

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.

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. Govt has issued consultations on future changes to 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 round changes. Our % of missed bins has increased back above target to 99.88%, meaning less missed bins overall and a quicker response time to return to empty missed bins. Our income streams continue to increase and are on track to meet and exceed the target for this year.

Public Realm. launched in Babergh for the first time this year Tree for Life has exceeded all expectations. There have been 210 applications for babies born in 2019 and the trees will be distributed at an event in early February. There was also a major refurbishment of play equipment at Pinecroft Rise, Sudbury following extensive consultation with young people and the local residents association.

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: Elisabeth Malvisi Data Owner: Paul Hughes	2017/18		n/av	BDC		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 is underway in this regard. We are seeing increasing numbers of cases being reverted to our control where the private body is still trading. <i>MSDC Qtr3. 2019/20 - 178</i>
	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	166				
	2019/20		Information only			
	Qtr. 1	190				
	Qtr. 2	174				
Qtr. 3	123					
Qtr. 4						

Performance measure	Period	Data	Target	Council	Trend	Comments
BC02 % of market share of building control applications Cabinet Member: Elisabeth Malvisi Data Owner: Paul Hughes	2016/17		n/av	BDC		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 applications = 175 of which 52 were dealt with by private sector providers.
	Qtr.1	70.9%				
	Qtr. 2	70.1%				
	Qtr. 3	69.5%				
	Qtr. 4	70.4%				
	2017/18		n/av			
	Qtr. 1	66.0%				
	Qtr. 2	62.0%				
	Qtr. 3	65.0%				
	Qtr. 4	63.0%				
	2018/19		60%			
	Qtr. 1	60.0%				
	Qtr. 2	64.0%				
	Qtr. 3	68.0%				
	Qtr. 4	69.0%				
	2019/20		65%			
Qtr. 1	70.0%					
Qtr. 2	66.0%					
Qtr. 3	68.0%					
Qtr. 4	66.0%					

MSDC Qtr.3 2019/20 - 66%

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: Elisabeth Malvisi Data Owner: James Hitter	2016/17		£1,142,369	BDC		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	£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	£1,281,096				
	Qtr.4	£1,369,736				
	2019/20		£1,380,000			
	Qtr. 1	£994,171				
Qtr. 2	£1,217,671					
Qtr. 3	£1,328,538					
Qtr. 4						

Performance measure	Period	Data	Target	Council	Trend	Comments
WS02 £Invoiced income generated through business waste services (graph displays cumulative figure) Cabinet Member: Elisabeth Malvisi Data Owner: James Hitter	2016/17		n/av	BDC		Already exceeded target for 19/20.
	Qtr.1	£505,021				
	Qtr.2	£525,194				
	Qtr.3	£533,986				
	Qtr.4	£538,219				
	2017/18		n/av			
	Qtr.1	£540,982				
	Qtr.2	£550,156				
	Qtr.3	£557,737				
	Qtr.4	£558,820				
	2018/19		£575,000			
	Qtr.1	£551,345				
	Qtr.2	£557,512				
	Qtr.3	£565,107				
	Qtr.4	£568,114				
	2019/20		£575,000			
	Qtr. 1	£560,740				
Qtr. 2	£572,982					
Qtr. 3	£575,417					
Qtr. 4						

Performance measure	Period	Data	Target	Council	Trend	Comments
WS03 No. of business waste customers Cabinet Member: Elisabeth Malvisi Data Owner: James Hitter	2016/17					Client base is stable and is showing an increase from Quarter 1.
	Qtr.1	846				
	Qtr.2	872				
	Qtr.3	871				
	Qtr.4	882				
	2017/18					
	Qtr.1	879				
	Qtr.2	885				
	Qtr.3	881				
	Qtr.4	884				
	2018/19			900		BDC
	Qtr.1	880				
	Qtr.2	882				
	Qtr.3	880				
	Qtr.4	880				
	2019/20			900		
	Qtr. 1	880				
Qtr. 2	888					
Qtr. 3	885					
Qtr. 4						

MSDC Qtr.3 2019/20 - 654

Performance measure	Period	Data	Target	Council	Trend	Comments
WS04 No. of garden waste subscribers Cabinet Member: Elisabeth Malvisi Data Owner: James Hitter	2016/17					
	Qtr. 1	12,695				
	Qtr. 2	12,985				
	Qtr. 3	12,963				
	Qtr. 4	13,127				
	2017/18					
	Qtr. 1	13,378				
	Qtr. 2	13,567				
	Qtr. 3	13,563				
	Qtr. 4	13,567				
	2018/19			14,200		BDC
	Qtr. 1	14,288				
	Qtr. 2	14,281				
	Qtr. 3	14,265				
	Qtr. 4	14,347				
	2019/20			14,200		
Qtr. 1	14,353					
Qtr. 2	14,580					
Qtr. 3	14,578					
Qtr. 4						

