



T 01353 665555
East Cambs Street Scene Limited,
The Grange, Nutholt Lane,
ELY, Cambs CB7 4EE

MEMO

SUBJECT	Assisted Collections
DATE	24/6/2026
FROM	[REDACTED]
TO	Assisted collections & returning bins/food caddies

I am receiving a high number of missed assisted collections, also a lot of complaints about bins/caddies not being returned properly. I appreciate in poor weather conditions the bins are blown over but I am getting reports of blocked paths and our staff throwing or kicking bins and caddies around.

From next week we will be putting additional measures in place to help reduce the number of complaints.

Any missed assisted collections that are genuine will need to be returned to the following day by the crew that missed it. We will also be increasing crew monitoring to ensure that all staff are working in the correct way.

If Bartec is not forcing assisted confirmations, please let me know.

Thank you for your continued hard work.



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MEMO

SUBJECT	Retuning Bins
DATE	28 th May 2026
FROM	[REDACTED]
TO	All Staff

Can I please remind all loaders to return bins to collection location and not to be left in road or blocking footpaths or driveways.

(Can you please pay extra attention in Bottisham)

Thank you for your cooperation.