

<p style="text-align: center;"><b>Environment and Commercial Partnerships</b>  <b>Assistant Director Chris Fry</b></p> <p style="text-align: center;">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.</p>				
	April - June 2018	July - September 2018	October - December 2018	January - March 2019
<b>Main Achievements</b>	<ul style="list-style-type: none"> <li>• Additional 844 Garden Waste customers in the first 2 months</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>	<p>1 Following the purchase of the ex-NatWest Bank building in Stowmarket a flexible premises licence is now in place.</p> <p>2 The Litter Innovation Fund pilot period has been extended into September. Several parish councils have expressed an interest in buying the special bins as the new design is encouraging more people to place their rubbish in the bins rather than around them.</p> <p>3 A consolation event was held in August at Cedars Park Stowmarket to seek views on the equipment required for the refurbishment of the Wren Close play site. It is hoped that refurbishment will be completed by the end of March 2019.</p>	<ul style="list-style-type: none"> <li>•Waste Services - overall growth of garden subscribers continues to be a success. Income growth on track. Business client base has continued to grow with income on track.</li> <li>•The Commemoration of the centenary of the Great War event at The Meadow, Debenham saw 7 oak trees planted, this was well attended with over 50 people present.</li> <li>•Major fly tipping prosecution concluded after a prolonged investigation that impacted both districts at Finningham and Long Melford, perpetrator in custody awaiting sentencing.</li> <li>•Successful bid to Suffolk TCA fund by Suffolk Building Control officers for a 2 year business development officer to improve the performance of the local authority building control.</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>	<p>4 Tree for Life: Plans for a fruit tree to be gifted to every new born child in MSDC are now in fully swing. Parents of born and adopted babies will be able to apply for a tree, accompanied with planting and aftercare guidance for them to plant at home, or with local community orchards and open spaces if more suitable.</p>	<ul style="list-style-type: none"> <li>•Successful prosecution of Cat Café in Needham Markets for food hygiene offences.</li> </ul>	

<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.	1 The licence will add value to the building and enable flexible uses to support the local community and economy. 2 Initial feedback has indicated that since the level of rubbish in bins has been monitored this has greatly assisted in deploying staff to areas of need.	<ul style="list-style-type: none"> <li>The memorial at Debenham commemorates the role played by the people of Mid Suffolk in the First World War.</li> <li>The successful prosecution for fly-tipping enforces the Councils position of protecting communities from illegal and irresponsible behaviours.</li> </ul>	
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**Building Control  
Corporate Manager Paul Hughes**

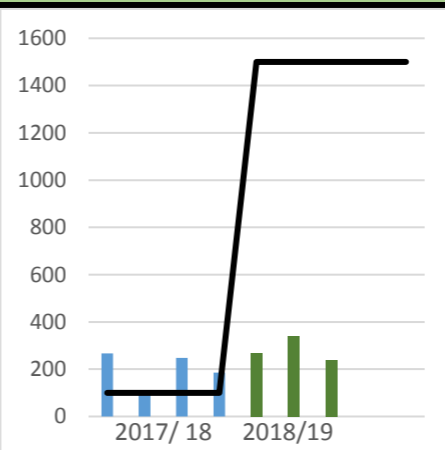
Performance measure	Period	Data	Target	Council	Trend	Comments															
<b>BC01</b> No. of live cases for building control  Cabinet Member: David Burn Data Owner: Paul Hughes	<b>2017/18</b>		<b>n/av</b>	<b>MSDC</b>	<table border="1"> <caption>Live cases for building control</caption> <thead> <tr> <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></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	234	202	144	167	2018/19	176	165	202		Quarter three has seen an increase in the number of live cases. We will continue to monitor to see if this trend continues.
	Year	Q1	Q2			Q3	Q4														
	2017/18	234	202			144	167														
	2018/19	176	165			202															
	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																				

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>n/av</b>	<b>MSDC</b>	<table border="1"> <caption>Market share of building control applications</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>73.40%</td> <td>77.60%</td> <td>73.30%</td> <td>73.80%</td> </tr> <tr> <td>2017/18</td> <td>72.60%</td> <td>68.00%</td> <td>68.00%</td> <td>68.00%</td> </tr> <tr> <td>2018/19</td> <td>61.00%</td> <td>63.00%</td> <td>63.00%</td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2016/17	73.40%	77.60%	73.30%	73.80%	2017/18	72.60%	68.00%	68.00%	68.00%	2018/19	61.00%	63.00%	63.00%		Our competitors for market share continue to market aggressively in our district. Work is underway to stabilise our share. An advertising campaign has taken place to publicise the work offered by our building control department.
	Year	Q1	Q2			Q3	Q4																			
	2016/17	73.40%	77.60%			73.30%	73.80%																			
	2017/18	72.60%	68.00%			68.00%	68.00%																			
	2018/19	61.00%	63.00%			63.00%																				
	Qtr.1	73.40%																								
	Qtr. 2	77.60%																								
	Qtr. 3	73.30%																								
	Qtr. 4	73.80%																								
	<b>2017/18</b>		<b>n/a</b>																							
	Qtr. 1	72.60%																								
	Qtr. 2	68.00%																								
	Qtr. 3	68.00%																								
Qtr. 4	68.00%																									
<b>2018/19</b>		<b>65%</b>																								
Qtr. 1	61.00%																									
Qtr. 2	63.00%																									
Qtr. 3	63.00%																									
Qtr. 4																										

