

Waste Services - Service Plan 2018/19

Overview of the service

From 1st April 2018 waste collection and street cleansing services will be delivered through East Cambs Street Scene Limited. This company was established by East Cambridgeshire District Council as an alternative to letting a further commercial contract when its contract ends with Veolia on 31st March 2018. By providing services directly the Council aims to reduce costs & improve service delivery.

The Service is also responsible for promotion of environmental issues, provision of neighbourhood recycling sites, forward planning, and meeting legislative requirements, including recycling targets.

Cost of service

The total budgeted service cost for 2018/19 is £2,905,156

Staffing information

Following transfer of services to East Cambs Street Scene Limited the management team will comprise of:

- Director of Operations
- Waste Minimisation & Fleet Manager, and;
- Operations Manager (Waste & Street Cleansing Services)

The Service also includes:

- 2 Assistant Managers
- Waste Minimisation Officer
- Sustainability Officer (part time)
- Administrator (Fleet)
- 2 Administrators
- 57 front line operational staff

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee
Quarterly	Update on progress following transfer of waste collection & cleansing services to East Cambs Street Scene Limited	Waste	Councillor Julia Huffer	Regulatory Services

Strategy map- 2018/2019



Commitments towards our Vision

Service Delivery Plan 18/19 Waste Services



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 increase recycling of waste, with a target of 60% recycling, and reduce waste sent to landfill	Delivering a Financially sounds and well managed Council	To achieve European recycling targets Target – 65% by 2030 Reported - Annually	55% (full year estimate based on April – December results)	Jo Brooks Sharon Knight Dave White
		To achieve East Cambridgeshire target for recycling (60%). Target 60% Reported - Annually	55% (full year estimate based on April – December results)	Jo Brooks Sharon Knight Dave White
To keep the environment of East Cambridgeshire clean through a combination of high quality cleansing services		Street cleansing works carried out to standard. Target - 70% Reported - Annually	New indicator	Sharon Knight Martin Norman Darren Hughes
Trained, helpful staff working with the Service Delivery Champion to deliver service improvements	Delivering a Financially sounds and well managed Council	To develop staff by completing annual appraisals, including personal development plans to agreed timescales. Target – 100% Reported - annually	100%	Sharon Knight Dave White Martin Norman
		To provide regular updates to the Member Service Delivery Champion. Target – Quarterly Reported - Annually	Quarterly	Dave White Sharon Knight
To resolve reported issues within target timescales	Delivering a Financially sounds and well managed Council	Percentage of missed collections resolved by the end of the next working day. Target - 90% Reported – Annually	80%	Sharon Knight Martin Norman Dave White

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 high quality information to enable residents to make full use of waste services provided		To run awareness campaigns & attend promotional events to increase knowledge of waste issues, resolve service issues & encourage more sustainable attitudes to waste. Target – 5 events Reported - Annually	5 events	Dave White Nick Wyatt Darren Hughes
To provide Best Value services through East Cambs Street Scene Limited	Delivering a Financially sound and well managed Council	To reconfigure waste collection rounds to take account of current & planned growth within the District. Target – 1 st April 2019	New indicator	Dave White Sharon Knight Martin Norman
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.	Delivering a financially sound & well managed council	To annually review corporate risks related to the delivery of services through East Cambs Street Scene Limited, & put in place appropriate mitigation measures. Reported - annually	New Indicator	Jo Brooks Dave White Sharon Knight