East Cambridgeshire District Council

APPENDIX A

Climate Change & Natural Environment half year report 2025-2026

Performance measure	Target and reporting timescale	Half year update
Regularly review higher level corporate risks including: • **new legislation, impacting on work in progress.** • **new legislation, resulting in a resource pressure to implement.** • **adaptation to climate change**	Ongoing March 2026	On Going In particular, the implications of the Environment Act 2021 continue to be felt and are resource 'heavy', especially the Act's requirements for Biodiversity Net Gain, Biodiversity Gain Sites ('Habitat Banks'), Local Nature Recovery Strategy and the new statutory duty to 'conserve and enhance biodiversity' as part of the council's overall functions (and report progress on such). The service is managing successfully such requirements. Adaptation to climate change is a corporate wide matter.
Present to Finance and Assets Committee a monitoring report for 24/25, together with a new set of Top 20 actions; undertake activities to deliver those actions	June 2025 Deliver new Top 20 Actions by June 2026	Target On Track New set of Top 20 Actions agreed at Ctte in June 2025. Work is on going to progress such actions. Progress on track.
Successfully put in place arrangements to validate, assess, negotiate, monitor and enforce Biodiversity Net Gain (BNG) proposals for all planning	100% of relevant planning applications to meet mandatory minimum BNG requirements.	On Going We are continuing to successfully implement all aspects of Biodiversity Net Gain in the planning system

Performance measure	Target and reporting timescale	Half year update
applications except for those very small planning applications which are exempt from BNG. This includes clear and up to date guidance on our website.	March 2026	
Play an active part in influencing the emerging Local Nature Recovery Strategy (LNRS) for Cambridgeshire	Attend monthly (apx) LNRS steering group meetings. Respond to two formal LNRS consultations (due Summer 2025 and late Autumn 2025/26)	Target On Track Public consultation took place in summer 2025, to which ECDC provided a detailed response. A final council-only consultation is due to take place in November/December 2025
Oversee delivery of the new statutory duty (s40/s40A of the Natural Environment and Rural Communities (NERC) Act 2006) to conserve and enhance the natural environment	Publish a Biodiversity Report(s) by December 2025 as required by s40A of the Act.	Target On Track This report will be presented to Ctte on 29 January 2026, so that the full period to 31 December 2025 can be reported upon.
Play an active part in the delivery of the Cambridgeshire Energy Retrofit Partnership (CERP) programme, especially the successful set up and running of a Warm Homes fund which is accessible to East Cambs residents	Establish a proactive campaign for delivering Warm Homes funding by Autumn 2025, and commence delivery of measures on homes by March 2026	Target On Track The Warm Homes fund is now up and running, albeit government funding was less than expected meaning we are ‘downplaying’ the proactive communications to avoid over-subscription and disappointment. Instead, we are to target those households most in need.

East Cambridgeshire District Council

APPENDIX B

Democratic Services half year report 2025 to 2026

Performance measure	Target and reporting timescale	Half year update
Publish agenda for Regulatory Committees within five clear days of a meeting (statutory) **Publish agenda for Council, Policy Committees and Audit Committee within seven clear days of a meeting**	100%, annually	Target on track 100% - All Committee Agendas have been published within seven clear days of a meeting
Publish decision lists for Council/Committees within three working days of a meeting	100%, annually	Target on track 100% - All Decisions lists for Council/Committee have been published within three working days of a meeting
Publish draft minutes for Council/Committees within 14 working days of a meeting	85%, annually	Target on track 100% - All draft minutes for Council/Committees are published within 14 working days of a meeting
Review customer feedback forms/information from the election and resolve, as far as practicable, issues by the commencement of the next election period	90% of all customer feedback actioned (where possible) by the commencement of the next	Target on track 100% - All customer feedback has been actioned.

Performance measure	Target and reporting timescale	Half year update
	Election period annually	
Achieve at least an 85% registration rate for Route 2 forms	85%, annually	Target on track 49.33% - These figures, pulled from the software, show that Elections are on track to meet 85%.
Number of electors registering electronically via government portal	At least 7,000 to be registered, annually	Target on track 3170 – These figures are pulled from the software and show that Elections are on track for meeting the target.
Publication of agendas on the website on the day of despatch	100%, annually	Target on track 100% - All agendas are published on the website on the day of despatch.
Prepare, agree and implement member Induction, training and development programmes and member seminar sessions to provide members with the required knowledge and skills to perform their role as a district councillor effectively	10 Member seminar/training sessions, annually	Target on track Six Members seminars have already taken place, and a further two are booked. Two individual Member training sessions have also taken place.

