

Waste and Street Cleansing Service Plan - 2022/23

Overview of the service

Waste Collection, Recycling and Street Cleansing are all services provided by East Cambs Street Scene Ltd.

On April 1 2022, ECDC will celebrate the trading company's 4th birthday and the success it has provided the Council since 2018.

The Council continues its commitment to provide high levels of performance and service delivery, through ECSS.

Service provide through ECSS include:

- Household waste collections
- Recycling waste collections
- Garden waste collections
- Food waste collections
- Litter picking
- Street sweeping
- Fly tip removal
- Bulky waste collections
- Graffiti removal
- Chewing gum removal
- Litter and dog poo bin collections
- Bin deliveries

To ensure the Council delivers best value for money, it will continue to operate these services through ECSS and under the Memorandum of Agreement.

This agreement includes Key Performance Indicators, ensuring performance levels are managed and monitored through the term of the agreement.

Cost of the Service

The value of the management fee paid to deliver the requirements of the service for 2022/23 is £3,013,338.

Staffing information

Number	Job Title	Employment Status
1	Director of Operations	(ECDC employee)
1	Head of Street Scene	(ECDC employee)
1	Operations Manager	(ECSS employee)
1	Development Manager	(ECSS employee)
1	Development Officer	(ECSS employee)
2	Assistant Managers	(ECSS employee)
2	Administration Assistant	(ECSS employee)
1	Fleet Admin Assistant	(ECDC employee)
15	HGV Drivers/Team Leaders - All waste streams	(ECSS employee)
3	7.5 tonne Driver/Team Leaders – All waste streams	(ECSS employee)
28	Operatives – All waste streams	(ECSS employee)
3	Street Cleansing - HGV Drivers	(ECSS employee)
7	Street Cleansing – Driver/Operatives	(ECSS employee)
4	Street Cleansing - Operatives	(ECSS employee)
Total		
70		

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Committee
September 2022	Quarter 1 performance report	Waste Services	Operational Services
November 2022	Quarter 2 performance report	Waste Services	Operational Services
January 2022	Quarter 3 performance report	Waste Services	Operational Services
TBC	Quarter 4 (End of Year) performance report	Waste Services	Operational Services

Strategy map – 2022/23



Commitments towards our Vision



Waste Services - Service Delivery plan 2022-23

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
Reduce waste sent to landfill wherever possible, maximising the district's recycling rate	Cleaner, Greener East Cambridgeshire	Maintain East Cambridgeshire's position as one of the top 25 recyclers in the country	New target 57 % (full year estimate based on April – January results)	Head of Street Scene
		Recycling Target – 59%		Development Manager
		To achieve European recycling targets		Operations Manager
		Target – 65% by 2030		Assistant Managers
		Reported - Annually		
		Maintain a high performing street cleansing service	Cumulative Performance of 88% as of February 2020.	Head of Street Scene
		Performance Target - 90%		Operations Manager
		Reported - Annually		Assistant Managers
To keep the environment of East Cambridgeshire, clean and presentable using a combination of high-quality cleansing services		Maintain a clean and presentable environment by removing graffiti and flytipped waste from the district	New target	Head of Street Scene
		Removal of Graffiti – 98%		Operations Manager
		Removal of Flytipped waste – 98%		Assistant Managers
		Reported – Annually		

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
Provide a successful, high performing waste collection service	Cleaner, Greener East Cambridgeshire	<p>Percentage of missed collections resolved by the end of the next working day.</p> <p>Target - 98%</p> <p>Percentage of collections achieved first time</p> <p>Target - 95% across all three service streams</p> <p>Reported – Annually</p>	<p>Cumulative performance as of February 2020, for each waste stream, are as follows:</p> <p>Domestic Collections: 100%</p> <p>Recycling Collections: 100%</p> <p>Green Waste Collections; 100%</p> <p>New target</p>	<p>Operations Manager</p> <p>Assistant Managers</p>
Provide high quality information to residents to ensure they are educated and informed		<p>Run awareness campaigns, attend promotional events and attend local schools to increase knowledge and awareness of waste issues, resolve service issues & encourage a sustainable attitude to waste.</p> <p>Target – 10 Schools engaged with</p> <p>Target – 10 Events attended</p> <p>Reported - Annually</p>	<p>20 events covering school visits and community events</p>	<p>Development Manager</p> <p>Development Officer</p>

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
To provide best value services through East Cambs Street Scene Limited	Sound Financial Management	Monitor the performance of ECSS to ensure all KPIs in line with the MoA are met.	On Going with quarterly performance reports submitted to Operational Services Committee	Director of Operations Head of Street Scene
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.	Sound Financial Management	Annually review the corporate risks related to the delivery of services through East Cambs Street Scene and put in place appropriate mitigation measures.	On going	Director of Operations Head of Street Scene
Trained, helpful operational staff, working to deliver high performing services	Cleaner, Greener East Cambridgeshire	100% of Appraisals undertaken by 31 st March 2023, highlighting any training requirements and development needs. Deliver routine training to all operational staff, utilising tool box talks and briefings. Continue to grow our own, offering development to employees and enabling them to achieve promotion	100% covering ECDC and ECSS New target New target	Head of Street Scene Operations Manager Assistant Managers
Undertake activities which help to mitigate / adapt to climate change	Cleaner, Greener East Cambridgeshire	To contribute to the preparation of, and subsequent implementation of, the Council's Climate and Environment Action Plan.	New target	Head of Street Scene

