



Minutes of a Meeting of the Operational Services Committee

Held at The Grange, Nutholt Lane, Ely, CB7 4EE at 4:30 pm on
Monday 26 January 2026

Present

Cllr Christine Ambrose Smith
Cllr Anna Bailey (Substitute)
Cllr Christine Colbert
Cllr Martin Goodearl
Cllr Kathrin Holtzmann
Cllr Julia Huffer (Chair)
Cllr Mark Inskip
Cllr Alan Sharp
Cllr John Trapp
Cllr Ross Trent
Cllr Lucius Vellacott (Vice Chair)
Cllr Christine Whelan

Officers

Patrick Adams – Senior Democratic Services Officer
Lewis Bage – Communities and Partnerships Manager
Nick Baker – Waste and Environmental Services Manager
Isabel Edgar – Director Operations
Marisa Rogers-Jones – Crematorium and Bereavement Service Manager
Catherine Sutherland – Senior Waste Management Officer

46. Public Question Time

No public questions were submitted.

47. Apologies and Substitutions

Apologies for absence were received from Cllr David Brown. Cllr Anna Bailey attended as a substitute for Cllr Brown.

48. Declarations of Interest

There were no declarations of interest.

49. Minutes

It was resolved:

That the minutes of the meeting of the Committee held on 17 November 2025 be confirmed as a correct record and signed by the Chair.

50. Chair's Announcements

The Chair stated that last week there had been an accident involving a driver and loader from our waste service. This would not be discussed by the Committee whilst the matter was being investigated.

The Chair explained that the Council was consulting on a possible Public Spaces Protection Order to address vehicle related Anti-Social Behaviour. Responses could be made via the website, or by paper forms available from Reception or by contacting the Community Safety team. The deadline for responses was 16 February 2026.

The Chair welcomed Marisa Rogers-Jones, Crematorium and Bereavement Service Manager, to her first meeting of the Committee.

51. Quarter 3 2025/26 Performance Report for the Waste & Street Cleansing Services

Catherine Sutherland, Senior Waste Management Officer, presented this report, AA125 previously circulated, which provided the Committee with the Quarter 3 performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS). She reported that the number of missed bin collections were at its lowest recorded level and street cleaning levels remained consistently high. Recycling rates were slightly lower than the same quarter last year, due to wider factors, including seasonal variation and contamination, which the authority was trying to reduce through targeted communication.

The Senior Waste Management Officer agreed to investigate incidents of offensive graffiti in west Ely and report back to Cllr Christine Whelan.

In reply to Cllr Mark Inskip, the Senior Waste Management Officer stated that the effectiveness of the social media campaign in reducing contamination would be assessed by reviewing the next quarter's performance figures, which would be reported to the Committee.

In reply to Cllr Kathrin Holtzmann, the Senior Waste Management Officer agreed to update the Committee on the effectiveness of the chewing gum campaign.

It was resolved to:

Note the performance of service delivery for Quarter 3 (October-December) 2025/26.

52. New Waste Collection Service – Project Update

Nick Baker, Waste and Environmental Services Manager, presented a report, AA126 previously circulated, which updated the Committee on the progress being made towards implementing the necessary changes to the Council's waste and recycling collection service, as previously approved by Full Council. It was noted that the new collection service was scheduled to commence on 1 June 2026.

In reply to Cllr Christine Whelan, the Waste and Environmental Services Manager agreed to provide a written response on how much revenue was likely to be lost by the use of the Littleport railway car park for bin storage, prior to their delivery to all households in the district. In reply to Cllr John Trapp, the Waste and Environmental Services Manager explained that logistically the new bins needed to be stored in one location and the car park was the best option. In reply to Cllr Martin Goodearl, the Waste and Environmental Services Manager estimated that 75% of the car park extension would be used for bin storage. It was understood that the car park would be used for eight weeks, with a contingency for further use if required.

