

<p style="text-align: center;">Environment and Commercial Partnerships Assistant Director Chris Fry</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
Main Achievements	<ul style="list-style-type: none"> • Additional 699 Garden Waste customers in the first 3 months • Material Recovery Facility Procurement documentation completed and advertised • Recycling Officers attended Hadleigh Show • 'Solar Suffolk Together' launched • Electric Vehicle point in Hadleigh installed • Suffolk Climate Change Partnership successfully bid for just under £2.8M from the Warm Homes Fund • 1445 Environmental enquiries, complaints and consultations dealt with 	<p>1 The location to plant a memorial avenue of Oak trees to commemorate the end of the 1914-18 Great War has been agreed. The avenue will be planted in Beaumont Park Hadleigh.</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>	<ul style="list-style-type: none"> •Waste Services - Growth in garden subscribers continues to be a success. •The Commemoration of the centenary of the Great War event at Beaumont Park, Hadleigh saw 16 oak trees planted, this was well attended with over 50 people present •Major fly tipping prosecution concluded after a prolonged investigation that impacted both districts at Finningham and Long Melford, perpetrator in custody awaiting sentencing. 	
Main Achievements (continued)	<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>		<ul style="list-style-type: none"> •Successful bid to Suffolk Transformation Challenge Award fund by Suffolk Building Control officers for a 2 year business development officer to improve the performance of the local authority building control. •Bakers Mill, Great Cornard completion and opening of the footpath 	

Impact on communities / the way we work	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.	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.	• The newly completed path provides an extension of the existing Cornard Riverside Path, allowing residents and visitors to enjoy more of the riverbank as well as providing pedestrian access to the River Stour Trust's Visitor and Education Centre at Dovehouse Meadow.	
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Key for trend graph: ● 2015/16 ● 2016/17 ● 2017/18 ● 2018/19 target	Key: n/a not applicable n/av not available highlighted measure, further detail in main report
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Building Control
Corporate Manager Paul Hughes

Performance measure	Period	Data	Target	Council	Trend	Comments	
BC01 No. of live cases for building control Cabinet Member: Tina Campbell Data Owner: Paul Hughes	2017/18		n/av	BDC		There has been a small decrease in the number of live cases compared to last quarter. The overall trend remains downward reflecting anecdotal evidence from customers of a general slowdown in construction activity. We will continue to monitor to see if this trend continues.	
	Qtr. 1	154					
	Qtr. 2	161					
	Qtr. 3	143					
	Qtr. 4	155					
	2018/19		n/av				
	Qtr. 1	136					
	Qtr. 2	141					
	Qtr. 3	130					
Qtr. 4							

Performance measure	Period	Data	Target	Council	Trend	Comments	
BC02 % of market share of building control applications Cabinet Member: Tina Campbell Data Owner: Paul Hughes	2016/17		n/av	BDC		Our competitors for market share continue to market aggressively in our district. Work is underway to stabilise our share, there has been a slight increase during this period. An advertising campaign has taken place to publicise the work offered by our building control department.	
	Qtr.1	70.90%					
	Qtr. 2	70.10%					
	Qtr. 3	69.50%					
	Qtr. 4	70.40%					
	2017/18		n/av				
	Qtr. 1	66.00%					
	Qtr. 2	62.00%					
	Qtr. 3	65.00%					
	Qtr. 4	63.00%					
	2018/19		60%				
	Qtr. 1	60.00%					
	Qtr. 2	64.00%					
Qtr. 3	68.00%						
Qtr. 4							

Waste Services
Corporate Manager Oliver Faiers

Performance measure	Period	Data	Target	Council	Trend	Comments	
WS01 £ Overall income generated through chargeable waste services (including business waste) (cumulative total) Cabinet Member: Tina Campbell Data Owner: Laura Sewell	2016/17		£1,142,369	BDC		Performance on target	
	Qtr.1	£934,021					
	Qtr.2	£1,071,057					
	Qtr.3	£1,157,230					
	Qtr.4	£1,234,283					
	2017/18		£1,295,997				
	Qtr.1	£956,383					
	Qtr.2	£1,142,859					
	Qtr.3	£1,236,724					
	Qtr.4	£1,314,492					
	2018/19		£1,380,000				
	Qtr.1	£985,090					
	Qtr.2	£1,180,485					
Qtr.3	£1,280,589						
Qtr.4							

Performance measure	Period	Data	Target	Council	Trend	Comments
WS04 £ Income generated through business waste services Cabinet Member: Tina Campbell Data Owner: Laura Sewell	2015/16		n/av	BDC		Cumulative figure is plotted on graph to show the final total income generated. On track as at end Q3 income just £10k short of annual target.
	Qtr.1	£470,464				
	Qtr.2	£4,922				
	Qtr.3	£101				
	Qtr.4	£2,241				
	2016/17		n/av			
	Qtr.1	£505,021				
	Qtr.2	£20,173				
	Qtr.3	£8,792				
	Qtr.4	£4,233				
	2017/18		n/av			
	Qtr.1	£540,982				
	Qtr.2	£9,174				
	Qtr.3	£7,581				
	Qtr.4	£1,083				
	2018/19		£575,000			
Qtr.1	£551,345					
Qtr.2	£6,167					
Qtr.3	£7,595					
Qtr.4						
Performance measure	Period	Data	Target	Council	Trend	Comments
WS05 No. of business waste customers Cabinet Member: Tina Campbell Data Owner: Laura Sewell	2015/16		n/av	BDC		Client base stable.
	Qtr.1	824				
	Qtr.2	843				
	Qtr.3	840				
	Qtr.4	836				
	2016/17		n/av			
	Qtr.1	846				
	Qtr.2	872				
	Qtr.3	871				
	Qtr.4	882				
	2017/18		n/av			
	Qtr.1	879				
	Qtr.2	885				
	Qtr.3	881				
	Qtr.4	884				
	2018/19		900			
Qtr.1	880					
Qtr.2	882					
Qtr.3	880					
Qtr.4						

