

TITLE: QUARTER 4 2023/24 PERFORMANCE REPORT FOR THE WASTE AND STREET CLEANSING SERVICES

Committee: Operational Services Committee

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1.0 Issue

- 1.1. To provide Members with the Quarter 4 performance report for 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 4 (January to March) 2023/24.

3.0 Background/Options

- 3.1. Waste collection, recycling and street cleansing are all services provided by East Cambs Street Scene Ltd. The trading company was set up on April 1st, 2018.
- 3.2. The Council continues to operate these services through ECSS and is committed to provide high levels of performance and service delivery, delivering best value for money under the Memorandum of Agreement and through the Service Delivery Plan.
- 3.3. Key Performance Indicators of the service provided by ECSS ensure performance levels are managed and monitored.
- 3.4. The Key Performance Indicators (KPIs) were changed in April 2023 following approval by Members of both the Operational Service Committee and ECSS Board through the 2023/24 ECSS Business Plan. This was to give stakeholders a more accurate and clearer record of the performance of the service.
- 3.5. Members of the Board will note an improving performance of the waste collection service. The performance of the street cleansing service is improving.

4.0 Arguments/Conclusions

- 4.1. The tables below highlight the performance for quarter 4 against the KPIs highlighted within the business plan:

Health and safety – staff welfare

Description of Key Performance Indicator	KPI	Q1	Q2	Q3	Q4
ECSS Accident Incident (AIR) score	4%	5%	1.52%	1.96%	1.48%
No. reported monthly near misses	10 or more	2	0	2	1
Percentage of productive days	94% (sickness absence 6%)	93%	93%	96%	95.9%

Waste Collection

Description of Key Performance Indicator	KPI	Q1	Q2	Q3	Q4
Refuse – Average no. of missed bins per 100,000 bins collected	15	57	45	42	42
Recycling – Average no. of missed bins per 100,000 bins collected	30	77	86	76	73
Green – Average no. of missed bins per 100,000 bins collected	30	98	87	81	64
No. of monthly service complaints	3	4 Average	5 Average	5 Average	5 Average
No. of monthly service compliments	No target	0.3 Average	0.3 Average	1 Average	0.7 Average

Street Cleansing

Description of Key Performance Indicator	KPI	Q1	Q2	Q3	Q4
Average monthly clean streets graded A on random inspection	95%	41%	75%	77%	99%
No. streets graded C or below for litter on random inspection	1%	8%	0%	0%	0%
No. reported fly tips per month	No target	150	128	187	182
No. reported incidents of graffiti per month	No target	15	3	5	5

Removal of offensive graffiti within 1 working day	98%	0%	0%	N/A (none reported)	100%
Removal of fly tipped waste within 2 working days	98%	59%	73%	75%	75%
No. overflowing litter bins reported per 100 bins emptied	3	0.30	0.91	0.36	0.33
No. overflowing dog bins reported per 100 bins emptied	1	2	3.91	1.77	7
No. of monthly service complaints	3	Average 4	0	0	0
No. of monthly service compliments	No target	1	0	0.33 Average	0.7

Communication, Education and Promotion

Description of Key Performance Indicator	KPI	Q1	Q2	Q3	Q4
Increase in social media presence	Increase by 5%	27%	26%	9%	5%
School or Community groups engaged with	10 PA	0	0%	1	0
Number of local events attended	10 PA	1	6	2	1
Recycling rate	60% (annual)	50.2% (Q4 22-23)	60.8% (Q1)	58.6% (Q2)	52.9% (Q3)
Overall waste tonnage reduction	1% (annual)	+8%	+5%	+2%	TBC

Appendix 1 is a visual summary of the service performance and is referred to by slide number in the following section.

4.2. Health and safety – staff welfare

Slide 1: There were three reported incidents and accidents. One was a needlestick injury from a black bag collection and the operative received medical attention. Two were injuries caused by trips.

A near miss was reported due to the poor condition of a road meaning there is restricted access for the collection vehicles. The road has been reported to the highways authority and the road is being considered for moving onto a smaller vehicle.

