



Waste and Street Cleansing Service Delivery Plan 2023 to 2024

Overview of the service

The waste collection, recycling and street cleansing services are provided by East Cambridgeshire Street Scene Ltd. The services have been operating under a Memorandum of Agreement since 2018. This agreement includes key performance indicators, ensuring performance levels are managed and monitored through the terms of agreement.

The service includes:

- household waste collections
- recycling waste collections
- garden waste collections
- food waste collection services
- litter picking
- street sweeping
- fly tip removal
- bulky waste collection
- graffiti removal
- chewing gum removal
- litter and dog poo bin emptying
- bin deliveries

Cost of service

The value of the management fee paid to deliver the requirement of the service for 2023 to 2024 is £3,650,901.

Staffing Information

Numbers	Job Title	Employed by
1	Director of Operations	ECDC
0.5	Head of Street Scene	ECDC
1	Operations Manager	ECSS
0	Transport and Depot Manager	ECSS
1	Development Manager	ECSS
1	Development Officer	ECSS
3	Assistant Managers	ECSS
0	Apprentice Supervisor	ECSS
2	Administration Assistants	ECSS
0	Pert time admin	ECSS
1	Fleet Administrator	ECDC
15	HGV Drivers/Team Leaders – All waste streams	ECSS
3	7.5 tonne Drivers/Team leaders – All waste streams	ECSS
28	Operatives – All waste streams	ECSS
3	Street Cleansing – HGV Drivers	ECSS
7	Street Cleansing - Drivers/Operatives	ECSS
4	Street Cleansing - Operatives	ECSS
70	TOTAL	N/A

This will be subject to review in Q1 2023 as part of the right resourcing workstream of the Waste Investment Project and reduce the reliance on Agency cover.

Forward planning for Councillors

Proposed item	Proposed date of decision	Committee
Quarter 1 Performance Report	September 2023	Operational Services
Material Recycling Contract	September 2023	Operational Services
Cambridgeshire and Peterborough Waste Strategy review	September 2023	Operational Services
Quarter 2 Performance Report	November 2023	Operational Services
Half year report 2023 to 2024	November 2023	Operational Services
Quarter 3 Performance Report	January 2024	Operational Services
Quarter 4 Performance Report	March 2024	Operational Services
End of year report 2023 to 2024	March 2024	Operational Services
Service Delivery Plan 2024 to 2025	March 2024	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 2022 to 2023** **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.	Head of Street Scene
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.	Head of Street Scene

Council's strategic outcome: Customers are at the heart of everything we do.

Waste and Street Cleansing service's strategic objective: Provide high quality information to residents to ensure they are educated and informed.

Link to Corporate Plan: Social and community infrastructure. Cleaner, greener East Cambridgeshire.

Performance measure **Target and reporting timescale** **Baseline/output from 2022 to 2023** **Owner and co-owners**

Run awareness campaigns, attend promotional events and schools to increase knowledge of waste issues, resolve issues and encourage a sustainable attitude towards waste	10 schools attended, 10 events attended, annually	9 events	Development Manager Development Officer
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Council's strategic outcome: Be an excellent employer.

Waste and Street Cleansing service's strategic objective: Trained, helpful operational staff, working to deliver high performance services.

Link to Corporate Plan: Sound financial management.

Performance measure	Target and reporting timescale	Baseline/output from 2022 to 2023	Owner and co-owners
100% appraisals completed by March 2024	100%, annually	100% completed March 2023.	Head of Street Scene Operations Manager Development Manager

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 2022 to 2023	Owner and co-owners
Review Cambridgeshire and Peterborough Waste Strategy by September 2023	By September 2023, annually	New performance measure.	Head of Street Scene
Review delivery model for waste service delivery in light of the implementation of the Environment Act 2021 by March 2024	By March 2024, annually	New performance measure.	Head of Street Scene Operational Manager, ECSS
Introduction of alternative fuel for waste service fleet to reduce CO emissions	As identified, annually	Ongoing.	Head of Street Scene
Increase recycling rate	60%, annually	56.1%	Head of Street Scene Programme Manager Operational Manager

