


Waste and Street Cleansing Services End of the Year report 2022 - 2023

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2021 – 2022	Owner and co-owners	Outcome or output 2022 - 2023
To provide best value services through East Cambridgeshire Street Scene Ltd	Sound financial management	Monitor the performance of ECSS to ensure all KPIs are in line with MoA are met	Ongoing with quarterly reports going to Operational Services Committee	Director of Operations Head of Street Scene	Reports submitted as required to Operational Services Committee.
Provide a successful, high performing waste collection service.	Cleaner, greener East Cambridgeshire	98% of missed collections resolved by the end of the next working day	Cumulative performance as at February 2020 Residual waste bin 100% Recycling bin 100% Garden waste 100%	Operations Manager Assistant Managers	41% of missed collections resolved by the end of next working day: While customers are able to report online, the process is then paper based after this and requires the operations team manually updating systems at the end of the day. Therefore, if this manual process is not completed expediently, the reporting data will show a target as missed even though the customer has received the service requested in the appropriate timescales.
		95% of collections achieved first time Reported annually	New target		99.62% of collections achieved first time

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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 raise awareness of waste issues, resolve service issues and encourage a sustainable attitude to waste</p> <p>10 schools attended 10 events attended</p> <p>Report annually</p>	20 events covering schools and community events	Operations Manager Development Manager	<p>4 schools visited 5 events attended</p> <p>Turnover of staff meant a full team was not implemented until October. Up until this time the team was focussed on supporting the Ops team during the round reconfiguration and associated surge in resident enquiries. Since October the team have been focussing on training, catching up with outstanding tasks, and on the Waste Investment Programme.</p>
To 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 risk related to the delivery of service through ECSS and put in place any mitigation required	On going	Director of Operational Services Head of Street Scene	Corporate risk under review
Trained, helpful operational staff, working to deliver high performance services	Cleaner, greener East Cambridgeshire	<p>100% of appraisals undertaken 31st March highlighting any training and development needs</p> <p>Deliver routine training to all operational staff, utilising tool box talks and briefings.</p> <p>Continue to grow our own, offering development to employees and enabling them to achieve promotion</p>	<p>100% covering ECDC & ECSS</p> <p>New target</p> <p>New Target</p>	Head of Street Scene Operations Manager Assistant Managers	<p>Appraisals programmed in for February, focusing on training and development.</p> <p>Yearly updating of driver CPC is ongoing. 2 tool box talks a month delivered, this coupled with regular meetings with the crews is paramount to getting all information out.</p> <p>Two loaders passed their HGV tests and now drive full time.</p>

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Undertake activities to mitigate/adapt to climate change		To contribute to the preparation of and subsequent implementation of the Council's Climate and Environment Action Plan	New target	Director of Operational Services Head of Street Scene	Fleet procurement and fuel option for RCV's going to March Operational Services Committee. HVO fuel would achieve a 90% reduction of CO emissions.
Reduce waste sent to landfill whenever possible, maximising the districts recycling rate	Cleaner Greener East Cambridgeshire	Maintain East Cambridgeshire position as one of the top 25 recyclers in the country. (recycling target 59%) To achieve European recycling targets. 65% by 2030, reported annually	Recycling rate 57%	Head of Street Development Manager Operations Manager Assistant Manager	56.1% We have yet to have this confirmed by DEFRA. Nationally there is anticipated to be a down turn in recycling rates, this may be due to the extreme weather experience during the summer. 2021/22 saw a national reduction of 1.7%
		Maintain high performing street cleansing service Performance target 90% Reported annually	Cumulative performance of 88% as of February 2020	Head of Street Scene Operations Manager Assistant Manager	37%: Due to the higher levels of sickness absenteeism, resources have continued to be focussed on collection services and this has challenged the ability of the street cleansing service to complete requests.
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 fly tipped waste from the district. Removal of graffiti 98% within 1 working day	New target	Head of Street Scene Operations Manager Assistant Manager	Graffiti 51%

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		Removal of fly-tipped waste 98% within 2 working days			<p>Fly-tips 31%</p> <p>Due to the higher levels of sickness absenteeism, resources have continued to be focussed on collection services and this has challenged the ability of the street cleansing service to complete requests.</p>