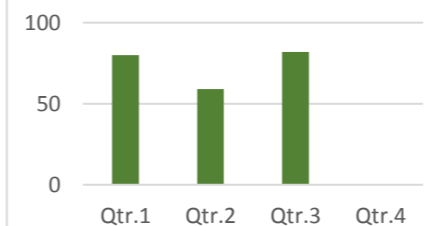
**Waste Services**  
**Corporate Manager Oliver Faiers**

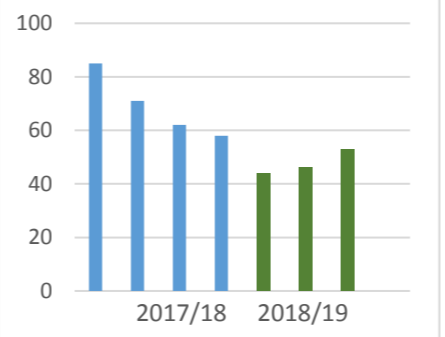
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>WS01</b> £ Overall income generated through chargeable waste services (including business waste)(cumulative)  Lead Member: Roy Barker Data Owner: Laura Sewell	<b>2016/17</b>		<b>£985,210</b>	<b>MSDC</b>		Performance remains on target, and is showing an increase over the same period year on year
	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	£1,016,252				
	Qtr.3	£1,175,911				
	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>n/a</b>	<b>MSDC</b>		Cumulative figure is plotted on graph to show the final total income generated - on track.
	Qtr.1	£282,468				
	Qtr.2	£4,896				
	Qtr.3	£844				
	Qtr.4	£936				
	<b>2016/17</b>		<b>n/a</b>			
	Qtr.1	£322,010				
	Qtr.2	£14,038				
	Qtr.3	£6,476				
	Qtr.4	£2,254				
	<b>2017/18</b>		<b>n/a</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	£4,164					
Qtr.3	£4,705					
Qtr.4						

Performance measure	Period	Data	Target	Council	Trend	Comments
<b>WS05</b> No. of business waste customers (cumulative)  Lead Member: Roy Barker Data Owner: Laura Sewell	<b>2015/16</b>		n/a	MSDC		It is expected that a 4th day collection will commence in January 2019 once an additional Refuse Collection Vehicle is available and crew available from Serco [contractor]. There has been an increase in the number of business waste customers during Q3.
	Qtr.1	475				
	Qtr.2	471				
	Qtr.3	500				
	Qtr.4	502				
	<b>2016/17</b>		n/a			
	Qtr.1	522				
	Qtr.2	540				
	Qtr.3	556				
	Qtr.4	563				
	<b>2017/18</b>		n/a			
	Qtr.1	589				
	Qtr.2	601				
	Qtr.3	613				
	Qtr.4	615				
	<b>2018/19</b>		680			
Qtr.1	620					
Qtr.2	622					
Qtr.3	637					
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>		n/a	MSDC		Performance on track
	Qtr. 1	11,701				
	Qtr. 2	11,913				
	Qtr. 3	11,972				
	Qtr. 4	12,315				
	<b>2016/17</b>		n/a			
	Qtr. 1	12,581				
	Qtr. 2	12,956				
	Qtr. 3	12,955				
	Qtr. 4	13,415				
	<b>2017/18</b>		n/a			
	Qtr. 1	13,656				
	Qtr. 2	14,034				
	Qtr. 3	13,979				
	Qtr. 4	14,063				
	<b>2018/19</b>		15,000			
Qtr. 1	15,005					
Qtr. 2	15,025					
Qtr. 3	15,060					
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>		The target for this measure has been adjusted to take into account all bin collections covering all bin types. This figure is now calculated by Waste services rather than Serco. We have seen an increase in the number of road closures, and road works which has impacted on bin collection. This measure is a recognised method for recording missed bins, and will allow the councils to undertake benchmarking in the future.	
	Qtr. 1	267					
	Qtr. 2	98					
	Qtr. 3	248					
	Qtr. 4	186					
	<b>2018/19</b>		<b>1500</b>				
	Qtr. 1	267					
	Qtr. 2	341					

