










# Commitments towards our Vision

## Six month report-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	Status at 6 month stage	Outcome or output (6 month stage)
To increase recycling of waste, with a target of 60% recycling, and reduce waste sent to landfill	Making East Cambridgeshire an even better place to live	To achieve European recycling targets Target – 65% by 2030 Reported - Annually	61.5% (April – September 2016)	Dave White- Waste Services Manager Darren Hughes-Client Officer (waste) Nick Wyatt-Recycling Support Officer		<b>60.6% (provisional)</b> . Marginal reduction from same period of previous year. This may be reversed dependant on weather conditions for garden waste during the remainder of the year.
		To achieve East Cambridgeshire target for recycling (60%). Target 60% Reported - Annually	61.5% (April – September 2016)	Dave White Darren Hughes Nick Wyatt		As above
To keep the environment of East Cambridgeshire clean through a combination of high quality cleansing services & targeted enforcement action		To increase the number of cleansing complaints resolved within target timescales. Target - 70% Reported - Annually	53%	Dave White Darren Hughes Nick Wyatt Claire Lloyd- Admin assistant (waste)		<b>53%</b> . Improvement will be expected when services are delivered directly from 1 <sup>st</sup> April 2018. It is believed that performance is better than shown, but that delays in registering completion have prevented this from being shown.
Trained, helpful staff working with the Service Delivery Champion to deliver service improvements	A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer	To develop staff by completing annual appraisals, including personal development plans to agreed timescales. Target – 100% Reported - annually	100%	Dave White		<b>100%</b>
		To provide regular updates to the Member Service Delivery Champion. Target – Quarterly Reported - Annually	Quarterly	Dave White		Quarterly updates provided

To resolve reported issues within target timescales	Delivering a financially sound & well managed council	Percentage of missed collections resolved by the end of the next working day.  Target - 93%  Reported - Annually	83%	Dave White Darren Hughes Claire Lloyd		<b>79%</b> Improvement will be expected when services are delivered directly from 1 <sup>st</sup> April 2018. It is believed that performance is better than shown, but that delays in registering completion have prevented this from being shown.
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	6 events	Dave White Darren Hughes Nick Wyatt		<b>5 events attended.</b> • Littleport Fun Day • Burwell Carnival • Aquafest • Soham Pumpkin Fair • Ely Market event
To transfer waste collection & cleansing services into the Council's Trading Company	Delivering a financially sound & well managed council	To transfer provision of waste collection & street cleansing service provision from a commercial contractor to direct provision through the Council's Trading Company.  Target – 1 <sup>st</sup> April 2018	N/A	Dave White Darren Hughes Nick Wyatt Claire Lloyd		<b>Project on target</b>
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 regularly review higher level corporate risks, including:  • That the waste contract is managed effectively and efficiently and ensure that there is no financial risk to the Authority  • Ensuring the smooth transition for staff being tuped from Veolia	New target	Dave White		<b>Transfer of waste services to direct provision currently on target.</b>

**Name of Service Delivery Champion: Councillor Julia Huffer**

**Comments**

The lack of progress in achieving performance targets for resolving missed collections & cleansing issues is disappointing, but is thought largely due to the focus of Waste Team resources on preparing for the transition of services to direct provision. It is expected that performance will improve once services are provided directly, this being part of the impetus for change to direct service provision.