







# Commitments towards our Vision



## Waste Services – 6 month update – 2019/20

	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	Status at 6 Months	Outcome or output at 6 month stage
To increase recycling of waste, with a target of 58% recycling, and reduce waste sent to landfill	Delivering a financially sound and well managed Council	To achieve European recycling targets  Target – 65% by 2030  Reported - Annually	55% (full year estimate based on April – December results)	Head of Street Scene Development Manager Street Scene Manager		With the Government's emerging Waste and Resource Strategy and the proposed changes to waste collection and recycling, ECDC are on track to achieve this target. With the addition of local planned promotions and educational events ECDC aims to surpass the recycling rate before the target date.
		To achieve East Cambridgeshire target for recycling (58%).  Target 58%  Reported - Annually	55% (full year estimate based on April – December results)	Head of Street Scene Development Manager Street Scene Manager		The current recycling rate (as of 18 <sup>th</sup> September 2019) is 59.7%. However, the recycling rate will fluctuate throughout the year and is heavily dependent on the tonnage of green waste collected. Communication and education will continue to be a large contributor in achieving this target. With the employment of a new Development Manager whose main focus will be on waste reduction and recycling, the waste team aim to over achieve this target.
To keep the environment of East Cambridgeshire clean through a combination of high quality cleansing services		Street cleansing works carried out to standard.  Target - 82%  Reported - Annually	Cumulative Performance of 43% with February's monthly performance figure at 69%	Head of Street Scene Street Scene Manager Assistant Managers		As of September, street cleansing works to standard is at 83% with a cumulative percentage of 81%. Considerable work has been given to improving the street cleansing operation throughout the district. This has resulted in the performance figures increasing substantially

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						from the last financial year. With the continued dedication given to street cleansing, the waste team is set to over achieve against this target and end the year with the street cleansing service performance accomplishing 90%
Trained, helpful staff working with the Service Delivery Champion to deliver service improvements	Delivering a Financially sound and well managed Council	To develop staff by completing annual appraisals, including personal development plans to agreed timescales.  Target – 100%  Reported - annually	100%	Head of Street Scene Development Manager Street Scene Manager Assistant Managers		Annual appraisals were included with the implementation of performance related incremental pay in October 2018. Appraisals commenced in October 2019 and included both individual targets as well as Company based performance targets. Employees who successfully realise their targets will be awarded with an increment within their pay scale. With the implementation on performance related pay and increments, employees will be rewarded for their hard work and dedication to service delivery. New targets will be implemented for the next annual review continuing the drive for success.

<p>To resolve reported issues within target timescales</p>	<p>Delivering a Financially sound and well managed Council</p>	<p>Percentage of missed collections resolved by the end of the next working day.</p> <p>Target - 98%</p> <p>Reported – Annually</p>	<p>97% average across all collection streams in February</p>	<p>Head of Street Scene Street Scene Manager Assistant Managers</p>		<p>As of September, all missed collections, including assisted collections, across all three waste streams was 100%. We have been able to achieve this target with the hard work and commitment from all staff, to provide a high performing, valued service to the residents of the district. To be able to sustain this level of performance, the waste team are set to look at new technology to streamline the collection operation. This in turn, will assist in reducing the number of missed collections reported.</p>
<p>To provide high quality information to enable residents to make full use of waste services provided</p>		<p>To run awareness campaigns and attend promotional events to increase knowledge of waste issues, resolve service issues and encourage more sustainable attitudes to waste.</p> <p>Target – 10 events</p> <p>Reported - Annually</p>	<p>5 events</p>	<p>Development Manager Development Officer</p>		<p>Currently, the waste team have attended 14 events throughout the district. Four of these events have been school visits. It is imperative that we ensure the next generation are fully informed of the impact waste and recycling has on the environment. With the addition of our new education vehicle and the support of Michael Recycle, the waste team will continue to spread the important messages surrounding waste throughout the district by attending events and group meetings as well as sharing up to date information with our</p>

						residents using social media.
<p>To provide Best Value services through East Cambs Street Scene Limited</p>	<p>Delivering a financially sound and well managed Council</p>	<p>Monitor the performance of ECSS to ensure all KPIs are met in line with the MOA</p>	<p>New indicator</p>	<p>Director of Operations Head of Street Scene</p>		<p>Rigorous work has already been carried out in the first half of this year working towards improving the way we record and report on the performance of the services. Ensuring that the information we receive through our CRM system is accurate and informative. Currently, we have set ourselves a target to introduce improved KPIs in line with the MOA to guarantee robust monitoring of the services delivered by ECSS; thus ensuring residents of the district receive best value.</p>
<p>Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.</p>	<p>Delivering a financially sound and well managed council</p>	<p>To annually review corporate risks related to the delivery of services through East Cambs Street Scene Limited, and put in place appropriate mitigation measures.</p> <p>Reported - Annually</p>	<p>New Indicator</p>	<p>Director of Operations Head of Street Scene</p>		<p>With the ever emerging pressures Brexit brings to us all, ECDC have been investigating how these may alter the risks posed to ECSS. Additional measures have been revised to ensure we mitigate against the possible increased demand on fuel, staff and consumables, all of which are paramount to delivering the service and to ultimately ensuring we can continue to deliver a service the residents are accustomed to.</p>