

**TITLE: Quarter 4 2025/26 performance report for the waste and street cleansing services**

Committee: Operational Services Committee

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Report number: AB20

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**Issue**

1. To provide the Committee with the Quarter 4 performance report on the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS).

**Recommendations**

2. Members are requested to note the performance of service delivery for Quarter 4 (January - March) 2025/26.

**Background**

3. 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.
4. 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.
5. Key Performance Indicators (KPIs) are used to effectively manage and monitor the service performance provided by ECSS.

**Conclusions**

6. The tables below summarise Quarter 4 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%	2.05%

Description of Key Performance Indicator	KPI	Tolerance	Q1	Q2	Q3	Q4
No. reported monthly near misses	10 or more	No data	3	4	3	3
Percentage of productive days	94% (sickness absence 6%)	90%	95.3%	94.9%	95.4%	96.6%

### 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	40	30	24	34
Recycling – Average no. of missed bins per 100,000 bins collected	30	90	51	37	35	42
Green – Average no. of missed bins per 100,000 bins collected	30	90	61	48	31	29
No. of service complaints	3	3	6	4	4	2
No. of service compliments	No target	No tolerance	0	1	0	2

### 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%	100%
No. streets graded C or below for litter on random inspection	1%	1%	0%	0%	0%	0%

No. reported fly tips	No target	No tolerance	150	164	140	217
No. reported incidents of graffiti	No target	No tolerance	8	2	4	0
Removal of offensive graffiti within 1 working day	98%	98%	0%	0%	0%	N/A
Removal of fly tipped waste within 2 working days	98%	98%	86%	76%	90%	77%
No. overflowing litter bins reported per 100 bins emptied	3	3	1.04	0.98	0.31	0.31
No. overflowing dog bins reported per 100 bins emptied	1	No tolerance	1.4	1.73	0.76	1.51
No. of service complaints	3	3	3	0	0	2
No. of service compliments	No target	No tolerance	0	10	1	0

### 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	8
Number of local events attended	10 PA	0	6	1	8
Recycling rate	60% (annual)	56.3%	52.7%	48.7%	
Overall waste tonnage reduction	1% (annual)	-8%	-5%	-4%	

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

#### 7. Health and safety – staff welfare

Slide 1: This month saw a small decrease in accidents compared to the previous quarter.

#### 8. Waste and recycling collections

Slide 3: There was a slight increase in missed recycling and rubbish collections during this quarter. These incidents continue to be closely monitored, with any recurring missed

collections identified, highlighted to collection crews, and managed accordingly to help improve service performance.

## 9. Street Cleansing

Slide 4: Cleansing performance has remained largely consistent with previous quarters. However, the average time taken to remove fly-tips increased slightly during the reporting period.

## 10. Recycling rate and waste tonnage reduction

Slide 8: Between October and December, the Council recycled 48.7% of collected waste, which was lower than during the same period last year. Recycling rates typically decline over the winter months due to the reduced volume of garden waste collected.

Disappointingly, the Council's contamination rate (the proportion of material placed in recycling bins that cannot be recycled) remained unchanged despite the launch of a contamination reduction campaign, including bin tags and lorry livery. Once the new waste service has become fully established, the team will review the campaign's effectiveness and consider additional measures to help reduce contamination.

## 11. Communications, Education and Promotion

The team continued to focus its efforts on promoting the new waste service. During this quarter, the deadline passed for residents to contact the Council to apply for larger bins or to advise that they did not have sufficient space to accommodate them. As a result, the team began processing the increased volume of enquiries and carrying out visits where required to assess applications and update records accordingly.

This quarter also saw the introduction of temporary officers within Customer Services to help manage the higher-than-expected volume of calls generated by the commencement of the bin rollout.

## Additional Implications Assessment

12. In the table below, please put Yes or No in each box:

<b>Financial Implications</b> No	<b>Legal Implications</b> No	<b>Human Resources (HR) Implications</b> No
<b>Equality Impact Assessment (EIA)</b> No	<b>Carbon Impact Assessment (CIA)</b> No	<b>Data Protection Impact Assessment (DPIA)</b> No

## Appendices

Appendix 1 - Slide deck - Performance Dashboard.