Performance measure	Target and reporting timescale	Half year update
Regularly review higher-level corporate risks, including: • changes to the political composition of the Council affecting the democratic decision-making processes • local, regional and national legislative and policy changes affecting the democratic process, both in terms of electoral administration/elections and democratic decision-making • impact of corporate initiatives, such as shared services commercialisation, on the working practices of the team	100%, annually	Target on track Clerking services are provided on a commercial basis to both ECTC and ECSS boards Electoral Services have Conducted 4 Elections • Mayoral Election, • County Council Election and • Two By-Elections
Encourage and facilitate a new intake of councillors' usage of electronic means to access and receive Council information/agendas	25% of councillors to receive agendas via electronic means annually	Target met 28.57% of Cllrs now receive agendas electronically

Performance measure	Target and reporting timescale	Half year update
Encourage more significant usage of electronic means of response/communication by/with electors, canvass and elections staff on electoral registration and elections matters, where possible	% Elector communications via electronic means, annually: •Route 2 Canvass/Electoral Registration - 75% •Using E-mail as the preferred method of contact for Election correspondence - 60%	Target on track 43.63% As of October 10, 2025 (midway through the canvass), these figures, pulled from the Elections software, indicate that Electoral Services are on track to meet the target. Target met 66% - These figures are pulled from the Elections software and show that Electoral Services are on track to meet the target.
Democratic Services staff to actively seek to reduce paper usage via electronic solutions	Corporate Target, annually: 10% paper reduction per Service Area 2023/24	Target on track Democratic Services have achieved a paper reduction of **42.55%** This equates to 23,723 fewer sheets of paper printed in the same period this time last year.

East Cambridgeshire District Council

APPENDIX C

Economic Development half year report 2025 to 2026

Performance measure	Target and reporting timescale	Half year update
Regularly review higher level corporate risks including: • **contractual and regulatory compliance, such as procurement and grant funding** • **H&S at our external sites**	Monthly, annually	Target Completed Updates for all corporate documents including risk, business continuity etc completed. All contractual reporting requirements for CPCA grant funding agreements covering Shared Prosperity Fund (SPF), Rural England Prosperity Fund (REPF), Marketing Town funding completed and returned. All required health and safety obligations for e-space business units have been completed as required.
Maintain direct contact with key businesses and relevant stakeholders	Maintain Economic Development business CRM system. Email relevant communication to target businesses. Utilise LinkedIn social media channel with a minimum of 12 posts over the	On Going Maintenance of CRM system has progressed as targeted for first six months of year. On Going All appropriate communication delivered through the CRM system. Target Exceeded Average of one post per

Performance measure	Target and reporting timescale	Half year update
	year. Maintain contact with a minimum of 4 business parks in the district which will include Lancaster Way, and Potters Space throughout the year. Work with Grovemere at Lancaster Way EZ delivering inward investment and maintaining business rate contribution to ECDC.	week has been made in first six months of year. Follower numbers on LinkedIn have increased by 35%. On Going Have mainly worked with Lancaster Way during the year to date. We are now looking to engage with other parks across the district and identify ways to support development. This has included mapping Chettisham Business Park in advance of the proposed extension within the North Ely development. On Going MOU has been reissued and agreed by all stakeholders ECDC, CPCA & Grovemere. Regular communication with Grovemere has been maintained to support the continued development of the EZ.
Deliver business support programmes and investment initiatives	Implement agreed UK Shared Prosperity transition fund 25/26 as confirmed with CPCA. Monitor with successful applicants agreed business outputs to June 2025.	Target On Track SPF & REPF projects confirmed with CPCA. Projects have commenced and will complete March 2026. On Going 19 of 27 returns have been made where projects were due to complete. Returns for

