

TITLE: Waste Performance Monitoring Report Q3

Board: Operational Services Committee

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1.0 Issue

1.1. To provide Members with the Quarter 3 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 3 (October - December) 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.

2.1. 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 3 against the KPIs highlighted within ECSS' 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%	1.13	
No. reported monthly near misses	10 or more	NO DATA	3	1	0	
Percentage of productive days	94% (sickness absence 6%)	90%	94.9%	94.9	TBC	

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	41	
Recycling – Average no. of missed bins per 100,000 bins collected	30	90	66	56	71	
Green – Average no. of missed bins per 100,000 bins collected	30	90	78	71	86	
No. of monthly service complaints	3	3	5.3μ	1.6μ	4.3μ	
No. of monthly service compliments	No target	NO DATA	3.66μ	2.3μ	0.3μ	

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%	100%	
No. streets graded C or below for litter on random inspection	1%	1%	0%	0%	0%	
No. reported fly tips per month	No target	NO DATA	152	154	129	
No. reported incidents of graffiti per month	No target	NO DATA	24	8	8	
Removal of offensive graffiti within 1 working day	98%	98%	N/A	40%	N/A	
Removal of fly tipped waste within 2 working days	98%	98%	78%	74%	75%	
No. overflowing litter bins reported per 100 bins emptied	3	3	0.93	0.41	0.26	

No. overflowing dog bins reported per 100 bins emptied	1	NO DATA	1.62	0.32	0.76	
No. of monthly service complaints	3	3	0.3μ	0	0.3μ	
No. of monthly service compliments	No target	NO DATA	2.33μ	1.7μ	0.7μ	

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%	0&	
School or Community groups engaged with	10 PA	NO DATA	2	0	0	
Number of local events attended	10 PA	NO DATA	2	3	0	
Recycling rate	60% (annual)	NO DATA	61.8%	58.1%	TBC	
Overall waste tonnage reduction	1% (annual)	NO DATA	TBC	TBC	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 two reported incidents and accidents: an operative suffered a minor injury to their finger whilst making a collection, and there was a vehicle accident.

Slide 2: The productive day rate will be reported to Board at a later date, as there has been an issue with the analysis of the data.

4.3. Waste and recycling collections

Slide 3: Missed collections have slightly increased overall. Colder weather meant more green lidded bins being rejected due to frozen contents, which then led to an increase in resident reports. Also, more robust management of the operation led to a kick back from crews. This has now settled.

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, none were offensive.

Slide 6 shows that the number of reported fly tips decreased from the same period last year, and that ECSS cleared 75% of them within the response time. The service continues to be challenged by clearing larger fly tips.

Slide 7 shows that the KPI of no more than 3 reported overflowing litter bins and 1 dog bin was overachieved. ECSS continue to introduce new mapping and monitoring software for on street bins to enable more efficient and dynamic emptying schedules in the future contract.

4.5. Recycling rate and waste tonnage reduction

The recycling performance figure was 58% for Q2. The rolling average for the year to date is 60% which achieves the target of 60%. Waste tonnage varies significantly throughout the quarter and so is reported as an annual figure.

4.6. Communications, Education and Promotion

No outreach work was completed this quarter. The officer responsible has left. A new member of staff will be in place for January. Focus will be on supporting the design and implementation of the communications program to deliver the new service.

The number of Facebook followers for the East Cambs Recycles page remained at the same level as Q2.

This area of work will also be returned to the Council in quarter 4 with the creation of a client-side team and no longer a KPI for ECSS.

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

Waste Performance Monitoring Report Q3 Appendix 1

7.0 Background documents

None