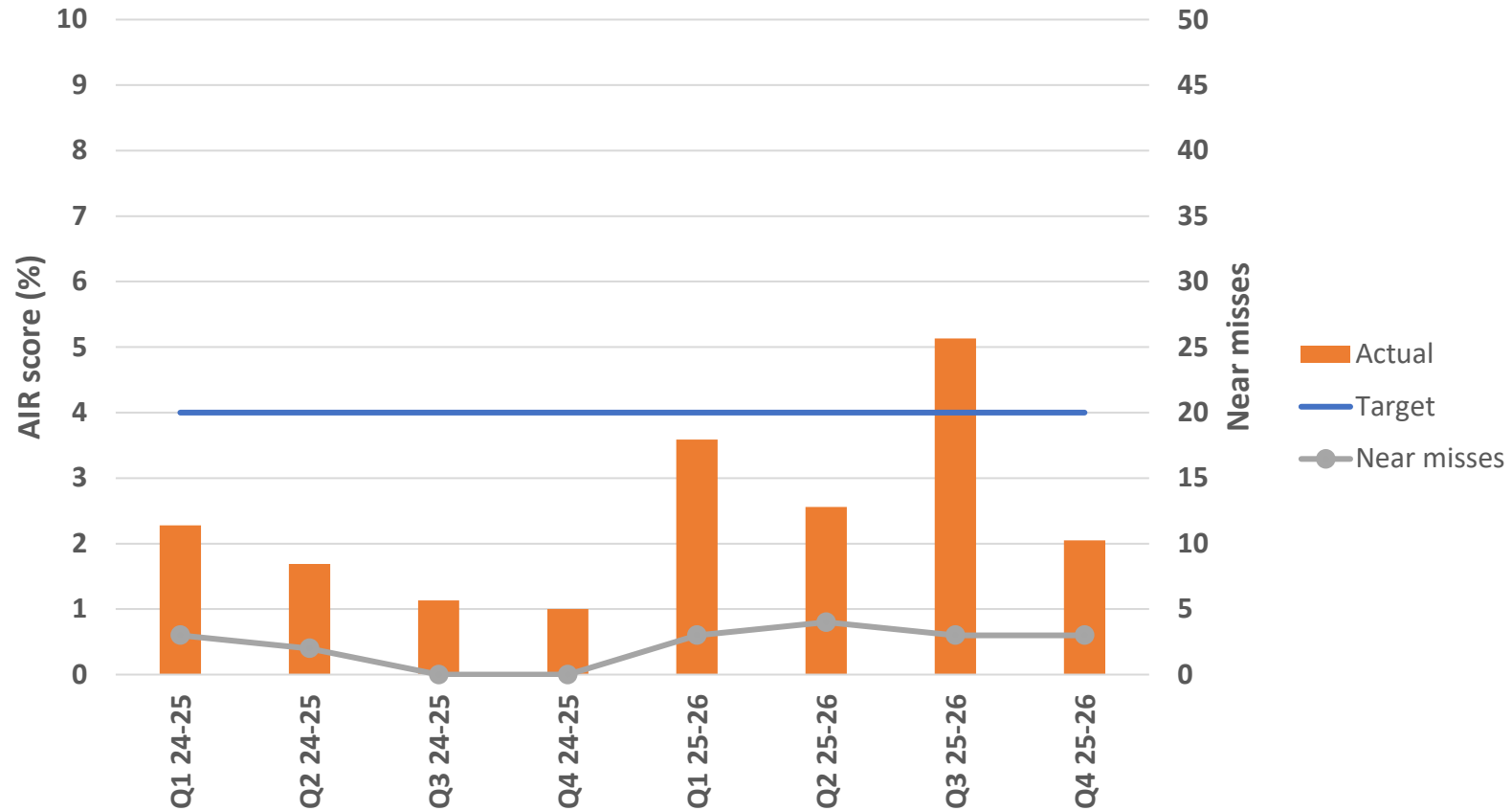
## Background documents

None



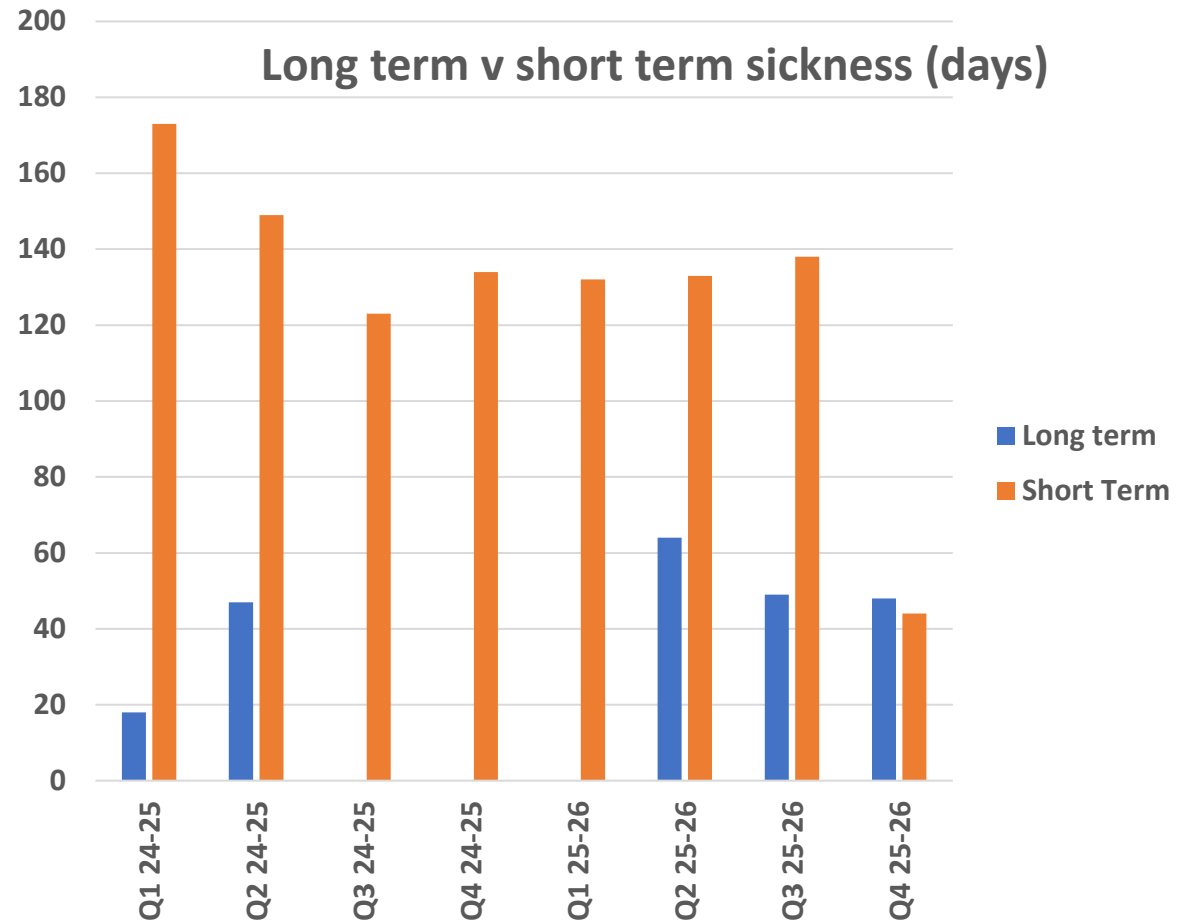
