

Waste Services - Service Plan 2017/18

Overview of the service

The Waste Services Team is responsible for a range of waste collections and street cleansing functions that are currently delivered through a contract with Veolia. The Service is also responsible for promotion of environmental issues, the provision of neighbourhood recycling sites, enforcement of environmental crime issues, forward planning, and meeting legislative requirements, including recycling targets.

Cost of service

The total budgeted service cost for 2017/18 is £2,517,628

Staffing information

The Waste Team comprises:

- Waste Services Team Leader
- Clean Neighbourhoods Enforcement Officer
- Client Officer (Waste)
- Sustainability Officer (part time)
- Administration Assistant
- 3 x Recycling Monitoring Officers (temporary to July 2017)

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee
Quarterly	Update on progress towards direct provision of waste collection & cleansing services	Waste	Councillor Julia Huffer	Regulatory & Support Services

Strategy map- 2017/2018



Commitments towards our Vision

Service Delivery Plan-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
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	56.5% (estimate based on April – December results)	Dave White Darren Hughes Nick Wyatt
		To achieve East Cambridgeshire target for recycling (60%). Target 60% Reported - Annually	56.5% (estimate based on April – December results)	Dave White Darren Hughes Nick Wyatt
		To increase the number of cleansing complaints resolved within target timescales. Target - 70% Reported - Annually	53% (estimate based on April – December results)	Dave White Darren Hughes Nick Wyatt Claire Lloyd
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
		To provide regular updates to the Member Service Delivery Champion. Target – Quarterly Reported - Annually	Quarterly	Dave White
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

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
To provide high quality information to enable residents to make full use of waste services provided		<p>To run awareness campaigns & attend promotional events to increase knowledge of waste issues, resolve service issues & encourage more sustainable attitudes to waste.</p> <p>Target – 5 events</p> <p>Reported - Annually</p>	6 events	Dave White Darren Hughes Nick Wyatt
To transfer waste collection & cleansing services into the Council's Trading Company	Delivering a financially sound & well managed council	<p>To transfer provision of waste collection & street cleansing service provision from a commercial contractor to direct provision through the Council's Trading Company.</p> <p>Target – 1st April 2018</p>	N/A	Dave White Darren Hughes Nick Wyatt Claire Lloyd