

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, waste management and grounds maintenance, street cleansing, arboriculture and public conveniences.

	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	<ul style="list-style-type: none"> • Additional 844 Garden Waste customers in the first 2 months • Material Recovery Facility Procurement documentation completed and advertised • Recycling Officers attending summer shows and a successful compost give away at Needham lake • ‘Solar Suffolk Together’ launched • 1445 Environmental enquiries, complaints and consultations dealt with • Suffolk Climate Change Partnership successfully bid for just under £2.8M from the Warm Homes Fund • Successful prosecution for fly-tipping • Successful bid for £10,000 to the Litter Innovation Fund for Suffolk 	<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"> • 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. • 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. • Major fly tipping prosecution concluded after a prolonged investigation that impacted both districts at Finningham and Long Melford, perpetrator in custody awaiting sentencing. • 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. 	<p>1. Waste services - Income targets have been surpassed. Garden waste subscribers have increased by 1000 since end 17/18. Recycling rate has improved. Business income exceeded the 3% target with 6.1% achieved compared to previous year.</p> <p>2. An electric vehicle 'rapid' charging point has been installed at Needham Lakes as part of a BMSDC-led project for a network of points along the A12, A14 and A11. The charging points have been funded by a grant secured from Highways England.</p> <p>3. Tree for Life scheme was completed offering every family in Mid Suffolk celebrating a new child, both by birth and adoption, a free tree to plant to mark the occasion. In total 179 families successfully applied for a tree to celebrate their new arrival, this is approximately 21% of the estimated births in Mid Suffolk in 2018. Following the huge popularity the scheme will be continued in 2019.</p>

Main Achievements (continued)	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.	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.	• Successful prosecution of Cat Café in Needham Markets for food hygiene offences.	4. Building Control - 9 dangerous structures where visited during this quarter, 2 of which out of hours. A court order was obtained against the owners of the old Fisons warehouse in Bramford to remedy the dangerous roof covering.
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.	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.	• The memorial at Debenham commemorates the role played by the people of Mid Suffolk in the First World War. • The successful prosecution for fly-tipping enforces the Councils position of protecting communities from illegal and irresponsible behaviours.	The first 3 main achievements detailed above were identified as key priorities for the council for 2018/19. Enabling communities to recycle and compost more waste, providing a charging point within the district and engaging with communities with children offering a token which will have lasting memories.

**Building Control
Corporate Manager Paul Hughes**

Performance measure	Period	Data	Target	Council	Trend	Comments
BC01 No. of live cases for building control Cabinet Member: David Burn Data Owner: Paul Hughes	2017/18		n/av	MSDC		A drop in applications on previous quarter yet still higher when compared to 2018. We continue to monitor the situation against Brexit implications and possible legislative changes to the building control system due to be announced by the govt. late spring
	Qtr. 1	234				
	Qtr. 2	202				
	Qtr. 3	144				
	Qtr. 4	167				
	2018/19		n/av			
	Qtr. 1	176				
	Qtr. 2	165				
	Qtr. 3	202				
Qtr. 4	170					

Performance measure	Period	Data	Target	Council	Trend	Comments
BC02 % of market share of building control applications Cabinet Member: David Burn Data Owner: Paul Hughes	2016/17		n/av	MSDC		Increased efforts on our marketing with the introduction of the Business Development Officer post is starting to impact on our market share as well as a renewed focus on digitising the building control process thereby improving efficiencies and service levels.
	Qtr. 1	73.40%				
	Qtr. 2	77.60%				
	Qtr. 3	73.30%				
	Qtr. 4	73.80%				
	2017/18		n/av			
	Qtr. 1	72.60%				
	Qtr. 2	68.00%				
	Qtr. 3	68.00%				
	Qtr. 4	68.00%				
	2018/19		65%			
	Qtr. 1	61.00%				
	Qtr. 2	63.00%				

