

Title: Quarter 4 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 the Committee with the Quarter 4 performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS).

2.0 Recommendations

- 2.1 Members are requested to note the performance of service delivery for quarter 4 (January - March) 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 (MoA) 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 4 against the KPIs highlighted within the MoA:

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%	1%
No. reported monthly near misses	10 or more	NO DATA	3	1	0	0
Percentage of productive days	94% (sickness	90%	94.9%	94.9	96.9%	96.6%

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
	absence 6%)					

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	39
Recycling – Average no. of missed bins per 100,000 bins collected	30	90	66	56	71	54
Green – Average no. of missed bins per 100,000 bins collected	30	90	78	71	86	46
No. of monthly service complaints	3	3	5.3μ	1.6μ	4.3μ	5.3 μ
No. of monthly service compliments	No target	NO DATA	3.66μ	2.3μ	0.3μ	0

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%	98%
No. streets graded C or below for litter on random inspection	1%	1%	0%	0%	0%	0%
No. reported fly tips	No target	NO DATA	152	154	129	220
No. reported incidents of graffiti	No target	NO DATA	24	8	8	8
Removal of offensive graffiti within 1 working day	98%	98%	N/A	40%	N/A	N/A

Removal of fly tipped waste within 2 working days	98%	98%	78%	74%	75%	79%
No. overflowing litter bins reported per 100 bins emptied	3	3	0.93	0.41	0.26	0.52
No. overflowing dog bins reported per 100 bins emptied	1	NO DATA	1.62	0.32	0.76	2.05
No. of monthly service complaints	3	3	0.3μ	0	0.3μ	0.7μ
No. of monthly service compliments	No target	NO DATA	2.33μ	1.7μ	0.7μ	0

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%	NO DATA
School or Community groups engaged with	10 PA	NO DATA	2	0	0	0
Number of local events attended	10 PA	NO DATA	2	3	0	0
Recycling rate	60% (annual)	NO DATA	61.8%	58.2%	50.5%	NO DATA
Overall waste tonnage reduction	1% (annual)	NO DATA	2%	2%	0.8%	NO DATA

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: one accident occurred to an operative pricking their finger whilst collecting black bag waste.

Slide 2: over 96% of available working days were not lost to sickness which overachieves the target. For the second quarter in a row, no employees were absent due to a long-term sickness.

4.3. Waste and recycling collections

Slide 3: missed collections reduced significantly, achieving the lowest number since 2021 when records began. For the whole of 24-25, ECSS missed just under 2,500 out of nearly 4.5 million collections. This is also the lowest rate recorded since at least 2021.

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: there were 8 reported instances of graffiti. Of these, none were offensive.

Slide 6: the number of reported fly tips increased from the same period last year. ECSS cleared 78% of them within the response time. The service continues to be challenged by clearing larger fly tips.

Slide 7: the KPI of no more than 3 reported overflowing litter bins was overachieved but 2 dog bins per every 100 emptied were not emptied on time. 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

Slide 8: this is now managed by the Council's waste team. Performance is reported one quarter in arrears. During January to March the Council recycled just over 50% of the waste it collected which is expected at this time of year when the garden waste collected reduces. There was an increase in the amount of black bag waste collected which is also expected during the Christmas period.

4.6. Communications, Education and Promotion

Communications and outreach work has transferred back to the Council's new Waste team. During quarter 4, no outreach work was completed whilst a new officer was recruited and onboarded.

The use of Facebook has transferred back to the Council, and the page will no longer be used. Followers will be advised to follow the Council's main page for information.

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