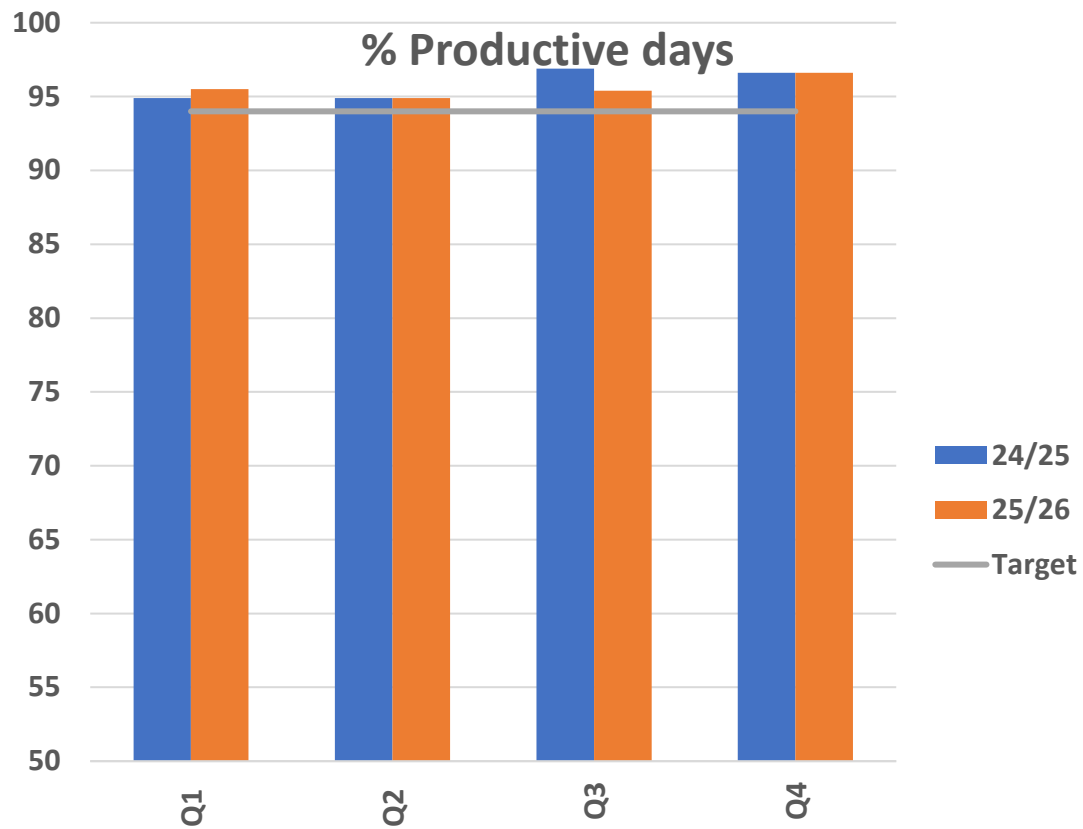
# Health and Safety – staff welfare