Performance measure	Target and reporting timescale	Half year update
	Monitor policy and evaluate potential new funding streams throughout the year. Work with CPCA in developing Local growth Plan and ECDC major project and investment pipeline, developing concept and business cases for investment proposals.	outstanding results will be completed by March 2026. On Going Opportunities are continually monitored during the year, and this work will continue. Target Completed Local growth Plan has now been approved by CPCA. Input received from ECDC during process. Project pipeline work is ongoing as continually updated as new opportunities emerge and the status of existing projects change.
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: • Further Education Coldspots procurement (support delivery of selected projects) • Local Skills Forum	On Going FE Coldspots delivery contract has been awarded by CPCA. ECDC supporting Easten Education group in finding suitable premises in Ely and Soham. Not Yet Started Local Skills Forum 7 skills webinars being led by CPCA. Has now been postponed due to structural changes within the skills delivery team.

Performance measure	Target and reporting timescale	Half year update
	• Skills Webinars	
Attend and contribute to the Connecting Cambridgeshire project board (quarterly) and Camb-Wi-Fi governance board and further develop and monitor local policy/strategic plans for East Cambridgeshire	Attend, contribute and champion East Cambridgeshire at quarterly meetings through the year.	On Going Meetings being attended. Work ongoing transferring ECDC public WI-FI to the new regional provider. Target to complete this by March 2026.
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.	Target On Track Occupancy rate remains above the target of 80% to date.
Monitor the net impact/improvement of fitting solar PV to E-space North	Provide quarterly reports on energy savings against pre-installation benchmark.	Target On Track Reports show continued savings of 40% target.

East Cambridgeshire District Council

APPENDIX D

Finance Services half year report 2025/26

Performance measure	Target and reporting timescale	Half year update
Deliver the agreed Internal Audit Plan: • **ensure that the annual Internal Audit Plan is risk based and adds value to the organisation;** • **consult with Corporate Management Team to assist in the preparation of the annual Internal Audit Plan before gaining approval from Audit Committee**	By 31 March 2026, annually	Target On Track Internal Audit plan for 2025/26 is on track for delivery with updates provided at every Audit Committee meeting. The plan was developed in consultation with CMT and approved by the Audit Committee.
Produce a Medium Term Financial Strategy (MTFS) with balanced budgets for two years, that is the budget year and the subsequent year, with a trajectory which will allow the Council to remain financially secure. **Regularly review high level corporate risks, including public sector funding and major income streams such as council tax and business rates for 2025/26 and 2026/27 including:** • **the Government's Fair Funding review for local government** • **East Cambs Trading Company's financial health**	To be presented to the Full Council meeting in February 2026, annually	On Going MTFS update report discussed at Finance and Assets Committee in September, showing a forecast balanced budget for 2026/27 only (at this point)

Performance measure	Target and reporting timescale	Half year update
and potential financial transactions between it and the Council		
Produce the detailed budget for 2026/27 to a time frame that allows the Council to set a legal budget	To be presented to the Full Council meeting in February 2026, annually	Not Yet Started N/A
Produce quarterly budget monitoring reports to Committees, (both revenue and capital) and an outturn report at yearend	Reports to meet committee deadlines, quarterly	Target On Track Reports have been produced for the first two quarters
Provide a co-ordinated approach to tackling fraud; involvement in the National Fraud Initiative (NFI) data sharing exercise	As required, ongoing	Target On Track ARP continue to provide a full fraud service to East Cambs, including criminal investigations and identifying fraud and error in single person discount. This work also includes reviewing matches as part of the National Fraud Initiative. ARP represent East Cambs in the Cambridgeshire Fraud Hub project group. Fraud and error identified by ARP, on behalf of East Cambs, is valued at £355k as at the end of Q2. Not Yet Started Data uploads for 2025/26 will be completed in November 2025

