



Economic Development Service Delivery Plan 2025 to 2026

Overview of the service

The Economic Development service is responsible for facilitating the development and growth of the district's economy including related skills and employment prospects. It achieves this by:

- Developing economic strategy and priorities through collaboration with the Cambridgeshire and Peterborough Combined Authority and local monitoring of the district's economy.
- project and program management of a number of growth delivery projects and corporate objectives where funding is made available by Cambridgeshire and Peterborough Combined Authority.
- Facilitation of skills and employment projects working with the Cambridgeshire and Peterborough Combined Authority and other stakeholders
- Being the first point of contact for those seeking business advice services and support.
- Working to encourage inward investment to the area, for example, new businesses or infrastructure funding.
- Working with partners to develop digital infrastructure and accessibility, for example, public WiFi networks, future Internet of Things (IoT) technologies and mobile coverage.
- Working with and supporting organisations such as the Chamber of Commerce, Federation of Small Businesses, and local businesses/organisations as part of our business engagement activity.
- Managing the e-space business centres at Littleport and Ely

Cost of service

The service, inclusive of E-space operations, is £32,486

Staffing Information

Economic Development Manager (full time)

Economic Development Officer (full time) x 2

E-space Centre Manager (full time)

E-space Assistant Manager & Administrator (full time)

Forward planning for Councillor

Proposed item	Proposed date of decision	Committee
Half year report 2025 to 2026	November 2025	Finance and Assets
End of year report 2025 to 2026	March 2026	Finance and Assets
Service Delivery Plan 2025 to 2026	March 2026	Finance and Assets

Economic Development Service Delivery Plan 2025 to 2026

This Service Delivery Plan describes what Economic Development service will be doing to deliver continuous improvement (service objective). Each performance measure relates to the Council’s strategic outcomes and Corporate Plan.

Council’s Strategic Outcome: Customers are at the heart of everything we do.

Economic Development Service’s Strategic Objective: Targeted monitoring and data analysis of East Cambs economy to provide effective business and stakeholder support.

Link to Corporate Plan: Sustainable Communities.

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
Maintain direct contact with key businesses and relevant stakeholders	Maintain Economic Development business CRM system.	Data verification and testing stage of system completed before Sept 2024.	Economic Development Manager Economic Development Officer(s)
	Email relevant communication to target businesses.	Functioning Business Information System established and producing quarterly analysis/reporting from Dec 2024 completed.	
	Utilise LinkedIn social media channel with a minimum of 12 posts over the year.	Mail outs 100% complete. Social media posts 100% complete. Target of 500 followers on ECDC LinkedIn account 100% achieved.	
	Maintain contact with a minimum of 4 business parks in the district which will include Lancaster Way, and Potters Space throughout the year.	50% completed Lancaster Way and Oak Lane Business Park.	
	Work with Grovemere at Lancaster Way EZ delivering inward investment and maintaining business rate contribution to ECDC.		
Deliver business support programmes and investment initiatives	Implement agreed UK Shared Prosperity transition fund 25/26 as confirmed with CPCA.	100% complete.	Economic Development Manager Economic Development Officer(s)
	Monitor with successful applicants agreed businesses outputs to June	100% complete.	
	Monitor policy and evaluate potential new funding streams throughout the year.	100% complete where funding streams issued by CPCA.	
	Work with CPCA in developing Local growth Plan and ECDC major	New measure.	

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
	project and investment pipeline, developing concept and business cases for investment proposals.		

Council’s Strategic Outcome: Safe, vibrant and inclusive communities. Community sustainability.

Economic Development Service’s Strategic Objective: Local skills strategy implementation. Work with CPCA on development of adult education and FE projects.

Link to Corporate Plan: Sustainable Communities.

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
Work with Cambridgeshire and Peterborough Combined Authority to help them/stakeholders deliver East Cambridgeshire’s skills and employment actions for short, medium, and long-term interventions	Provide Cambridgeshire and Peterborough Combined Authority and stakeholders with local expertise across the district, in addition to working on specific projects for the year, prioritising.	100% completed.	Economic Development Manager Economic Development Officer(s)
	<ul style="list-style-type: none"> Further Education Coldspots procurement (support delivery of selected projects) Local Skills Forum Skills Webinars 	New measures.	

Council’s Strategic Outcome: Customers are at the heart of everything we do.

Economic Development Service’s Strategic Objective: Be influential in determining digital investment priorities in our communities.

Link to Corporate Plan: Sustainable Communities.

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
Attend and contribute to the Connecting Cambridgeshire project board (quarterly) and Camb-Wifi governance board and further develop and monitor local policy/strategic plans for East Cambridgeshire	Attend, contribute and champion East Cambridgeshire at quarterly meetings throughout the year.	100% completed	Economic Development Officer(s)

Council’s Strategic Outcome: Customers are at the heart of everything we do.

Economic Development Service’s Strategic Objective: Continue delivery of affordable commercial space for the district at our E-Space business centres.

Link to Corporate Plan: Sustainable Communities.

Performance measure	Target and reporting timescale	Baseline/output from 2024 to 2025	Owner and co-owners
Manage the Espace serviced business centres and two business units ensuring that remains above 80% viability level.	Ensure E-Space and business units maintain occupancy levels above 80% by retaining existing customers, effective marketing of vacancies and budgetary control.	Sustainably managed the E Space serviced business centres in addition to the council’s business units (2) on the Cambridgeshire Business Park, Ely. Delivered within budget. Occupancy levels: North = 90 South = 92%	Economic Development Manager E-Space Manager

Council’s Strategic Outcome: Be an excellent employer.

Economic Development Service’s Strategic Objective: Continue to develop highly trained staff to support service delivery and drive forward our corporate priorities. Ensure that the Council’s corporate risks are managed effectively and mitigations are put in place to reduce impact.

Link to Corporate Plan: Sound financial management.

Performance measure	Target and reporting timescale	Baseline/output from 2024 – 2025	Owner and co-owners
Regularly review higher level corporate risks including: <ul style="list-style-type: none">contractual and regulatory compliance, such as procurement and grant fundingH&S at our external sites	Monthly, annually	Carried out all necessary fire drills at E-space. Undated business Continuity Plan. Reviewed all contractual/Legal agreements connected with funding programmes, procurement, leases, and service provision. SPF fund internal audit completed with successful outcome.	Economic Development Manager E-Space Manager

Council’s Strategic Outcome: A clean, green and attractive place.

Economic Development Service’s Strategic Objective: Undertake activities which help to mitigate/adapt to climate change.

Link to Corporate Plan: Cleaner, greener East Cambridgeshire.

Performance measure	Target and reporting timescale	Baseline/output from 2024 – 2025	Owner and co-owners
Monitor the net impact/improvement of fitting solar PV to E-space North	Provide quarterly reports on energy savings against pre-installation benchmark.	2023/24 energy consumption showed a 40% reduction and established saving benchmark figure. Comparative reduction for 9 months 2024/2025 37% when factoring higher occupancy rate. (final quarter not yet received).	Economic Development Manager E-Space Manager