## Accident Incident Score, near misses



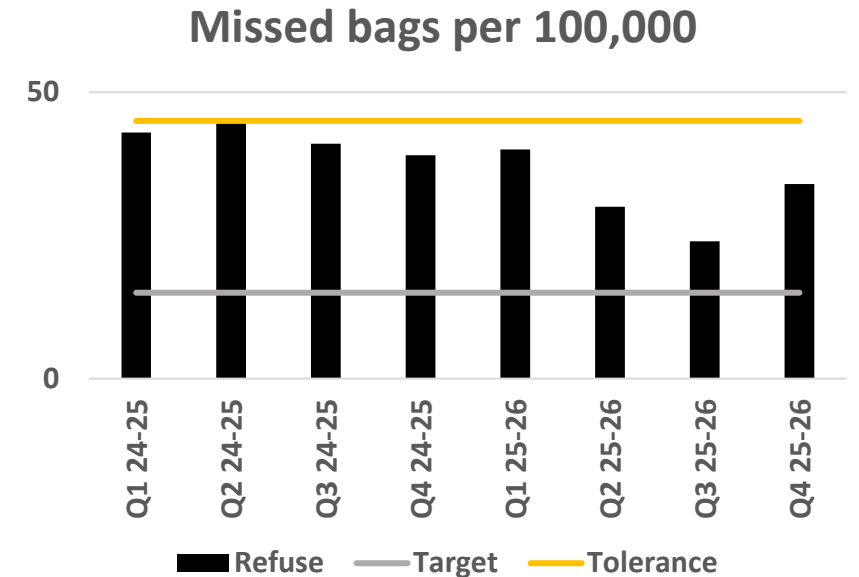
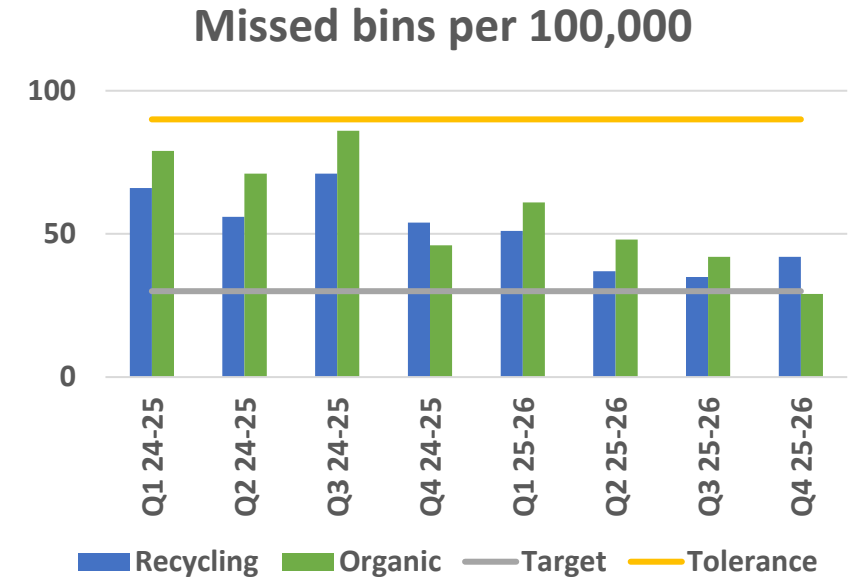
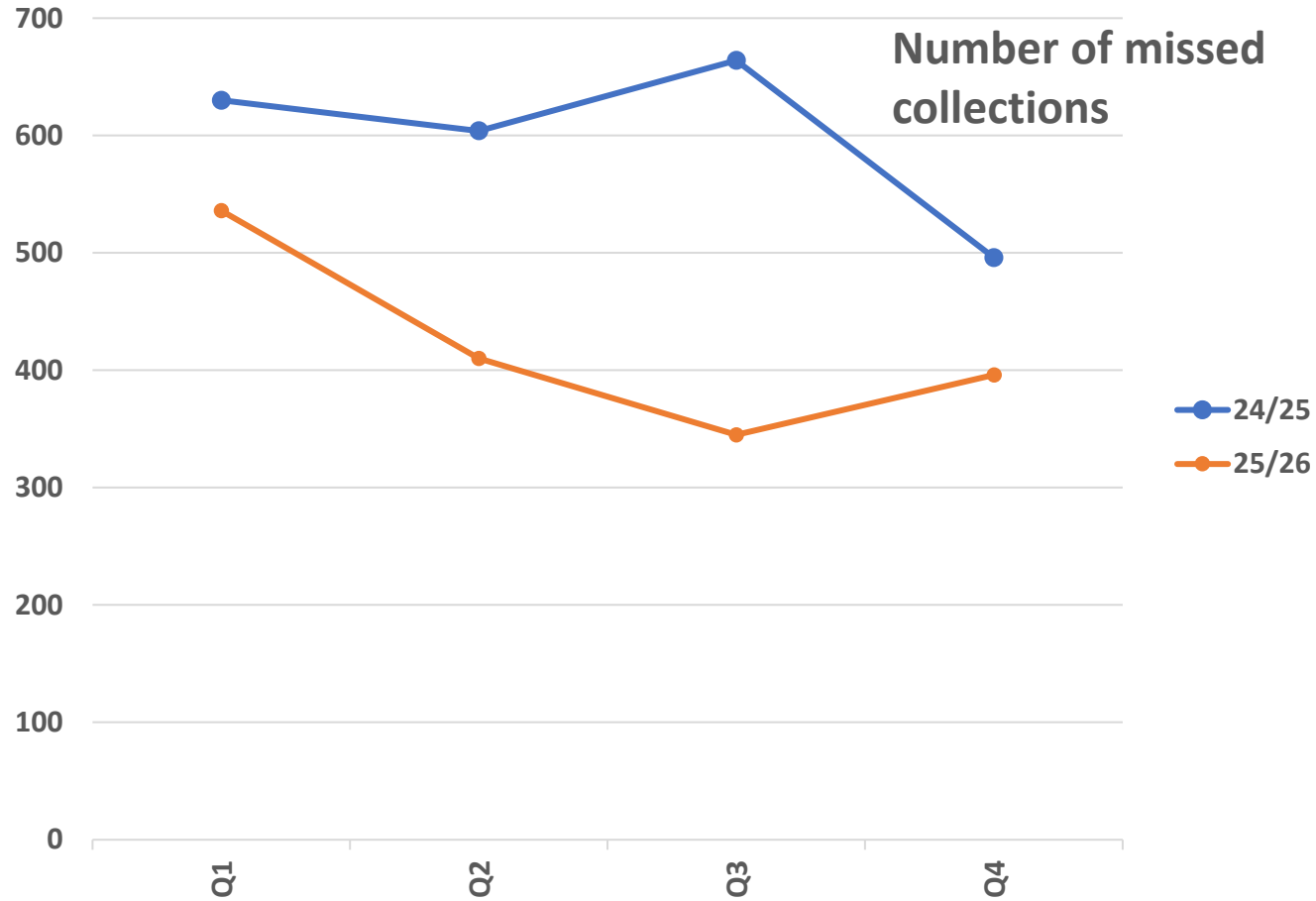
# Health and safety – staff welfare