Slide 2: ECSS achieved its productive day indicator with just over 4% of available days in the quarter being lost to sickness. Long term sickness slightly reduced but the service experienced a slight increase in short term sickness.

4.3. Waste and recycling collections

Slide 3: The number of missed collections continues to decrease and produced the lowest number recorded in a quarter since ECSS began. Out of over 1 million collections, just under 600 were missed over a three-month period. The team continue to work to identify trends to further drive this number to achieve target.

4.4. Street Cleansing KPIs

Slide 4: The graph on the left shows the quality of the cleansing work. Cleansed roads found to be under the required standard are revisited. It is also flagged to the crew who initially carried out the work to identify why a grade A was not achieved. With consistent focus on this area from the team, the target has been achieved for the first time.

The graph on the right shows the number of random streets inspected (irrespective of cleansing activity) that has a level of litter graded 'C' or below. ECSS targets areas for inspection in more rural areas, as these are generally not scheduled for regular cleansing. The aim is to use inspections to proactively deploy resources rather than wait for a complaint from the public to be received.

Slide 5 shows the number of reported instances of graffiti. Of the five reported instances, two were offensive and removed within the target response time.

Slide 6 shows that the number of reported fly tips slightly decreased, and that ECSS cleared 75% of them within the response time. Larger fly tips take longer to remove as a lorry with a boom is needed. This is not something the service has in its fleet and so the work is contracted. It is hired for a day and so the work is bulked up to make the most of this. Any hazardous fly tips will not be left, however.

Slide 7 shows that the KPI of no more than 3 reported overflowing litter bins was overachieved. ECSS underachieved the KPI of 1 overflowing dog bin. All overflowing bins were emptied. The operative was on leave at these times and a member of staff unfamiliar with the locations was covering the work.

4.5. Project Street Smart

Appendix 2 contains the project's Highlight Report.

4.6. Recycling rate and waste tonnage reduction

As previously highlighted, the recycling performance figure is reported one quarter in arrears. Slide 9 shows the quarter 3 performance (52.9% recycling rate). The rate typically drops during this quarter due to minimal garden waste being produced.

4.7. Communications, Education and Promotion

The Development Team attended Ely Library's Eco Fair in February.

The reusable wipes trial continued, signing up six more participants at the Eco Fair.

The RECAP #FightFoodWaste challenge was extended until the end of January, with a total of twenty-seven pledgers in East Cambs out of 154.

Last quarter's Metal Matters campaign attracted coverage on an industry website, and can be found here:

<https://resource.co/article/metalmatters-increasing-recycling-rates-through-proactive-communication>

The Council and ECSS have launched ‘Love Your Street’, which is a campaign to encourage residents to tackle litter and report environmental crime, as well as improve the visibility of the street cleansing service. A new area on the Council’s website has been launched (www.eastcambs.gov.uk/east-cambs-street-scene/love-your-street), with the opportunity to pledge to ‘Love Your Street’ and a survey on litter to understand residents’ perceptions and behaviours as well as identify any hotspots. A competition is also underway, inviting schools and scouting / guiding groups to design artwork to be used on the new recycling fleet. The campaign includes a school’s outreach program. ECSS is currently booking several local events and contacting litter picking groups and Parish Councils to further promote and network, as well as launch the campaign on Facebook. ECSS will advise Members of the local events once confirmed.

A competition to name the Council’s waste and recycling collection lorries was launched at the end of January, 170 entries were received in the two-week time frame, with coverage on local radio. The names chosen that will be launched in Q1 are:

- Loveheart
- The Flying Dustman
- Lady Gagarbage
- Binderella
- Recyclosaurus Rex
- Wheelie Cathedral
- Lord of the Bins
- Optimus Grime
- Lamborgreeny
- Bin Diesel

The number of Facebook followers for the East Cambs Recycles page increased by 5% and now has 179 followers. The page has been promoting the above campaigns as well as seasonal recycling messages from partners and service messages re collection dates.

5.0 Additional Implications Assessment

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

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.
Appendix 2 - Project Street Smart Highlight Report.

7.0 Background documents

None