

Title: Quarter 3 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 3 performance report on 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) 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 1 April 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 3 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%	5.13%	
No. reported monthly near misses	10 or more	No data	3	4	3	

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
Percentage of productive days	94% (sickness absence 6%)	90%	95.3%	94.9%	95.4%	

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	24	
Recycling – Average no. of missed bins per 100,000 bins collected	30	90	51	37	35	
Green – Average no. of missed bins per 100,000 bins collected	30	90	61	48	31	
No. of service complaints	3	3	6	4	4	
No. of service compliments	No target	No tolerance	0	1	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%	
No. streets graded C or below for litter on random inspection	1%	1%	0%	0%	0%	
No. reported fly tips	No target	No tolerance	150	164	140	
No. reported incidents of graffiti	No target	No tolerance	7	1	3	
Removal of offensive graffiti within 1 working day	98%	98%	No data	No data	No data	

Removal of fly tipped waste within 2 working days	98%	98%	86%	76%	90%	
No. overflowing litter bins reported per 100 bins emptied	3	3	1.04	0.98	0.31	
No. overflowing dog bins reported per 100 bins emptied	1	No tolerance	1.4	1.73	0.76	
No. of service complaints	3	3	3	0	0	
No. of service compliments	No target	No tolerance	0	10	1	

Communication, Education and Promotion

Description of Key Performance Indicator	KPI	Q1	Q2	Q3	Q4
School or Community groups engaged with	10 PA	0	1	18	
Number of local events attended	10 PA	0	6	1	
Recycling rate	60% (annual)	56.3%	52.7%	No data	
Overall waste tonnage reduction	1% (annual)	-8%	-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: This month saw a small increase in accidents compared to the average, although the majority were minor. Staff have since undergone retraining to reduce the likelihood of similar incidents occurring again.

4.3. Waste and recycling collections

Slide 3: Missed collections continued their downward trend, with reductions seen against all waste types. Missed collections have again achieved their lowest ever recorded number.

4.4. Street Cleansing

Cleansing performance has remained largely consistent with previous quarters. Encouragingly, the time taken to respond to fly tipping incidents have improved significantly.

4.5. Recycling rate and waste tonnage reduction

Slide 8: Between July and September, the Council recycled 52.7% of collected waste — below the same period last year. The amount of organic waste collected from green-lidded bins also declined by nearly 9%. This reduction may be linked to the much drier season in 2025 compared to 2024. There was also a slight decrease in the amount of dry recycling (blue lidded bin material), possibly attributed to a spike in contamination, for which the Council has launched a campaign to improve the quality of recycling collected.

4.6. Communications, Education and Promotion

During the quarter, all district residents received a bin tag highlighting recent contamination issues and providing guidance on how to recycle more effectively. This was supported by new livery on the recycling fleet and a targeted social media campaign.

The team have also been developing supporting collateral for the new waste service, alongside extensive community engagement. This included attending the Ely Apple and Harvest Fayre, engaging with young people at several schools (including Isleham, Fordham and Soham), and speaking with residents in Ely, Littleport, Stetchworth and Haddenham. One of the most successful activities was a two-day presence in the foyer at Ely Tesco supermarket. Feedback was largely positive, with many residents welcoming the changes. Most conversations focused on how the new food waste collection system will operate. This work will continue in the build up to June.

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