## Staff sickness





**Cleaner, Greener East Cambridgeshire**  
 Keep the environment of East Cambridgeshire, clean and presentable

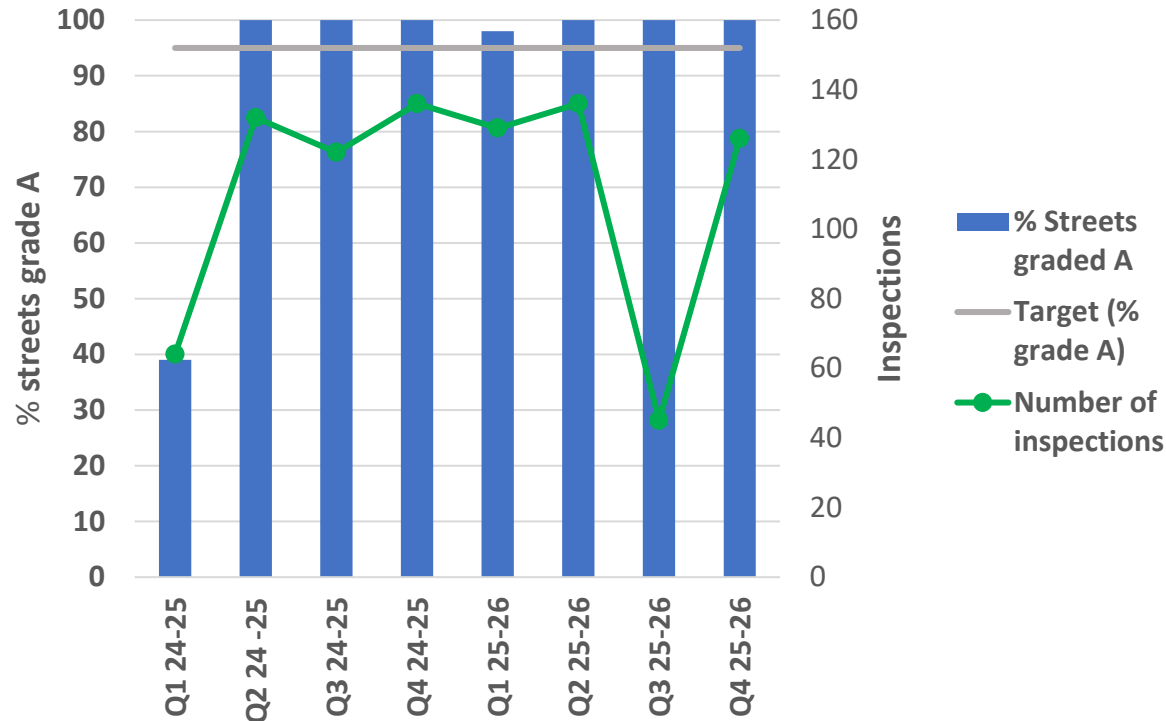




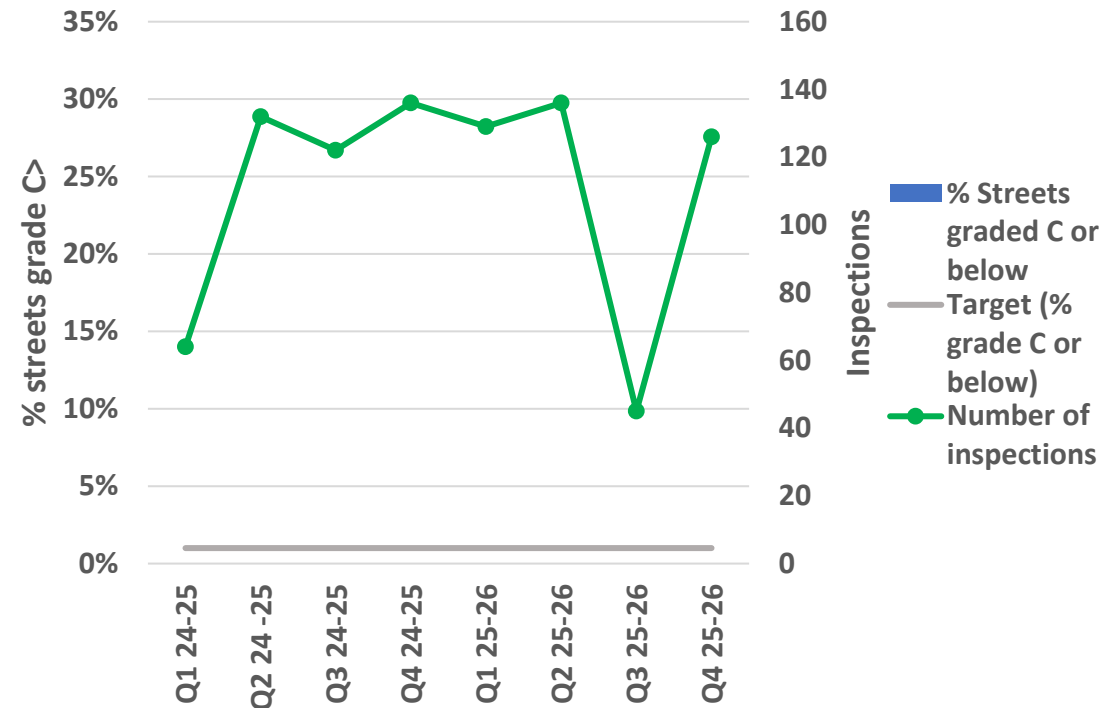
# Cleaner, Greener East Cambridgeshire

Keep the environment of East Cambridgeshire, clean and presentable