**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>n/a</b>	<b>MSDC</b>		The reports of fly tipping come from the public and we ensure that these instances are cleared within 2 working days. Please performance measure CRP04
	<b>2017/18</b>	322				
	<b>2018/19</b>					
	Qtr.1	80				
	Qtr.2	59				

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>		For information only.	
	Qtr. 1	85					
	Qtr. 2	71					
	Qtr. 3	62					
	Qtr. 4	58					
	<b>2018/19</b>		<b>n/a</b>				
	Qtr. 1	44					
	Qtr. 2	46					

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 58 40	n/a	MSDC	<table border="1"> <caption>SE04: No: of planning enforcement decisions resolved</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Qtr. 1</td> <td>86</td> </tr> <tr> <td>Qtr. 2</td> <td>58</td> </tr> <tr> <td>Qtr. 3</td> <td>40</td> </tr> <tr> <td>Qtr. 4</td> <td>-</td> </tr> </tbody> </table>	Quarter	Value	Qtr. 1	86	Qtr. 2	58	Qtr. 3	40	Qtr. 4	-	In considering the 'balance' between incoming work (SE03) and work undertaken (SE04), it should be noted that many cases are carried forward from one reporting period to the next or entail complex investigations with timeframes that span quarterly periods.
Quarter	Value															
Qtr. 1	86															
Qtr. 2	58															
Qtr. 3	40															
Qtr. 4	-															
Performance measure	Period	Data	Target	Council	Trend	Comments										
<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	£79,957 £100,392 £113,192	tbc	MSDC	<table border="1"> <caption>SE05: £Solar PV net income generated</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Qtr. 1</td> <td>£79,957</td> </tr> <tr> <td>Qtr. 2</td> <td>£100,392</td> </tr> <tr> <td>Qtr. 3</td> <td>£113,192</td> </tr> <tr> <td>Qtr. 4</td> <td>-</td> </tr> </tbody> </table>	Quarter	Value	Qtr. 1	£79,957	Qtr. 2	£100,392	Qtr. 3	£113,192	Qtr. 4	-	Target to be developed. 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.
Quarter	Value															
Qtr. 1	£79,957															
Qtr. 2	£100,392															
Qtr. 3	£113,192															
Qtr. 4	-															

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

Performance measure	Period	Data	Target	Council	Trend	Comments										
<b>CPR02</b> The amount of waste collected from 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 220 180 100	No target these are new programmes with baselines to be established	<b>MSDC</b>	<table border="1"> <caption>Waste Collected in Bags</caption> <thead> <tr> <th>Quarter</th> <th>Bags Collected</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>220</td> </tr> <tr> <td>Qtr.2</td> <td>180</td> </tr> <tr> <td>Qtr.3</td> <td>100</td> </tr> <tr> <td>Qtr.4</td> <td>-</td> </tr> </tbody> </table>	Quarter	Bags Collected	Qtr.1	220	Qtr.2	180	Qtr.3	100	Qtr.4	-	Counting the individual bags collected is the only meaningful measure. It would become too complicated if individual items were counted. The volunteers in the main bag up the litter collected but on occasion find individual items that cannot be.
Quarter	Bags Collected															
Qtr.1	220															
Qtr.2	180															
Qtr.3	100															
Qtr.4	-															
<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 30 11	No target these are new programmes with baselines to be established	<b>MSDC</b>	<table border="1"> <caption>Community Litter Picks</caption> <thead> <tr> <th>Quarter</th> <th>Number of Picks</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>44</td> </tr> <tr> <td>Qtr.2</td> <td>30</td> </tr> <tr> <td>Qtr.3</td> <td>11</td> </tr> <tr> <td>Qtr.4</td> <td>-</td> </tr> </tbody> </table>	Quarter	Number of Picks	Qtr.1	44	Qtr.2	30	Qtr.3	11	Qtr.4	-	The number of litter picks reduces during the winter period, most community litter picks occur in the early spring before the vegetation has grown too long to collect.
Quarter	Number of Picks															
Qtr.1	44															
Qtr.2	30															
Qtr.3	11															
Qtr.4	-															
<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 1 1	2 working days	<b>MSDC</b>	<table border="1"> <caption>Average Response Time for Fly Tipping</caption> <thead> <tr> <th>Quarter</th> <th>Average Response Time</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>1</td> </tr> <tr> <td>Qtr.2</td> <td>1</td> </tr> <tr> <td>Qtr.3</td> <td>1</td> </tr> <tr> <td>Qtr.4</td> <td>-</td> </tr> </tbody> </table>	Quarter	Average Response Time	Qtr.1	1	Qtr.2	1	Qtr.3	1	Qtr.4	-	There were 91 incidents of fly-tipping during quarter 3, 86% were cleared within 48 hrs.
Quarter	Average Response Time															
Qtr.1	1															
Qtr.2	1															
Qtr.3	1															
Qtr.4	-															