In reply to Cllr Mark Inskip, the Waste and Environmental Services Manager confirmed that the projects communications plan included keeping councillors informed of the forthcoming changes to the waste service well before the new service started on 1 June 2026. He assured the Committee that contingencies were in place if bins or trucks were not delivered to the Council according to the schedule agreed, with the manufacturers.

In reply to Cllr John Trapp, the Waste and Environmental Services Manager reported that the Council were liaising with landlords on how to provide the new waste service to homes of multiple occupancy.

In reply to Cllr Lucius Vellacott, the Waste and Environmental Services Manager confirmed that the Customer Services team were recruiting two staff members on six-month contracts to manage residents' calls regarding the new service.

It was resolved to:

Note the progress made on this project to date and that the project remains on budget and on track.

53. RECAP Waste Strategy

Nick Baker, Waste and Environmental Services Manager, presented a report, AA127 previously circulated, which invited the Committee to approve the RECAP Waste Strategy. This was a joint document produced by the Cambridgeshire and Peterborough Waste Partnership. He explained that challenges included new waste legislation and local government reorganisation.

In reply to Cllr Martin Goodearl, the Waste and Environmental Services Manager explained that the County Council was responsible for the waste centre at Waterbeach and he was not able to answer questions relating to the commercial arrangement between the contractor and the County Council. The Council was continuing to use the waste centre at Waterbeach.

In reply to Cllr Kathrin Holtzmann, the Waste and Environmental Services Manager explained that the Council was waiting for national guidance from the Government on the deposit return and digital waste tracking scheme and so he was unable to provide a timescale for this.

In reply to Cllr Kathrin Holtzmann, the Waste and Environmental Services Manager stated that by the autumn the Council should have a base line figure for the percentage of waste recycled and this could inform the Council's future waste management strategy.

In reply to Cllr Kathrin Holtzmann, the Waste and Environmental Services Manager agreed to provide information on how the Council was using the Government funding for the reduction of packaging.

The Chair proposed and the Vice Chair seconded the recommendations in the report. A vote was taken and the Committee unanimously

Resolved to:

- A) Approve the draft RECAP Waste Strategy 2026, as appended to the report.
- B) Delegate to the Director Operations and final drafting amendments to finalise the strategy.

54. Citizens Advice West Suffolk SLA Performance Monitoring Update

Lewis Bage, Communities and Partnerships Manager, presented a report, AA128 previously circulated, which updated the Committee on the performance of Citizens Advice West Suffolk (CAWS) for the period between 1 April and 30 September 2025. He explained that the Council had agreed a grant of £69,498.08 to CAWS from 1 April 2024 to 31 March 2027, which was covered by a Service Level Agreement.

Members of the Committee welcomed the support being provided for residents. Cllr Alan Sharp stated that he was the Council's outside body representative with CAWS. He was pleased to see it delivering support for residents and he would continue to ask questions to this organisation.

It was resolved:

to note the report.

55. Voluntary and Community Action East Cambridgeshire SLA Performance Monitoring Update

Lewis Bage, Communities and Partnerships Manager, presented a report, AA129 previously circulated, which updated the Committee on the performance of the Voluntary and Community Action East Cambridgeshire (VCAEC) for the period between 1 April and 30 September 2025. He explained that the Council had awarded a grant of £39,530 to VCAEC for a Service Level Agreement from 1 April 2024 to 31 March 2026.

In reply to Cllr Mark Inskip, the Communities and Partnerships Manager stated that officers were reviewing the Service Level Agreement and would bring a report to the next meeting of the Committee, as the current agreement would expire on 31 March 2026.

It was resolved:

to note the report.

56. Anglia Revenues Benefit Joint Committee Minutes

The Committee received the minutes from the Anglia Revenues Benefit Joint Committee meeting on 9 December 2025.

It was resolved:

To note the Minutes of the Anglia Revenues & Benefits Joint Committee meeting on 9 December 2025.

57. Forward Agenda Plan

The Committee considered its Forward Agenda Plan.

It was resolved to:

Note the Forward Agenda Plan.

The meeting concluded at 5.01 pm

Chair

Date.....