Average monthly clean streets graded A on random inspection



No. of streets graded C or below for litter on random inspection

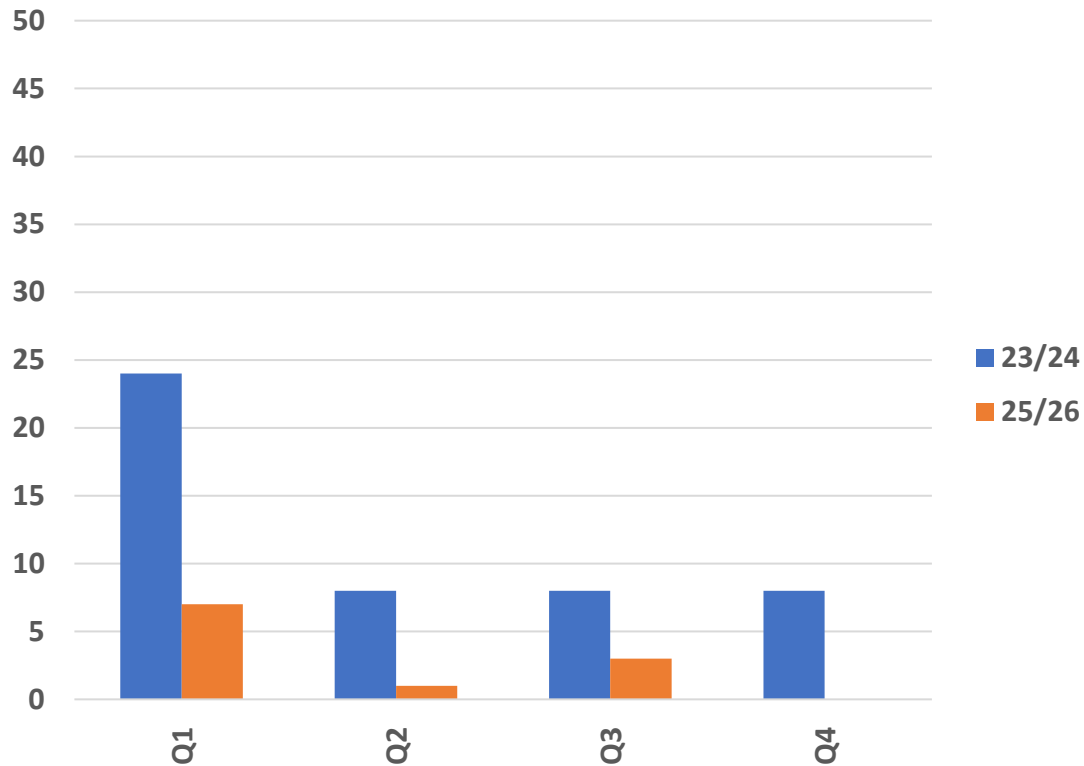




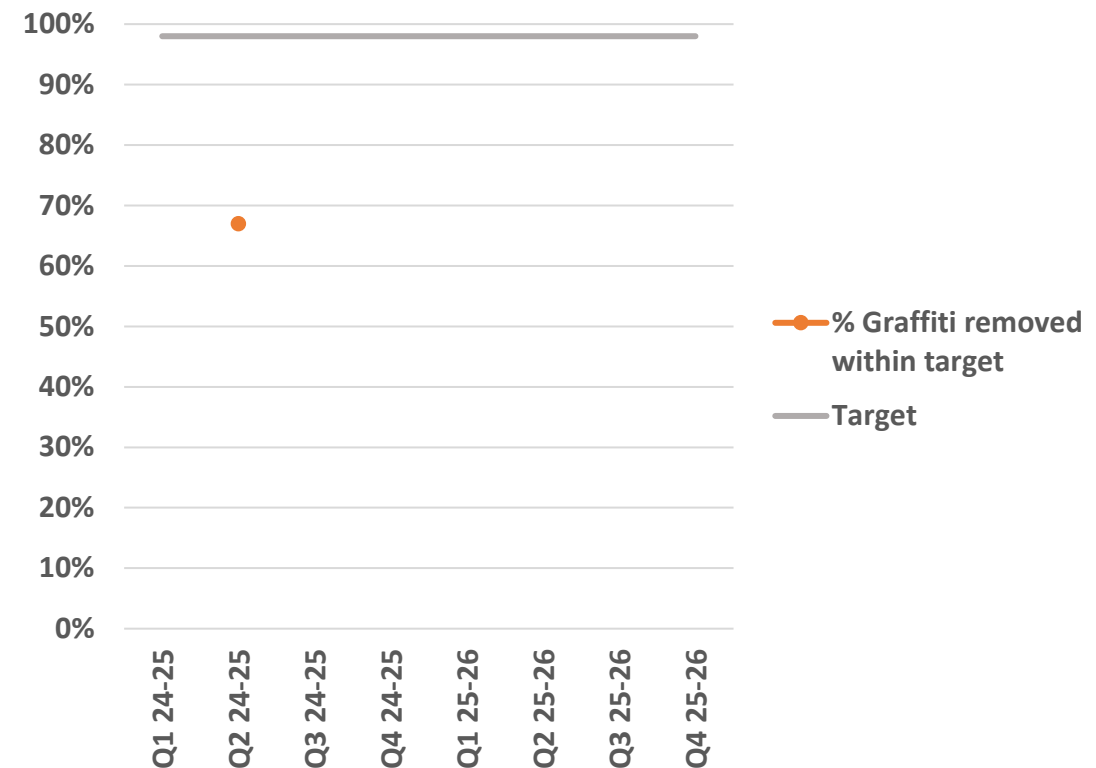
## Cleaner, Greener East Cambridgeshire

Maintain a clean and presentable environment by removing graffiti and fly tipped waste from the district

