

East Cambridgeshire DC – Waste Service Change

Please find below our thoughts on the performance of both SSi Shaefer and Kee Environmental in the provision and delivery of wheeled bins for residual household waste, and also the delivery of food waste caddies, to all 45,000 households in East Cambridgeshire across spring 2026.

From our perspective, the project has been handled exceptionally well from start to finish. We held detailed meetings during the planning stages, which gave us real confidence in the approach being taken, and the team consistently brought useful expertise and practical solutions based on previous work.

This was especially the case with our need to use a commandeered car park as a temporary depot, where we needed to ensure that we had a high level of Health and Safety compliance around transport access and egress to a mixed-use site which, in itself was also cramped. The incoming delivery of wheeled bins was always on time and the ability of your team to resolve HGV driver problems helped enormously.

Throughout the delivery phase, you were very adaptable to the constraints of the small, restricted site, and worked effectively within those limitations. There was also a clear understanding of other supplier delays outside of anyone's control, and these were managed sensibly without impacting overall progress. Where required, mitigation measures were quickly put in place to help catch up and keep the programme on track.

Communication has been strong at all levels, both with your team and when working alongside our own teams and pilots. Up front advice as to what you needed, such as guides for rounds, format of instructions, even getting the packaging right for customer instructions; was all very clear. This was then regularly backed up with clear updates on progress and any issues, all helping to keep everything coordinated, with a low level of missed deliveries.

We've also appreciated the good aftercare and ongoing support, as well as the healthy level of challenge where things needed to be questioned properly, for example where properties couldn't be located or where there was uncertainty around potential duplicates. Throughout the project, there was always a clear focus on accuracy and getting things right.

Overall, there has been a very high level of attention to detail throughout, and it was clear the team understood the importance of the project. Issues such as missed deliveries were taken seriously and dealt with promptly, reflecting a real sense of ownership and care. It really has been an absolute pleasure to work with a genuinely approachable and positive group of people.

Together, there is no doubt that this enabled us and our residents to get the new service off to a flying start, with our targets exceeded.

On that basis, we would be very happy to recommend your team for similar work.

Yours sincerely

Nick Baker

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