

TITLE: Quarter 2 2025/26 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 2 performance report on 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 2 (July–September) 2025/26.

3.0 Background

- 3.1. Waste collection, recycling, and street cleansing are all services delivered by East Cambs Street Scene Ltd (ECSS), a trading company established on April 1st, 2018.
- 3.2. The Council continues to operate these services through ECSS and remains committed to maintaining high performance standards and service quality, ensuring best value for money in accordance with the Memorandum of Agreement (MoA) and the Service Delivery Plan.
- 3.3. Key Performance Indicators (KPIs) are used to effectively manage and monitor the service performance provided by ECSS.

4.0 Conclusions

- 4.1. The tables below summarise Quarter 1 performance against the KPIs outlined in 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%	2.56%		
No. reported monthly near misses	10 or more	No data	3	4		

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Percentage of productive days	94% (sickness absence 6%)	90%	95.3%	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	40	30		
Recycling – Average no. of missed bins per 100,000 bins collected	30	90	51	37		
Green – Average no. of missed bins per 100,000 bins collected	30	90	61	48		
No. of service complaints	3	3	6	4		
No. of service compliments	No target	No tolerance	0	1		

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	No target	No tolerance	150	164		
No. reported incidents of graffiti	No target	No tolerance	7	1		
Removal of offensive graffiti within 1 working day	98%	98%	No data	No data		

Removal of fly tipped waste within 2 working days	98%	98%	86%	76%		
No. overflowing litter bins reported per 100 bins emptied	3	3	1.04	0.98		
No. overflowing dog bins reported per 100 bins emptied	1	No tolerance	1.4	1.73		
No. of service complaints	3	3	3	0		
No. of service compliments	No target	No tolerance	0	10		

Communication, Education and Promotion

Description of Key Performance Indicator	KPI	Q1	Q2	Q3	Q4
School or Community groups engaged with	10 PA	0	1		
Number of local events attended	10 PA	0	6		
Recycling rate	60% (annual)	56.3%	No data		
Overall waste tonnage reduction	1% (annual)	+5%	No data		

Appendix 1 provides a visual summary of service performance, with slide numbers referenced in the following section.

4.2. Health and safety – staff welfare

Slide 1: Staff sickness increased slightly with two employees on long term leave. Short term sickness remained consistent with previous quarters.

4.3. Waste and recycling collections

Slide 3: Missed collections dropped by over 100 this quarter, with reductions across all waste types. With the integrated digital waste system now fully in place, only verified reports reach the Council's Customer Service system. As a result, this quarter recorded the lowest number of missed collections to date. The improved accuracy of the data provides ECSS with a clearer understanding of missed collection patterns, enabling better identification of trends and opportunities for further performance improvement.

4.4. Street Cleansing

Cleansing performance has remained largely consistent with previous quarters, however, there has been a slight increase in reports of overflowing dog bins. ECSS have reported that these bins had been used to deposit rubbish. The waste team will monitor this to see if this trend continues and any action needed.

4.5. Recycling rate and waste tonnage reduction

Slide 8: Between April and June, the Council recycled 56% of collected waste — slightly below the same period last year. The amount of organic waste collected from green-lidded bins also declined by over 7%. This reduction may be linked to the much drier spring growing season in 2025 compared to 2024.

4.6. Communications, Education and Promotion

During this quarter, all district residents received a letter outlining next year’s changes to the collection service, along with an invitation to reach out and discuss their individual needs. To help manage these requests and kickstart outreach efforts, one of two temporary officers joined the team (the second starts in October).

The team also actively participated in six community events, including Aquafest and Burwell Carnival, and provided support for the Council’s Youth Fusion events.

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