**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) Lead Member: Roy Barker Data Owner: Laura Sewell	2016/17		£985,210	MSDC		Q3 figure amended as finance advised more income loaded into system after figure provided. Performance is above target.
	Qtr. 1	£723,949				
	Qtr. 2	£891,604				
	Qtr. 3	£999,604				
	Qtr. 4	£1,111,043				
	2017/18		£1,114,575			
	Qtr. 1	£734,491				
	Qtr. 2	£966,550				
	Qtr. 3	£1,113,921				
	Qtr. 4	£1,222,775				
	2018/19		£1,284,000			
	Qtr. 1	£779,382				
	Qtr. 2	£1,016,252				

Performance measure	Period	Data	Target	Council	Trend	Comments										
WS02 % of household waste sent for reuse, recycling or composting Lead Member: Roy Barker Data Owner: Laura Sewell	2015/16 2016/17 2017/18 2018/19	45.67% 45.98% 44.62% 47.26%	44%	MSDC	<table border="1"> <caption>WS02 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Data (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>45.67%</td> </tr> <tr> <td>2016/17</td> <td>45.98%</td> </tr> <tr> <td>2017/18</td> <td>44.62%</td> </tr> <tr> <td>2018/19</td> <td>47.26%</td> </tr> </tbody> </table>	Period	Data (%)	2015/16	45.67%	2016/17	45.98%	2017/18	44.62%	2018/19	47.26%	Above target.
Period	Data (%)															
2015/16	45.67%															
2016/17	45.98%															
2017/18	44.62%															
2018/19	47.26%															
Performance measure	Period	Data	Target	Council	Trend	Comments										
WS03 Customer Satisfaction levels with refuse collection service Lead Member: Roy Barker Data Owner: Laura Sewell	2015/16 2016/17 2017/18 2018/19	86.10% 87.20% 92.90% 83.80%	90%	Both	<table border="1"> <caption>WS03 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Data (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>86.10%</td> </tr> <tr> <td>2016/17</td> <td>87.20%</td> </tr> <tr> <td>2017/18</td> <td>92.90%</td> </tr> <tr> <td>2018/19</td> <td>83.80%</td> </tr> </tbody> </table>	Period	Data (%)	2015/16	86.10%	2016/17	87.20%	2017/18	92.90%	2018/19	83.80%	Drop in customer satisfaction particularly in the Babergh area. This appears to be in relation to rounds not being completed and work carried over to the next day on a regular basis in some areas.
Period	Data (%)															
2015/16	86.10%															
2016/17	87.20%															
2017/18	92.90%															
2018/19	83.80%															

Performance measure	Period	Data	Target	Council	Trend	Comments
WS04 £ Income generated through business waste services Lead Member: Roy Barker Data Owner: Laura Sewell	2015/16		n/av	MSDC		Cumulative figure is plotted on graph to show the final total income generated - the year figure was above target at £419,324
	Qtr.1	£282,468				
	Qtr.2	£4,896				
	Qtr.3	£844				
	Qtr.4	£936				
	2016/17		n/av			
	Qtr.1	£322,010				
	Qtr.2	£14,038				
	Qtr.3	£6,476				
	Qtr.4	£2,254				
	2017/18		n/av			
	Qtr.1	£377,365				
	Qtr.2	£11,001				
	Qtr.3	£3,444				
	Qtr.4	£1,607				
	2018/19		£405,000			
	Qtr.1	£408,023				
Qtr.2	£4,164					
Qtr.3	£4,705					
Qtr.4	£2,432					

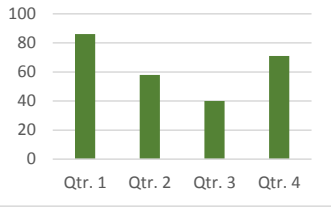
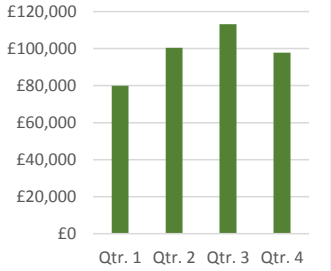
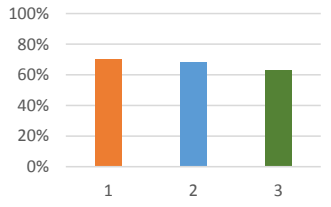
Performance measure	Period	Data	Target	Council	Trend	Comments
WS05 No. of business waste customers (cumulative) Lead Member: Roy Barker Data Owner: Laura Sewell	2015/16		n/av	MSDC		The 4th day collection started January 2019. There has been an increase in the number of business waste customers over the year despite summer service concerns.
	Qtr.1	475				
	Qtr.2	471				
	Qtr.3	500				
	Qtr.4	502				
	2016/17		n/av			
	Qtr.1	522				
	Qtr.2	540				
	Qtr.3	556				
	Qtr.4	563				
	2017/18		n/av			
	Qtr.1	589				
	Qtr.2	601				
	Qtr.3	613				
	Qtr.4	615				
	2018/19		680			
Qtr.1	620					
Qtr.2	622					
Qtr.3	637					
Qtr.4	642					

Performance measure	Period	Data	Target	Council	Trend	Comments
WS06 No. of garden waste subscribers Lead Member: Roy Barker Data Owner: Laura Sewell	2015/16		n/av	MSDC		Performance above target
	Qtr. 1	11,701				
	Qtr. 2	11,913				
	Qtr. 3	11,972				
	Qtr. 4	12,315				
	2016/17		n/av			
	Qtr. 1	12,581				
	Qtr. 2	12,956				
	Qtr. 3	12,955				
	Qtr. 4	13,415				
	2017/18		n/av			
	Qtr. 1	13,656				
	Qtr. 2	14,034				
	Qtr. 3	13,979				
	Qtr. 4	14,063				
	2018/19		15,000			
	Qtr. 1	15,005				
Qtr. 2	15,025					
Qtr. 3	15,060					
Qtr. 4	15,069					

Performance measure	Period	Data	Target	Council	Trend	Comments	
WS07 Missed Bins - rate/100,000 collections (cumulative figure) Lead Member: Roy Barker 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. 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					
	2018/19		1500				
	Qtr. 1	267					
	Qtr. 2	608					
	Qtr. 3	845					
Qtr. 4	1195						
Food and Safety Corporate Manager John Grayling							
Performance measure	Period	Data	Target	Council	Trend	Comments	
FS01 No: of interventions carried out in line with the Food Safety Act Code of Practice Cabinet Member: David Burn Data Owner: John Grayling	2017/18	908	924	Both		Significantly more interventions carried out as a result of reactive work (Follow up from inspections and complaints)	
	2018/19	1017	788				
	2019/20		953				
Performance measure	Period	Data	Target	Council	Trend	Comments	
FS02 % of food premises achieving 5 star ratings Cabinet Member: David Burn Data Owner: John Grayling	2018	64.13%	63.66%	MSDC		A marginal increase in the proportion of 5 ratings signifies an improvement in the standard of food safety across the district.	
	2019	64.21%	64.20%				

**Sustainable Environment
Corporate Manager James Buckingham**

Performance measure	Period	Data	Target	Council	Trend	Comments
SE01 No. of instances of fly tipping Cabinet Member: David Burn Data Owner: Joanna Hart	2016/17	324	n/a	MSDC		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.
	2017/18	322				
	2018/19	317				
	Qtr.1	80				
	Qtr.2	59				
	Qtr.3	82				
	Qtr.4	96				
Performance measure	Period	Data	Target	Council	Trend	Comments
SE02 No. of enforcement actions for fly tipping e.g investigations, cautions, prosecutions, penalty notices, warning letters, vehicle stop and searches Cabinet Member: David Burn Data Owner: James Buckingham	2016/17	77	n/a	MSDC		The number of cases the Environmental Protection team is able to investigate (and therefore the number of enforcement actions it can take) is dependant on the number of witness reports it receives from the public and the number of referrals received from Public Realm of evidence having been found in the waste at the time they clear the waste.
	2017/18	72				
	2018/19	48				
Performance measure	Period	Data	Target	Council	Trend	Comments
SE03 No. of planning enforcement cases referred to team Cabinet Member: David Burn Data Owner: Simon Bailey	2017/18		n/a	MSDC		For information only.
	Qtr. 1	85				
	Qtr. 2	71				
	Qtr. 3	62				
	Qtr. 4	58				
	2018/19		n/a			
	Qtr. 1	44				
	Qtr. 2	46				
	Qtr. 3	53				
Qtr. 4	55					

Performance measure	Period	Data	Target	Council	Trend	Comments
SE04 No: of planning enforcement decisions resolved Cabinet Member: David Burn Data Owner: Simon Bailey	2018/19 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	86 58 40 71	n/a	MSDC		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.
Performance measure	Period	Data	Target	Council	Trend	Comments
SE05 £Solar PV net income generated Cabinet Member: David Burn Data Owner: Sharon Bayliss	2018/19 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	£79,957 £100,392 £113,192 £97,760	tbc	MSDC		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
CPR01 Incomed generated from Public Realm as a % of expenditure Cabinet Member: David Burn Data Owner: Mandy Hall	2016/17 2017/18 2018/19	70% 68% 63%	tbc	MSDC		Figures as at 15.4.2019 slight adjustment may be made following year end. Income £1,048,511.27 Expenditure £1,662,509.98

Performance measure	Period	Data	Target	Council	Trend	Comments										
CPR02 The amount of waste collected from litter picks Cabinet Member: David Burn Data Owner: Peter Garrett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	bags collected 220 180 100 130	No target these are new programmes with baselines to be established	MSDC	<table border="1"> <caption>Waste Collected in Bags (2018/19)</caption> <thead> <tr> <th>Quarter</th> <th>Waste Collected (bags)</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>130</td> </tr> </tbody> </table>	Quarter	Waste Collected (bags)	Qtr.1	220	Qtr.2	180	Qtr.3	100	Qtr.4	130	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 removed in this way.
Quarter	Waste Collected (bags)															
Qtr.1	220															
Qtr.2	180															
Qtr.3	100															
Qtr.4	130															
CPR03 No. of community litter picks supported by council Cabinet Member: David Burn Data Owner: Peter Garrett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	44 30 11 18	No target these are new programmes with baselines to be established	MSDC	<table border="1"> <caption>Community Litter Picks Supported (2018/19)</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>18</td> </tr> </tbody> </table>	Quarter	Number of Picks	Qtr.1	44	Qtr.2	30	Qtr.3	11	Qtr.4	18	There has been a slight increase in the number of litter picks over the final quarter, as the weather improves.
Quarter	Number of Picks															
Qtr.1	44															
Qtr.2	30															
Qtr.3	11															
Qtr.4	18															
CRP04 Average days response time for fly tipping from report to collection Cabinet Member: David Burn Data Owner: Peter Garrett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	1 1 1 1	2 working days	MSDC	<table border="1"> <caption>Average Days Response Time for Fly Tipping (2018/19)</caption> <thead> <tr> <th>Quarter</th> <th>Average Days 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>1</td> </tr> </tbody> </table>	Quarter	Average Days Response Time	Qtr.1	1	Qtr.2	1	Qtr.3	1	Qtr.4	1	There were 105 incidents of fly-tipping during quarter 4, 97% (102) were cleared within 48 hrs.
Quarter	Average Days Response Time															
Qtr.1	1															
Qtr.2	1															
Qtr.3	1															
Qtr.4	1															