No. reported incidents of all graffiti per month



Successful removal of offensive graffiti within 1 working day

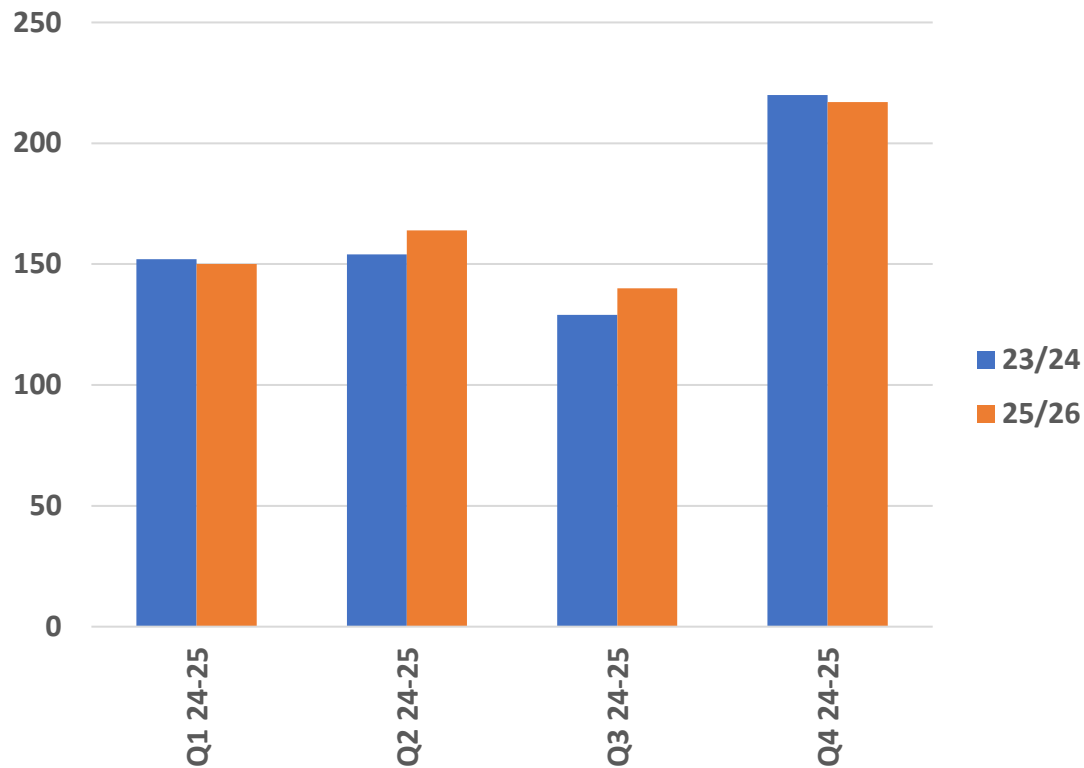




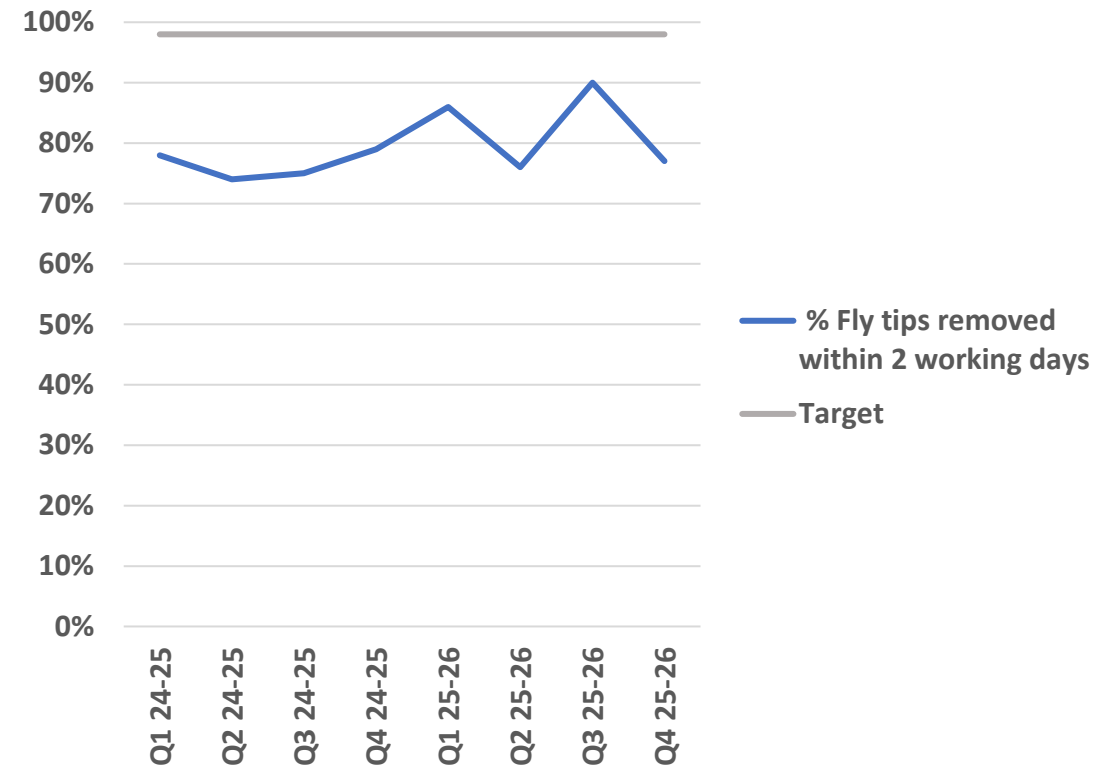
## Cleaner, Greener East Cambridgeshire

Maintain a clean and presentable environment by removing graffiti and fly tipped waste from the district