Performance measure	Period	Data	Target	Council	Trend	Comments
WS06 No. of garden waste subscribers Cabinet Member: Tina Campbell Data Owner: Laura Sewell	2015/16		n/av	BDC		Performance above target.
	Qtr. 1	12,100				
	Qtr. 2	12,257				
	Qtr. 3	12,283				
	Qtr. 4	12,413				
	2016/17		n/av			
	Qtr. 1	12,695				
	Qtr. 2	12,985				
	Qtr. 3	12,963				
	Qtr. 4	13,127				
	2017/18		n/av			
	Qtr. 1	13,378				
	Qtr. 2	13,567				
	Qtr. 3	13,563				
	Qtr. 4	13,567				
	2018/19		14,200			
Qtr. 1	14288					
Qtr. 2	14281					
Qtr. 3	14265					
Qtr. 4						
Performance measure	Period	Data	Target	Council	Trend	Comments
WS07 Missed Bins - rate/100,000 collections Cabinet Member: Tina Campbell Data Owner: Laura Sewell	2017/18		100	Both		The target for this measure has been adjusted to take into account all bin collections covering all bin types. Figure now provided 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				
	2018/19		1500			
	Qtr. 1	267				
	Qtr. 2	341				
	Qtr. 3	237				
	Qtr. 4					

Sustainable Environment
Corporate Manager James Buckingham

Performance measure	Period	Data	Target	Council	Trend	Comments
SE01 No. of instances of fly tipping NEW MEASURE Cabinet Member: Tina Campbell Data Owner: Joanna Hart	2016/17 2017/18 2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	313 291 67 61 47	n/a	BDC		The reports of fly tipping come from the public and we ensure that these instances are cleared within 2 working days. Please see performance measure CRP04.
SE03 No. of planning enforcement cases referred to team Cabinet Member: Tina Campbell Data Owner: Simon Bailey	2017/18 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 2018/19 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	58 76 49 41 47 42 55	n/a	BDC		For information only.
SE04 No. of planning enforcement decisions resolved NEW MEASURE Cabinet Member: Tina Campbell Data Owner: Simon Bailey	2018/19 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	39 83 50	n/a	BDC		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.
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 £103,733 £125,470	tbc	BDC		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

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

Performance measure	Period	Data	Target	Council	Trend	Comments										
CPR02 The amount of waste collected from litter picks NEW MEASURE Cabinet Member: Margaret Maybury Data Owner: Peter Garrett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	bags collected 180 140 50	No target these are new programmes with baselines to be established	BDC	<table border="1"> <caption>Waste Collected (Bags)</caption> <thead> <tr><th>Quarter</th><th>Waste Collected (Bags)</th></tr> </thead> <tbody> <tr><td>Qtr.1</td><td>180</td></tr> <tr><td>Qtr.2</td><td>140</td></tr> <tr><td>Qtr.3</td><td>50</td></tr> <tr><td>Qtr.4</td><td>-</td></tr> </tbody> </table>	Quarter	Waste Collected (Bags)	Qtr.1	180	Qtr.2	140	Qtr.3	50	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	Waste Collected (Bags)															
Qtr.1	180															
Qtr.2	140															
Qtr.3	50															
Qtr.4	-															
CPR03 No: of community litter picks supported by council NEW MEASURE Cabinet Member: Margaret Maybury Data Owner: Peter Garrett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	36 18 8	No target these are new programmes with baselines to be established	BDC	<table border="1"> <caption>Community Litter Picks</caption> <thead> <tr><th>Quarter</th><th>No. of Picks</th></tr> </thead> <tbody> <tr><td>Qtr.1</td><td>36</td></tr> <tr><td>Qtr.2</td><td>18</td></tr> <tr><td>Qtr.3</td><td>8</td></tr> <tr><td>Qtr.4</td><td>-</td></tr> </tbody> </table>	Quarter	No. of Picks	Qtr.1	36	Qtr.2	18	Qtr.3	8	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	No. of Picks															
Qtr.1	36															
Qtr.2	18															
Qtr.3	8															
Qtr.4	-															
CRP04 Average response time for fly tipping from report to collection NEW MEASURE Cabinet Member: Margaret Maybury Data Owner: Peter Garrett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	1 1 1	2 working days	BDC	<table border="1"> <caption>Average Response Time (Working Days)</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 61 incidents of fly-tipping during quarter 3, of these 91% were cleared within 48hrs.
Quarter	Average Response Time															
Qtr.1	1															
Qtr.2	1															
Qtr.3	1															
Qtr.4	-															