

**Six month performance update report****Waste Services- 2016/2017**

<b>To increase recycling of waste, &amp; reduce waste sent to landfill</b>	<b>Baseline</b>	<b>Target</b>	<b>6 month update report</b>
To achieve & maintain European recycling targets.	57.1% (provisional)	50%	61.51% (provisional)
To achieve East Cambridgeshire target for recycling.	57.1% (provisional)	60%	61.51% (provisional)
<p><b>Notes:</b> Performance for the 1<sup>st</sup> 6 months is up marginally from 60.68% compared to the same period of 2015/16. Full year performance dependant on weather conditions for green waste growth is expected to be comparable to 2015/16 (slightly over 57%). Baseline figures are still to be confirmed by DEFRA (Due Oct/Nov 2016)</p>			

<b>To keep the Environment of East Cambridgeshire clean through a combination of high quality cleansing services, and targeted enforcement action</b>	<b>Baseline</b>	<b>Target</b>	<b>6 month update report</b>
To increase the number of cleansing complaints resolved within target timescales.	49%	70%	45%
<p><b>Notes:</b> Performance has deteriorated from baseline. In an attempt to reverse this trend Veolia have put a new Contract Manager in place &amp; measures are being introduced, including use of alternating sack colours in litter bins to evidence emptying. Litter bin emptying is the area with most room for improvement. Discussions are taking place regarding further measures that can be implemented to improve performance. Veolia agreed that the significant increase in the target for 2016/17 was achievable and aim to demonstrate improvements in the second half of the year. Performance is being regularly monitored.</p>			

<b>Trained, helpful staff working with contracted service providers &amp; Service Delivery Champions to deliver service improvements</b>	<b>Baseline</b>	<b>Target</b>	<b>6 month update report</b>
Appraisals completed on time.	100%	100%	100%
To support the continued professional and personal development of Waste Services Team members through the annual appraisal process.	100%	100%	100%
Review all existing service web pages to ensure that only up to date, accurate and relevant		November	Reviewed during

## Appendix A(h)

information is live on the Council's website	-----	2016	August
To provide regular updates as agreed to Service Delivery Champions.	Quarterly	Quarterly	Quarterly
<b>Notes:</b>			

To resolve reported issues within target timescales	Baseline	Target	6 month update report
Percentage of missed collections resolved by the end of the next working day.	89%	End of year cumulative target 93%	85%
<b>Notes:</b> Slight decline in performance from baseline. Measures are being taken to reduce the total number of missed collections, which should result in faster response times to reported missed collections. Regular review meetings are taking place to monitor performance.			

To provide high quality information to enable residents to make full use of waste collection services provided	Baseline (from previous year if applicable)	Target	6 month update report
Number of promotional events attended. Attendance aims to increase knowledge of waste services, resolve service issues, and, encourage more sustainable attitudes to waste.	5	5	6
<b>Notes:</b> Events attended: Burwell Carnival (18/06/16), Ely Aquafest (03/07/16), Small electrical recycling event (Littleport 09/07/16), Haddenham Steam Rally (10 & 11/09/16, Soham Pumpkin Fair (24/09/16)			

**Appendix A(h)**

<b>Provision of services</b>	<b>Baseline (from previous year if applicable)</b>	<b>Target</b>	<b>6 month update report</b>
To produce a recommended format for services beyond the current waste contract term for Full Council by February 2017	N/A	February 2017	On schedule
<b>Notes</b>			

**Service Delivery Champions to review six month performance report and write down their comments in the box below.**

<p><b>Name of Service Delivery Champion:-</b></p> <p><b>Councillor Julia Huffer</b></p>
<p><b>Comments:-</b></p> <p><b>This has been a challenging time with encouraging signs on the recycle rates but disappointing figures in other areas. I feel that with the appointment of a new Manager at Veolia and the regular meetings with the management team at Veolia improvements will continue to be made . The review for the next waste contract is underway and many hours of hard work are going in to making the right decision. The small but dedicated team strive to deliver the best service possible under the circumstances.</b></p>