		No comment
	Qtr. 1	39				
	Qtr. 2					
	Qtr. 3					
	Qtr. 4					

Performance measure	Period	Data	Target	Council	Trend	Comments
SE05 £Solar PV net income generated Cabinet Member: Tina Campbell Data Owner: Sharon Bayliss	2018/19 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	£74,277	tbc	BDC		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.

**Countryside and Public Realm  
Corporate Manager Peter Garrett**

Performance measure	Period	Data	Target	Council	Trend	Comments
CPR02 The amount of waste collected from community litter picks <b>NEW MEASURE</b> Cabinet Member: Margaret Maybury Data Owner: Peter Garrett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	bags collected 180	No target, these are new programmes with baselines to be established	BDC		No comment

Performance measure	Period	Data	Target	Council	Trend	Comments
CPR03 No: of community litter picks supported by council <b>NEW MEASURE</b> Cabinet Member: Margaret Maybury Data Owner: Peter Garrett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	36	No target, these are new programmes with baselines to be established	BDC		Community litter picks take place in Sudbury on a monthly basis, in Hadleigh the group meet twice a week. There are also 22 individuals that regularly pick litter in their areas.

Performance measure	Period	Data	Target	Council	Trend	Comments
CRP04 Average response time for fly tipping from report to collection <b>NEW MEASURE</b> Cabinet Member: Margaret Maybury Data Owner: Peter Garrett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	1 day	No target these are new programmes with baselines to be established	BDC		This measure is based on number of working days.