

Waste and Environmental Services End of Year Report 2024 to 2025

Performance measure	Link to Corporate Plan Priority	Target and reporting timescale	Baseline/Output from 2023-24	Owner and Co-owners	Outcome or Output 2024-25
Waste and Street Cleansing					
Monitor performance of ECSS to ensure KPI's are met within the MoA	Cleaner, greener East Cambs. Financial Sustainability.	Quarterly monitoring reports to Operational Services Committee Regular performance meetings with client team.	New Measure	Director Operations Waste and Environmental Services Manager Senior Waste Management Officer	Target Met Reports submitted as required to Operational Services Committee. Remedial action taken where necessary.
Ensure that the Council's corporate risks are managed effectively, and mitigations are put in place to reduce impact	Cleaner, greener east Cambs. Financial Sustainability	On going annually	As a result of previous governance review, management and staff restructure completed.	Director Operations Waste and Environmental Services Manager Senior Waste Management Officer	Target Met Corporate Risk reviewed as per Audit Committee and Full Council meetings throughout year. Financial, Operational and Reputational risks reviewed and added to risk registers and or actioned as necessary.
Review Cambridgeshire and Peterborough Waste Strategy by September 2024	Cleaner, greener east Cambs.	By September 2024	RECAP Partnership had agreed to review the strategy but focus for the year was changed to focus on new waste related contracts and new collection requirements.	Waste and Environmental Services Manager Senior Waste Management Officer	On-going – delayed Delayed due to planning for new collection methodology. Initial workshop was completed in February 2025 and expected to be completed by the end of the year.
Review delivery model for waste service delivery in light of the implementation of the Environment Act 2021 by March 2025	Cleaner, greener east Cambs. Financial Sustainability	By March 2025	Member Panel in place and Options being undertaken.	Director Operations Waste and Environmental Services Manager Senior Waste Management Officer	Target Met Review completed and Report approved at Committee and Council October 2024 to allow delivery project to commence.

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Procure new materials recycling facility and waste transfer provision by 31 August 2024	Cleaner, greener east Cambs. Financial Sustainability	By August 2024	New Measure	Director Operations Waste and Environmental Services Manager	Completed - Target Met Contract operational from 1st September 2024
Deliver “Love your Steets” campaign by March 2025	Cleaner, greener east Cambs.	By March 2025	New Measure	Senior Waste Management Officer	Ongoing – delayed Project commence with early success, but postponed due to implementation of new waste and street cleansing service.
Environmental Health – Domestic (Environmental Protection and Private Sector Housing Regulation)					
Support the Council’s growth agenda and undertake a fees and charges review.	Financial Sustainability	Annually	Annual review undertaken	Senior EHO Domestic Environmental health Domestic (Housing and Environmental Protection) Team	Completed - Target Met Reviews of the HMO licence and Caravan Site Licence Fees policies approved in November 2024.
Meet all statutory duties in relation to protection of the natural and built environment.	Cleaner, greener East Cambs.	100% annually	All duties met	Senior EHO Domestic Environmental health Domestic (Housing and Environmental Protection) Team.	Completed - Target Met Planning application consultations 230 100% on target Licensing consultations for assessment of pollution impacts 262 100% completion on time. LAPPC sites requiring inspections 14 all completed Air quality monitoring 100% completion. Potentially contaminated sites requiring action 100% completion, with 82% already remediated.

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					All 234 fly tips, waste and littering offences requiring active investigated completed, with 13 FPN's served, and 1 conviction with two awaiting trial. 369 complaints about potential statutory nuisances, etc. completed on time.
Undertake targeted promotions/ campaigns to increase public awareness of enviro crime issues	Cleaner, greener East Cambs.	3 targeted campaigns by March 2025	New Measure	Senior EHO Domestic Environmental health Domestic (Housing and Environmental Protection) Team.	Completed - Target Met As well as specific campaigns, targeted messaging, increased significantly and over a wide range of work, especially around waste, littering and flytipping.
Meet all statutory duties relating to controls over poor housing standards within the privately rented sector.	Support our residents to live happy and healthy lives.	100% annually	All duties met	Senior EHO Domestic Environmental health Domestic (Housing and Environmental Protection) Team.	Completed - Target Met All reports of poor conditions acted upon 117 new complaints received 28 Notices served All required proactive inspections of HMOs and other vulnerable homes undertaken. Major promotion of new legislative requirements to landlords.
Environmental Health – Housing Improvement Agency (Disabled Facility Grants)					
Continue to work with Sanctuary Housing and get commitment to provide 40% of the cost towards disabled facilities grants in their stock.	Support our residents to live happy and healthy lives.	Maintain annual grant contribution according to number of DFGs completed in Sanctuary properties.	All funding commitments met	Senior Caseworker Housing Improvement Agency Team	Completed - Target Met On target to achieve contribution of c£160k as at 28 th February 2025.

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Deliver the Home improvement Agency service in line with contract requirements for Fenland District Council	Support our residents to live happy and healthy lives.	New annual performance measure. Meet 100% of contract KPI's.	All contractual requirements met and fee income achieved	Senior Caseworker Housing Improvement Agency Team	Completed - Target Met On track to meet all contract KPI's. Demand for DFGs remains extremely high and additional staff resources are being sought, covered by the additional fee income.
Meet all statutory duties relating to allocation of Disabled facilities Grants funding, with 100% available funding committed.	Support our residents to live happy and healthy lives.	Meet all duties for the year. 100% funding committed annually	Some backlog from delays in grants being brought forward	Senior Caseworker Housing Improvement Agency Team	Completed - Target Met On target to meet all statutory requirements of delivery of the service. Ongoing – delayed Predicting a full commitment of budget in year, but remaining underspend from previous years still not cleared, due to: a) lower numbers of referrals from Occupational Therapy and; b) some social housing landlords refusing permission to adapt properties.
Environmental Health – Commercial (Food Safety and Health and Safety Regulation)					
Complete all statutory duties in relation to Food Safety and Health and Safety activity.	Support our businesses to thrive in East Cambridgeshire	New annual performance measure. Meet all duties as required	100% completed in year	Senior EHO Commercial Environmental Health Commercial (Food Safety and Health and Safety) Tea,	Completed - Target Met All required proactive food hygiene inspections undertaken. All response time targets for reactive work met.

