

Title: QUARTER 2 2024/25 PERFORMANCE REPORT FOR THE WASTE AND STREET CLEANSING SERVICES

Committee: Operational Services Committee

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1.0 Issue

- 1.1. To provide Committee with the Quarter 2 performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS).

2.0 Recommendations

- 1.2. Members are requested to note the performance of service delivery for quarter 2 (July to September) 2024/25.

3.0 Background/Options

- 3.1. Waste collection, recycling and street cleansing are all services provided by East Cambs Street Scene Ltd. The trading company was set up on April 1st, 2018.
- 3.2. The Council continues to operate these services through ECSS and is committed to provide high levels of performance and service delivery, delivering best value for money under the Memorandum of Agreement and through the Service Delivery Plan.
- 3.3. Key Performance Indicators of the service provided by ECSS ensure performance levels are managed and monitored.

4.0 Arguments/Conclusions

- 4.1. The tables below highlight the performance for quarter 2 against the KPIs highlighted within the business plan:

Health and safety – staff welfare

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
ECSS Accident Incident (AIR) score	4%	NO DATA	2.28	1.69%		
No. reported monthly near misses	10 or more	NO DATA	3	1		

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Percentage of productive days	94% (sickness absence 6%)	90%	94.9%	94.9		

Waste Collection

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Refuse – Average no. of missed bins per 100,000 bins collected	15	45	43	45		
Recycling – Average no. of missed bins per 100,000 bins collected	30	90	66	56		
Green – Average no. of missed bins per 100,000 bins collected	30	90	78	71		
No. of monthly service complaints	3	3	5.3 Average	1 Ave.		
No. of monthly service compliments	No target	NO DATA	3.66 Ave.	2.33 Ave.		

Street Cleansing

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Average monthly clean streets graded A on random inspection	95%	85%	100%	100%		
No. streets graded C or below for litter on random inspection	1%	1%	0%	0%		
No. reported fly tips per month	No target	NO DATA	152	154		
No. reported incidents of graffiti per month	No target	NO DATA	24	8		

Removal of offensive graffiti within 1 working day	98%	98%	N/A	40%		
Removal of fly tipped waste within 2 working days	98%	98%	78%	74%		
No. overflowing litter bins reported per 100 bins emptied	3	3	0.93	0.41		
No. overflowing dog bins reported per 100 bins emptied	1	NO DATA	1.62	0.32		
No. of monthly service complaints	3	3	0.3 Average	0		
No. of monthly service compliments	No target	NO DATA	2.33 Average	2.66 Ave.		

Communication, Education and Promotion

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Increase in social media presence	Increase by 5%	5%	0.5%	3%		
School or Community groups engaged with	10 PA	NO DATA	2	0		
Number of local events attended	10 PA	NO DATA	2	3		
Recycling rate	60% (annual)	NO DATA	61.8%	TBC		
Overall waste tonnage reduction	1% (annual)	NO DATA	4%	TBC		

Appendix 1 is a visual summary of the service performance and is referred to by slide number in the following section.

4.2. Health and safety – staff welfare

Slide 1: There were three reported incidents and accidents. An operative suffered a minor injury whilst clearing a fly tip. There were two vehicle accidents, both not causing any harm to the persons involved.

A near miss was recorded which resulted in the road being switched to being serviced by a smaller vehicle that can access it more safely.

4.3. Waste and recycling collections

Slide 3: Missed collections have generally reduced. Out of over a million scheduled collections due in this quarter, ECSS missed 604.

4.4. Street Cleansing KPIs

Slide 4: The graph on the left shows the quality of the cleansing work. All roads that were inspected after being cleansed reached the target standard.

The graph on the right shows the number of random streets inspected (irrespective of cleansing activity) that has a level of litter graded 'C' or below. ECSS targets areas for inspection in more rural areas, as these are generally not scheduled for regular cleansing. The aim is to use inspections to proactively deploy resources rather than wait for a complaint from the public to be received.

Slide 5 shows the number of reported instances of graffiti. Of the eight reported cases of graffiti, five were offensive. All were located on private property, which causes a delay in removing it as the landowner's permission is sought.

Slide 6 shows that the number of reported fly tips slightly increased from the same period last year, and that ECSS cleared 74% of them within the response time. There were a few very large fly tips in this quarter resulting in significant costs to clear and correctly dispose of them. These involve the hiring of specialist equipment which can take a while to attend the site. ECSS placed awareness signs on them to reassure passersby that they were being dealt with.

Slide 7 shows that the KPI of no more than 3 reported overflowing litter bins was overachieved. ECSS underachieved the KPI of 1 overflowing dog bin. All overflowing bins were emptied. ECSS have introduced new technology to this service in this a quarter. Street bins are being mapped to understand how many the district has, where they are and how full they are on emptying. This data will be used to determine the approach to this activity in the new street cleansing specification that will be agreed with the Council.

4.5. Recycling rate and waste tonnage reduction

As previously highlighted, the recycling performance figure is reported one quarter in arrears. The district achieved a rate of 61.8% in quarter 1, and residual waste collected was 4% lower than the same period last year.

4.6. Communications, Education and Promotion

The Development Team attended the Ely Green Fair and Youth Fusion events this quarter. The team have also assisted with the Council's new website, and press release were issued regarding ECDC's Operational Services Committee approval of the new waste and street cleansing service.

The number of Facebook followers for the East Cambs Recycles page increased by 3% and now has 189 followers. The page has been promoting the above campaigns as well as seasonal recycling messages from partners and service messages re collection dates.

5.0 Additional Implications Assessment

5.1

Financial Implications No	Legal Implications No	Human Resources (HR) Implications No
Equality Impact Assessment (EIA) No	Carbon Impact Assessment (CIA) No	Data Protection Impact Assessment (DPIA) No

6.0 Appendices

Appendix 1 - Slide deck - Performance Dashboard.

7.0 Background documents

None