### No. reported incidents of fly tips per month



### Successful removal of fly tips within 2 working days

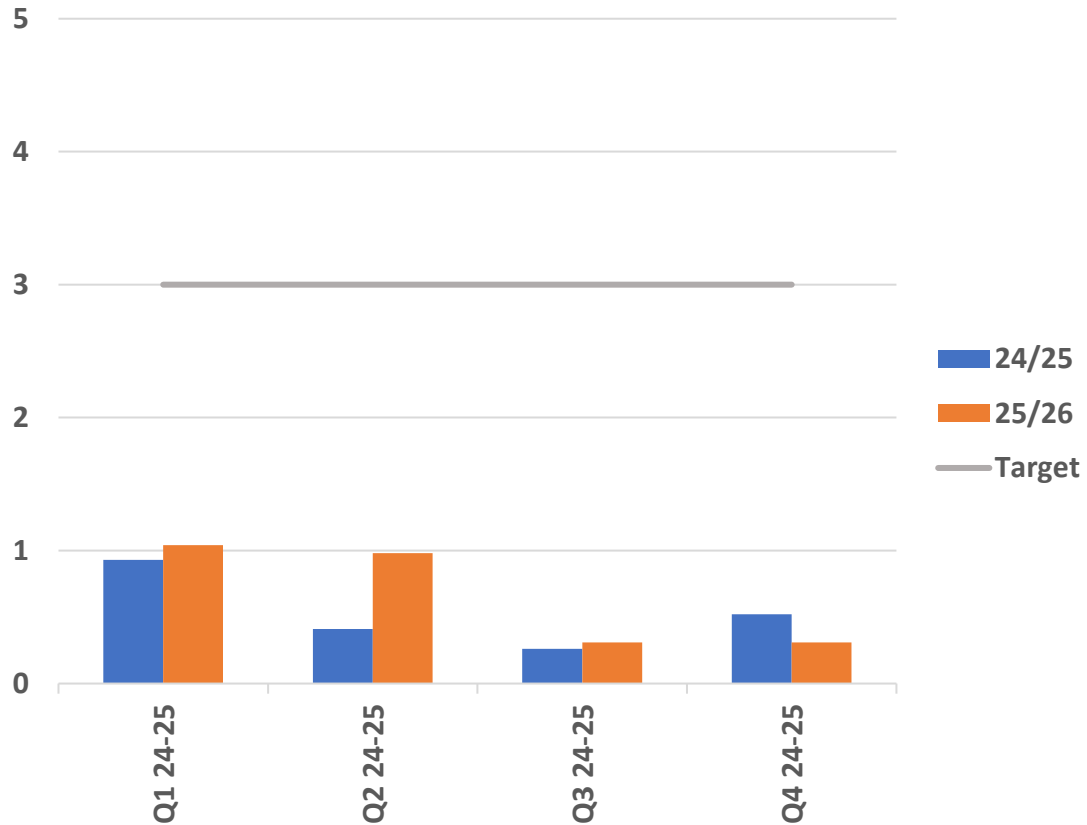




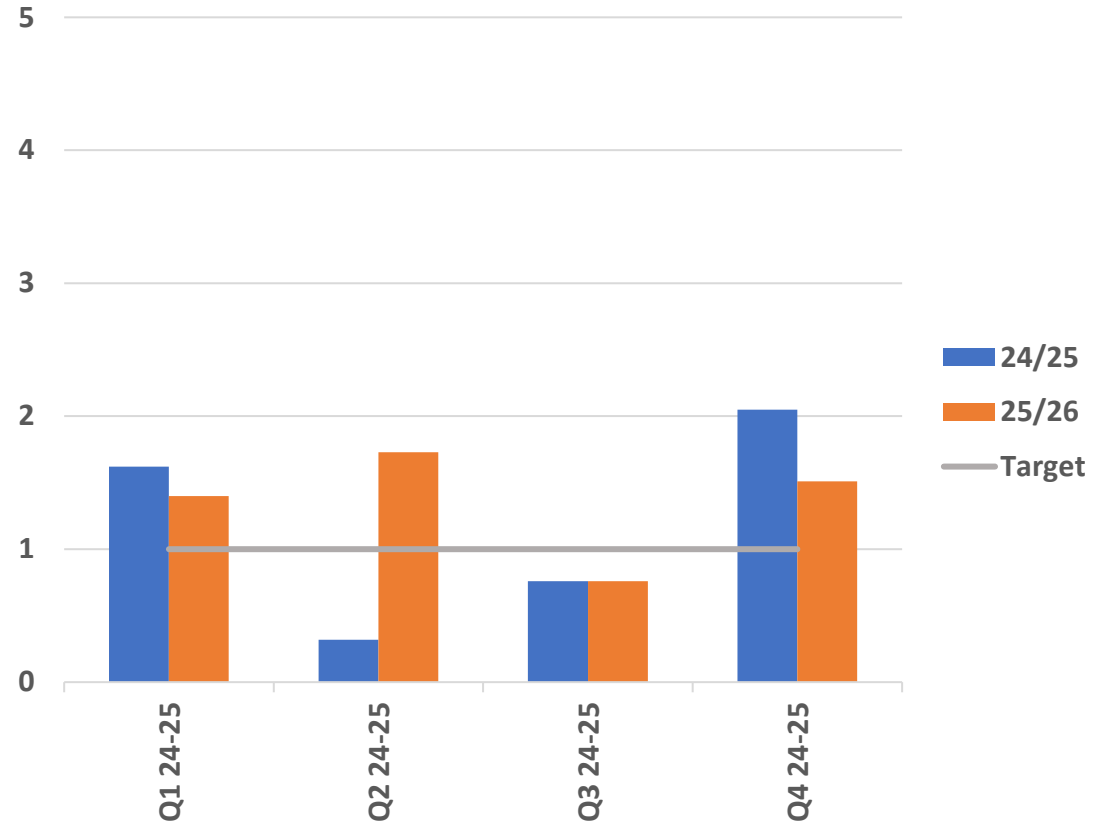
# Cleaner, Greener East Cambridgeshire

## *Overflowing street bins (per 100 bins)*

### Litter bins



### Dog bins



# Cleaner, Greener East Cambridgeshire

Reduce waste sent to landfill wherever possible, maximising the district's recycling rate:

