

Environment and Commercial Partnerships

Assistant Director Cassandra Clements

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.

Main Achievements and Outcomes October - December 2019

Public Protection. Through its membership of the Suffolk Climate Change Partnership (SCCP), a further offer to residents and businesses to have solar panels installed on their premises at a significantly discounted rate has been made. There have been 1,048 registrants of interest across Suffolk. The winning supplier is Greenspace, an Ipswich-based business with accreditation from SCC Trading Standards, Which? And Trusted Trader. An average 32% saving on the typical market price of panels has been negotiated. Installations should start in the New Year.

The Food and Safety team have been surveying the main industrial estates across the districts to establish information about warehouse activities that are under the jurisdiction of the local authorities for health and safety. General health and safety advice has been given to relevant businesses with more than 100 contacted so far.

Having investigated the health and safety issues surrounding a fatality in a charity shop, one of the councils' Food and Safety Officers attended the coroners court inquest in September to give evidence. The coroner concluded that it was an accidental death. The family of the deceased thanked the Food and Safety Officer for his thorough investigation. A prosecution for food safety offences is in progress relating to a market trader operating in Stowmarket.

Building Control. Continue to provide support to those let down by the failures of the private sector, we are now writing to those that haven't contacted us yet. Government has issued consultations on future changes to the building regulations and we are expecting significant changes to legislation as a result, in how the private sector works, enforcement powers and energy efficiency.

Waste. Volumes have returned to business as usual following the exceptionally busy Q2 due to the round changes which took place. Our % of missed bins has increased by 0.21% to 99.82% which is back above the target of 99.80%. Our income streams are on track to meet and exceed the year targets.

Public Realm. This is the second year for the Trees for Life scheme and the anticipated targets have been significantly exceeded. 276 parents and guardians registered for their newborn to receive a tree. An event is being held at the end of January for the trees to be given out.

Key for trend graph:

- 2016/17
- 2017/18
- 2018/19
- 2019/20
- _____ target

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
BC01 No. live cases of building control Cabinet Member: Jessica Fleming Data Owner: Paul Hughes	2017/18		n/av	MSDC		No. of applications in general remain consistent when taken as an average across the year, a dip in Q3 being consistent with previous years. The effect of failures in the private sector for building control have lessened but we remain with a significant number of cases to contact, work in underway in this regard. We are seeing increasing numbers of cases being reverted to our control where the private body is still trading.
	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				
	2019/20		Information only			
	Qtr. 1	194				
	Qtr. 2	240				
Qtr. 3	178					
Qtr. 4						

BDC Qtr3. 2019/20 - 123

Performance measure	Period	Data	Target	Council	Trend	Comments
BC02 % of market share of building control applications Cabinet Member: Jessica Fleming Data Owner: Paul Hughes	2016/17		n/av	MSDC		We continue to see a sustained market share due to marketing activity from the shared business development post. This is further boosted by failures in the private sector for building control which have seen a decrease in activity from Approved Inspectors which we expect to continue. Total no. of apps = 256 of which 78 were dealt with by private sector providers. <i>BDC Qtr.3 2019/20 - 68%</i>
	Qtr.1	73.4%				
	Qtr. 2	77.6%				
	Qtr. 3	73.3%				
	Qtr. 4	73.8%				
	2017/18		n/av			
	Qtr. 1	72.6%				
	Qtr. 2	68.0%				
	Qtr. 3	68.0%				
	Qtr. 4	68.0%				
	2018/19		65%			
	Qtr. 1	61.0%				
	Qtr. 2	63.0%				
	Qtr. 3	63.0%				
	Qtr. 4	64.0%				
	2019/20		65%			
Qtr. 1	64.0%					
Qtr. 2	65.0%					
Qtr. 3	66.0%					
Qtr. 4						

Recycling, Waste & Fleet 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: Jessica Fleming Data Owner: James Hitter	2016/17		£985,210	MSDC		Quarter 1 includes the commercial waste services invoices raised in April for the full year of service in advance, resulting in the majority of income showing in that period. We are on track to meet the target for 19/20.
	Qtr.1	£723,940				
	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				
	Qtr.3	£1,176,476				
	Qtr.4	£1,296,848				
	2019/20		£1,284,000			
	Qtr. 1	£802,554				
Qtr. 2	£1,064,935					
Qtr. 3	£1,239,214					
Qtr. 4						

Performance measure	Period	Data	Target	Council	Trend	Comments
WS02 £Invoiced income generated through business waste services (graph displays cumulative figure) Cabinet Member: Jessica Fleming Data Owner: James Hitter	2016/17		n/av	MSDC		Already exceeded target for 19/20.
	Qtr.1	£322,010				
	Qtr.2	£336,048				
	Qtr.3	£342,524				
	Qtr.4	£344,778				
	2017/18		n/av			
	Qtr.1	£337,365				
	Qtr.2	£388,366				
	Qtr.3	£391,810				
	Qtr.4	£393,417				
	2018/19		£405,000			
	Qtr.1	£408,023				
	Qtr.2	£412,187				
	Qtr.3	£416,892				
	Qtr.4	£419,324				
	2019/20		£431,903			
Qtr. 1	£422,543					
Qtr. 2	£430,349					
Qtr. 3	£432,889					
Qtr. 4						

Performance measure	Period	Data	Target	Council	Trend	Comments
WS03 No. of business waste customers Cabinet Member: Jessica Fleming Data Owner: James Hitter	2016/17					
	Qtr.1	552				
	Qtr.2	540				
	Qtr.3	556				
	Qtr.4	563				
	2017/18					
	Qtr.1	589				
	Qtr.2	601				
	Qtr.3	613				
	Qtr.4	615				
	2018/19			680		MSDC
	Qtr.1	620				
	Qtr.2	622				
	Qtr.3	637				
	Qtr.4	642				
	2019/20			680		
	Qtr. 1	635				
Qtr. 2	645					
Qtr. 3	654					
Qtr. 4						

A steady increase throughout the year to date.
 Made up of new customers and customers switching from private collection companies.

BDC Qtr.3 2019/20 - 885

Performance measure	Period	Data	Target	Council	Trend	Comments
WS04 No. of garden waste subscribers Cabinet Member: Jessica Fleming Data Owner: James Hitter	2016/17					
	Qtr. 1	12,581				
	Qtr. 2	12,956				
	Qtr. 3	12,955				
	Qtr. 4	13,415				
	2017/18					
	Qtr. 1	13,656				
	Qtr. 2	14,034				
	Qtr. 3	13,979				
	Qtr. 4	14,063				
	2018/19			15,000		MSDC
	Qtr. 1	15,005				
	Qtr. 2	15,025				
	Qtr. 3	15,060				
	Qtr. 4	15,069				
	2019/20			15,000		
	Qtr. 1	15,152				
Qtr. 2	15,489					
Qtr. 3	15,513					
Qtr. 4						

BDC Qtr.3 2019/20 - 14,578

Performance measure	Period	Data	Target	Council	Trend	Comments
WS06 % missed bins collections for domestic refuse, recycling and garden (non-cumulative) AMENDED MEASURE Cabinet Member: Jessica Fleming Data Owner: James Hitter	2018/19		99.80%	MSDC		During Q3 MSDC had 683,993 possible bin collections for Refuse, Recycling and Garden waste. Of that we had 1,255 reported missed bins. This resulted in the success rate improving from Q2 and is now above the target. <i>BDC Qtr3 2019/20 - 99.88%</i>
	Qtr. 1	99.91%				
	Qtr. 2	99.89%				
	Qtr. 3	99.92%				
	Qtr. 4	99.89%				
	2019/20					
	Qtr. 1	99.89%				
	Qtr. 2	99.61%				
	Qtr. 3	99.82%				
	Qtr. 4					

Public Protection
Corporate Manager John Grayling

Performance measure	Period	Data	Target	Council	Trend	Comments
SE01 No. of instances of fly tipping Cabinet Member: Jessica Fleming 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	Information only			
	Qtr.3	82				
	Qtr.4	96				
	2019/20					
	Qtr. 1	56				
	Qtr. 2	62				
Qtr. 3	86					
Qtr. 4						

Performance measure	Period	Data	Target	Council	Trend	Comments															
SE05 £Solar PV net income generated Cabinet Member: Jessica Fleming Data Owner: Sharon Bayliss	2018/19 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4 2019/20 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	£79,957 £100,392 £113,192 £97,760 £41,243 £95,379 £116,002	n/a tbc	 MSDC	<table border="1"> <caption>Solar PV net income generated</caption> <thead> <tr> <th>Year</th> <th>Qtr. 1</th> <th>Qtr. 2</th> <th>Qtr. 3</th> <th>Qtr. 4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>£79,957</td> <td>£100,392</td> <td>£113,192</td> <td>£97,760</td> </tr> <tr> <td>2019/20</td> <td>£41,243</td> <td>£95,379</td> <td>£116,002</td> <td></td> </tr> </tbody> </table>	Year	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	2018/19	£79,957	£100,392	£113,192	£97,760	2019/20	£41,243	£95,379	£116,002		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
Year	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4																	
2018/19	£79,957	£100,392	£113,192	£97,760																	
2019/20	£41,243	£95,379	£116,002																		
Performance measure	Period	Data	Target	Council	Trend	Comments															
OFB03 No. of licenses authorised (overall figure for quarter recorded in graph) (cumulative) SECTORS Premises (Licensing Act 2003) Personal Alcohol Gambling Act 2005 premises Small Society Lotteries Scrap Metal Sites Scrap Metal Collectors Taxi & PHV Drivers Hackney Carriages Private Hire Vehicles Private Hire Operators Large Event Notices (per annum) Temporary Event Notices (per annum) Charity Collections (per annum)	2019/20 Qtr.1 Qtr.2 Qtr.3 Qtr.4	2161 2413 2496		 MSDC	<table border="1"> <caption>No. of licenses authorised</caption> <thead> <tr> <th>Quarter</th> <th>Number of Licenses</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>2161</td> </tr> <tr> <td>Qtr.2</td> <td>2413</td> </tr> <tr> <td>Qtr.3</td> <td>2496</td> </tr> <tr> <td>Qtr.4</td> <td></td> </tr> </tbody> </table>	Quarter	Number of Licenses	Qtr.1	2161	Qtr.2	2413	Qtr.3	2496	Qtr.4		Activity (including temporary) is high, also towards seasonal events and activities. There are over 5000 applications or processes completed up to the end of quarter 3 across both councils. Taxi sectors demand continues to remain busy. We are seeing some sectoral and viability premises diversification (e.g. new café lounges, micro-breweries, hairdressers, home deliveries, sites consolidating separate permissions). Scrap metal renewals are currently underway for their 3-year licence cycle (which is an additional income of approx. £7k).					
Quarter	Number of Licenses																				
Qtr.1	2161																				
Qtr.2	2413																				
Qtr.3	2496																				
Qtr.4																					

Public Realm
Corporate Manager Peter Garrett

Performance measure	Period	Data	Target	Council	Trend	Comments	
CPR02 The amount of waste collected from litter picks Cabinet Member: Jessica Fleming Data Owner: Peter Garrett	2018/19	bags collected		MSDC		We should consider a decreasing target as less litter should be picked up over time. You can never predict how much litter will be picked up and it varies so much.	
	Qtr.1	220					
	Qtr.2	180					
	Qtr.3	100					
	Qtr.4	130					
	2019/20						
	Qtr. 1	200					
	Qtr. 2	160					
	Qtr. 3	120					
Qtr. 4							
Performance measure	Period	Data	Target	Council	Trend	Comments	
CPR03 No. of community litter picks supported by council Cabinet Member: Jessica Fleming Data Owner: Peter Garrett	2018/19			MSDC		With quarter 3 being predominately over the winter months it is encouraging to see a consistent number of litter picks, of the 11 within the quarter 8 took place in October. The most popular time for litter picking is the spring with a number of national initiatives promoted as Spring Clean events.	
	Qtr.1	44					
	Qtr.2	30					
	Qtr.3	11					
	Qtr.4	18					
	2019/20						
	Qtr. 1	13					
	Qtr. 2	10					
	Qtr. 3	11					
Qtr. 4							

Performance measure	Period	Data	Target	Council	Trend	Comments										
CPR04 % of fly tips cleared within 48 hrs Cabinet Member: Jessica Fleming Data Owner: Peter Garrett	2019/20			MSDC	<table border="1"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Qtr. 1</td> <td>95%</td> </tr> <tr> <td>Qtr. 2</td> <td>97%</td> </tr> <tr> <td>Qtr. 3</td> <td>99%</td> </tr> <tr> <td>Qtr. 4</td> <td>-</td> </tr> </tbody> </table>	Quarter	Percentage	Qtr. 1	95%	Qtr. 2	97%	Qtr. 3	99%	Qtr. 4	-	In Q3 there were 86 incidents of fly tipping collected with 85 cleared in 48 hours.
	Quarter	Percentage														
	Qtr. 1	95%														
	Qtr. 2	97%														
	Qtr. 3	99%														
Qtr. 4	-															
Qtr. 1	95%															
Qtr. 2	97%															
Qtr. 3	99%															
Qtr. 4																