


Highlight Report

April 2024

Project Name	Street Smart	Programme	East Cambs Street Scene	
Project Manager	Catherine Sutherland	Project Executive	Emma Grima	

Purpose: To provide a progress update on the project

Period Covered: Q4 January - March 23-24

Overall Project Status	G
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Street Smart continues to progress without any major issues. However there has been a delay to the full integration of the new back office system. While this project has been set back, the team aim to resolve the outstanding actions by the end of quarter 1 24/25.

Budget Status	N/A
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There is no specific budget for the project, but at each Board / Committee ECSS will provide a budget health check for the service.

Schedule Status	O
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Some activities have been delayed:

- The internal communications plan is still in development
- Bartec adoption

Work Completed	G
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- HVO fuelling all collection fleet
- Internal depot refurbishment completed.
- Love Your Street cleansing campaign launched
- Soft launch of incab system to recycling and green waste fleet

Risks and Issues	O
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The integration of the new digital incab system has been more complex than expected: there are a number of resolutions to service requests on the Council's Customer Relationship Management System and these have had to be individually built with new API keys to ensure the correct capture of information from Bartec to feedback to residents. The Council is reliant on Bartech and the CRM system provider for technical assistance to develop integrated workflows and processes that are automated and seamless to the customer. We are working with senior managers within the system provider to expedite this. At the time of writing there is one resolution process remaining.

Forward Plan	G
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Next Period Milestones:

- Scoping the Council's requirements for the new waste and recycling service
- Waste minimisation communications plan drafted
- Embed Love Your Street cleansing campaign
- Purchase of new street bin software
- Agree employee survey

