



Waste and Street Cleansing Service Delivery Plan 2024 to 2025

Overview of the service

Work undertaken covered by this service delivery plan is split in to two areas.

Firstly, the council provide a waste collection, recycling, and street cleansing services to residents of East Cambridgeshire through East Cambridgeshire Street Scene Ltd. The services have been operating under a Memorandum of Agreement since 2018, 2024/25 is the final year of the agreement. This agreement includes key performance indicators, ensuring performance levels are managed and monitored through the terms of agreement.

The second area is around activities which impact on the present and future waste and street cleansing services and performance and include:

- procurement of Material Recycling Facilities (MRF) - the MRF is where all the dry mixed recycling materials collected are taken for onward processing
- bringing forward proposals for the waste collection service preparing for the implementation of the Environment Act 2021
- drive up improvements of our environment, and recycling rates through campaigns, education, and communication
- actively work with our neighboring authorities as part of the RECAP partnership, for example developing a county wide Waste Strategy, undertaking joint procurement

Cost of service

The value of the management fee paid to deliver the requirement of the service to East Cambridgeshire Street Scene for 2024 to 2025 is £4,601,370

Staffing information

Director Operations	Part time
Environmental Services Manager	Part time
Waste Development and Support Manager	Part time

Forward planning for Councillors

Proposed item	Proposed date of decision	Committee
Quarter 1 Performance Report	September 2024	Operational Services
Cambridgeshire and Peterborough Waste Strategy review	September 2024	Operational Services
Quarter 2 Performance Report	November 2024	Operational Services
Half year report 2023 to 2024	November 2024	Operational Services
Quarter 3 Performance Report	January 2025	Operational Services
Quarter 4 Performance Report	March 2025	Operational Services
End of year report 2023 to 2024	March 2025	Operational Services
Service Delivery Plan 2024 to 2025	March 2025	Operational Services

Waste and Street Cleansing Delivery Plan 2023 to 2024

This Service Delivery Plan describes what Waste and Street Cleansing Service will be doing to deliver continuous improvement (service objectives). Each performance measure relates to the Council's strategic outcomes and Corporate Plan 2022 to 2023.

Council's strategic outcome: Maintain sound finances. Improve systems and practices.

Waste and Street Cleansing service's strategic objective: Provide best value services through East Cambridgeshire Street Scene Ltd.

Link to Corporate Plan: Sound financial management.

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
Monitor performance of ECSS to ensure KPI's are met within the MoA	Quarterly monitoring reports to Operational Services Committee, annually	Reports submitted.	
Ensure that the council's corporate risks are managed effectively and mitigations are put in place to reduce impact	Ongoing reviews, annually	Risks reviewed and added to corporate risk register.	

Council's strategic outcome: A clean, green and attractive place.

Waste and Street Cleansing service's strategic objective: Keep the environment of East Cambridgeshire, clean and presentable and undertake activities to mitigate/adapt to climate change.

Link to Corporate Plan: Cleaner, greener East Cambridgeshire.

Performance measure	Target and reporting timescale	Baseline/output from 2023 to 2024	Owner and co-owners
Review Cambridgeshire and Peterborough Waste Strategy by September 2024	By September 2024, annually	New performance measure.	Environmental Services Officer
Review delivery model for waste service delivery in light of the implementation of the Environment Act 2021 by March 2025	March 2025, annually	New performance measure.	Director Operational Services
Procure new materials recycling facility and waste transfer provision by 31 August 2024	By August 2024	New performance measure.	Environmental Services Manager
Deliver "Love your Steets" campaign by March 2025	By March 2024	New performance measure.	Waste Development and Support Manager