MSDC Qtr.3 2019/20 - 15,513

Performance measure	Period	Data	Target	Council	Trend	Comments
WS06 % of missed bins collections for domestic refuse, recycling and garden waste. (non-cumulative) AMENDED MEASURE Cabinet Member: Elisabeth Malvisi Data Owner: James Hitter	2018/19		99.80%	BDC		During Q3 BDC had 626,659 possible bin collections for Refuse, Recycling and Garden waste. Of that we had 745 reported missed bins, resulting in the success rate improving from Q2. It is now above the target. <i>MSDC Qtr3 2019/20 - 99.82%</i>
	Qtr. 1	99.94%				
	Qtr. 2	99.93%				
	Qtr. 3	99.91%				
	Qtr. 4	99.93%				
	2019/20					
	Qtr. 1	99.94%				
	Qtr. 2	99.80%				
Qtr. 3	99.88%					
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: Elisabeth Malvisi Data Owner: Joanna Hart	2016/17	313	n/a	BDC	<table border="1"> <caption>SE01 Fly Tipping Instances</caption> <thead> <tr> <th>Year</th> <th>Instances</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>313</td> </tr> <tr> <td>2017/18</td> <td>291</td> </tr> <tr> <td>2018/19</td> <td>256</td> </tr> <tr> <td>2019/20</td> <td>256</td> </tr> </tbody> </table>	Year	Instances	2016/17	313	2017/18	291	2018/19	256	2019/20	256	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.											
	Year	Instances																									
	2016/17	313																									
	2017/18	291																									
	2018/19	256																									
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	Qtr.1	67																									
	Qtr.2	61																									
Qtr.3	47																										
Qtr.4	81																										
2019/20																											
Qtr. 1	39																										
Qtr. 2	65																										
Qtr. 3	63																										
Qtr. 4																											
		Information only																									
Performance measure	Period	Data	Target	Council	Trend	Comments																					
SE05 £Solar PV net income generated Cabinet Member: Elisabeth Malvisi Data Owner: Sharon Bayliss	2018/19		n/a	BDC	<table border="1"> <caption>SE05 Solar PV Net Income</caption> <thead> <tr> <th>Year</th> <th>Quarter</th> <th>Income (£)</th> </tr> </thead> <tbody> <tr> <td rowspan="4">2018/19</td> <td>Qtr. 1</td> <td>£74,277</td> </tr> <tr> <td>Qtr. 2</td> <td>£103,733</td> </tr> <tr> <td>Qtr. 3</td> <td>£125,470</td> </tr> <tr> <td>Qtr. 4</td> <td>£114,550</td> </tr> <tr> <td rowspan="4">2019/20</td> <td>Qtr. 1</td> <td>£57,942</td> </tr> <tr> <td>Qtr. 2</td> <td>£109,005</td> </tr> <tr> <td>Qtr. 3</td> <td>£126,813</td> </tr> <tr> <td>Qtr. 4</td> <td></td> </tr> </tbody> </table>	Year	Quarter	Income (£)	2018/19	Qtr. 1	£74,277	Qtr. 2	£103,733	Qtr. 3	£125,470	Qtr. 4	£114,550	2019/20	Qtr. 1	£57,942	Qtr. 2	£109,005	Qtr. 3	£126,813	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
	Year	Quarter				Income (£)																					
	2018/19	Qtr. 1				£74,277																					
		Qtr. 2				£103,733																					
		Qtr. 3				£125,470																					
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Qtr. 4																											
		tbc																									

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			BDC	<table border="1"> <caption>License Authorisation Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Licenses</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>2461</td> </tr> <tr> <td>Qtr.2</td> <td>2544</td> </tr> <tr> <td>Qtr.3</td> <td>2647</td> </tr> <tr> <td>Qtr.4</td> <td>-</td> </tr> </tbody> </table>	Quarter	Number of Licenses	Qtr.1	2461	Qtr.2	2544	Qtr.3	2647	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	2461														
	Qtr.2	2544														
	Qtr.3	2647														
Qtr.4	-															
Qtr.1	2461															
Qtr.2	2544															
Qtr.3	2647															
Qtr.4																
Cabinet Member: Elisabeth Malvisi Data Owner: John Grayling																

**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: Elisabeth Malvisi Data Owner: Peter Garrett	2018/19	bags collected		BDC		We should be considering a decreasing target as over time less litter should be picked up on each occasion.	
	Qtr.1	180					
	Qtr.2	140					
	Qtr.3	50					
	Qtr.4	75					
	2019/20						
	Qtr. 1	150					
	Qtr. 2	120					
Qtr. 3	110						
Qtr. 4							
Performance measure	Period	Data	Target	Council	Trend	Comments	
CPR03 No. of community litter picks supported by council Cabinet Member: Elisabeth Malvisi Data Owner: Peter Garrett	2018/19			BDC		The drop in litter picks is to be expected during the winter months.	
	Qtr.1	36					
	Qtr.2	18					
	Qtr.3	8					
	Qtr.4	15					
	2019/20						
	Qtr. 1	38					
	Qtr. 2	22					
Qtr. 3	20						
Qtr. 4							

Performance measure	Period	Data	Target	Council	Trend	Comments										
CPR04 % of fly tips cleared within 48 hrs Cabinet Member: Elisabeth Malvisi Data Owner: Peter Garrett	2019/20				<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>74%</td> </tr> <tr> <td>Qtr. 2</td> <td>89%</td> </tr> <tr> <td>Qtr. 3</td> <td>95%</td> </tr> <tr> <td>Qtr. 4</td> <td>-</td> </tr> </tbody> </table>	Quarter	Percentage	Qtr. 1	74%	Qtr. 2	89%	Qtr. 3	95%	Qtr. 4	-	In Q3 there were 63 fly tips collected 60 cleared within 48 hours.
	Quarter	Percentage														
	Qtr. 1	74%														
	Qtr. 2	89%														
	Qtr. 3	95%														
Qtr. 4	-															
Qtr. 1	74%															
Qtr. 2	89%															
Qtr. 3	95%															
Qtr. 4																
				BDC												