

TITLE: Quarter 1 2025/26 performance report for the waste and street cleansing services

Committee: Operational Services Committee

Date: 29 September 2025

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Report number: AA56

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1.0 Issue

- 1.1. To provide the Committee with the Quarter 1 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 1 (April - June) 2025/26.

3.0 Background

- 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 Conclusions

- 4.1. The tables below highlight the performance for quarter 1 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	3.59%			
No. reported monthly near misses	10 or more	No data	3			

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Percentage of productive days	94% (sickness absence 6%)	90%	95.3%			

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	40			
Recycling – Average no. of missed bins per 100,000 bins collected	30	90	51			
Green – Average no. of missed bins per 100,000 bins collected	30	90	61			
No. of service complaints	3	3	6			
No. of service compliments	No target	No data	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%			
No. streets graded C or below for litter on random inspection	1%	1%	0%			
No. reported fly tips	No target	No data	150			
No. reported incidents of graffiti	No target	No data	7			
Removal of offensive graffiti within 1 working day	98%	98%	NO DATA			

Removal of fly tipped waste within 2 working days	98%	98%	86%			
No. overflowing litter bins reported per 100 bins emptied	3	3	1.04			
No. overflowing dog bins reported per 100 bins emptied	1	No data	1.4			
No. of service complaints	3	3	3			
No. of service compliments	No target	No data	0			

Communication, Education and Promotion

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
School or Community groups engaged with	10 PA	No data	0			
Number of local events attended	10 PA	No data	0			
Recycling rate	60% (annual)	No data	49.9%			
Overall waste tonnage reduction	1% (annual)	No data	TBC			

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

Health and safety – staff welfare

- 4.2 Slide 1: Two operatives received cuts due to broken glass and a knife being presented in black bags. There was a small vehicle fire that didn't cause any damage, two incidents of minor damage to vehicles, and an operative fainted on duty during the hot weather.

Waste and recycling collections

- 4.3 Slide 3: The number of missed collections slightly increased, with most of these on the green and food waste service. ECSS had a limited number of available staff due to vacancies (now filled).

Street Cleansing

- 4.4 Cleansing performance remains consistent with previous quarters, with a slightly improved response rate to removing fly tips (slide 6).

Recycling rate and waste tonnage reduction.

- 4.5 Slide 8: During January to March the Council recycled just under 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.

Communications, Education and Promotion

- 4.6 During quarter 1, no outreach work was completed. The team have booked in several events for the summer period, including Aquafest and Burwell Carnival as well as supporting the Council's Youth Fusion events. The team have been preparing content to support the launch of the new waste service next year.

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.