

**End of year 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>End of year report</b>
To achieve & maintain European recycling targets.	56.4%	50%	59.2% based on April – December results
To achieve East Cambridgeshire target for recycling.	56.4%	60%	59.2% based on April – December results
<b>Notes:</b> Performance for the 1 <sup>st</sup> 9 months is up marginally from 59.0% 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.			

<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>End of year report</b>
To increase the number of cleansing complaints resolved within target timescales.	49%	70%	53% based on April – December results
<b>Notes:</b> A slight improvement has been achieved over the year. This is partly linked to Veolia putting in place a new Contract Manager, who has implemented revised working practices. Improvement has been shown in the latter part of the year & this will continue to be monitored through regular contract meetings.			

Trained, helpful staff working with contracted service providers & Service Delivery Champions to deliver service improvements	Baseline	Target	End of year report
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 information is live on the Council's website	-----	November 2016	Reviewed during 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	End of year report
Percentage of missed collections resolved by the end of the next working day.	89%	End of year cumulative target 93%	83% based on April – December results
<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	End of year 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: Littleport Fund Day (05/06/16), 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)			

Provision of services	Baseline (from previous year if applicable)	Target	End of year report
To produce a recommended format for services beyond the current waste contract term for Full Council by February 2017	N/A	February 2017	Completed on schedule
<b>Notes:</b> Proposals for future delivery of waste services were presented to & agreed by Full Council at its meeting of 23 <sup>rd</sup> February.			

**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>Julia Huffer</b></p>
<p><b>Comments:-</b></p> <p>Performance against street cleansing &amp; missed collection targets has been disappointing over the last year despite regular reviews &amp; use of contract default penalties for the first time. This supports the Council's decision that direct provision of services is the best option for future service provision.</p> <p>Recycling performance is expected to be similar to 2015/16, but it is hoped that recent introduction of a part time promotional role will have some positive effects during the coming year. Direct provision of collection services will give greater flexibility to introduce new recycling initiatives &amp; opportunities to improve service delivery, both of which will help to increase recycling performance.</p>