Performance measure	Target and reporting timescale	Half year update
Raise awareness of fraud and corruption across the organisation; review of counter fraud procedures, hot line and poster campaign	As identified, ongoing	Not Yet Started Fraud awareness activity planned for November 2025
Pay 99% of undisputed invoices within 30 days	99%, annually	Target On Track 99.11% to-date
Average time taken to collect income in relation to external invoices (this indicator does not include council tax and business rates)	Below 25 days, annually	Target On Track 18.39 days to-date
With the current payroll contract coming to an end in May 2025, look at service delivery options after this point and start progressing the chosen route	Ensure new contract is in place prior to May 2025	Target Completed A new contract has been successfully implemented, ensuring continued service. This included a negotiated improved package, with no additional fees, and forethought for the business needs in successive years.
Pay 99.8% of staff the correct amount and on time	99.8%, annually	Target On Track 99.9%
Improve the process for the production of the Statement of Accounts; prepare the draft Statement of Accounts for 2024/25 by the statutory deadline of the end of June 2025 and ensure that a further version is approved by Audit Committee and published on the	Unaudited Accounts to be published by the end of June 2025	On Going The draft Statement of Accounts for 2024/25 was published on the Council’s website by the end of June deadline On Going

Performance measure	Target and reporting timescale	Half year update
Council website as soon as the external audit is completed		We still await the conclusion of the Audit of 2024/25 Statement of Accounts and expected to sign off by December 2025.
Manage the Council's surplus cash through the Treasury Management Strategy to maintain the security and liquidity of the funds and to prevent the need for external borrowing	As required, annually	Target On Track No external borrowing has been needed, and interest receipts have been in excess of budget – see Treasury Management Report also on today's agenda
Deal with 98% of insurance claims within a fortnight of being notified.	98%, annually	Target On Track 100%, All Insurance claims have been submitted within this timeframe
Support the continued development of members of the Financial Services team to ensure that they are given personal and professional career development opportunities; provide training to staff in line with their personal training and development plan as detailed in their appraisal document	90% of training needs to be met, annually	On Going All staff are provided with on-the-job and external training, aligned with their roles and based on identified needs. Staff now have access to tax consultants for any ad hoc advice.
Regularly review higher level corporate risks, including: • **public sector funding** • **loss of major income streams**	As required, annually	On Going This is linked to the MTFS up-date as above
Contribute to the implementation of the Council's Climate and Environment Action Plan, through the allocation of funding to "green"	As identified, annually	On Going For the first six months, Finance has reduced paper usage by

Performance measure	Target and reporting timescale	Half year update
projects and a review of printing to reduce paper usage		approximately 30% compared to the allocated amount. The Council is currently holding a £6 million sustainable deposit with Standard Chartered Bank.

East Cambridgeshire District Council

APPENDIX E

HR half year report 2025 to 2026

Performance measure	Target and reporting timescale	Half year update
Provide support to managers and staff to deliver the actions set out in the Council's Equality, Diversity and Inclusion Policy	Ongoing, annually	Target on track Members will be able to view the Council's progress against the Equality, Diversity and Inclusion Action Plan 2025 to 2028 in the Annual Equality Monitoring report once it has been published by December 2025.
Publish the annual equality monitoring report for the period 1 April to 31 March each year	As required, annually	Target on track Members will be able to view the Annual Equality Monitoring report once it has been published by December 2025.
Calculate the Council's gender pay gap for the period 1 April to 31 March each year and report to committee	As required, annually	Target Met The gender pay gap for 2024 to 2025 was reported to committee in September. The mean gender pay gap was 12.5% and the median gender pay gap was 17.6%.
Promote initiatives to raise awareness of health and wellbeing, and support employees who are experiencing mental ill health to access sources of support	As identified, annually	On Going HR fund 6 sessions of counselling or Cognitive Behaviour Therapy (CBT) for employees who are experiencing mental ill-health problems. Since

Performance measure	Target and reporting timescale	Half year update
		1 April 2025, 7 people have requested and been offered support plans. HR also coordinated 14 sessions of health checks with approximately 10 people seen and checked for auditory, respiratory, skin and vision with advice provided to both staff and the Council. HR provide ad-hoc reimbursement for flu vaccinations for front line staff.
Maintain the low level of short-term sickness absence, that is, number of days lost per full-time equivalent employee (FTE)	3.4 days per FTE recurring target, annually	Target on track At the 6-month review period, the short-term sickness absence is at 2.4 days lost per FTE.
Once the negotiations with the trade unions have ended, make the necessary changes to the Council's pay scale to meet the requirements of the National Joint Council (NJC) pay award from 1 April 2024, re-modelling the pay spine if required	As required, annually	Target Met The pay award was agreed in July 2025 and arrangements were made to pay this to staff with their August pay.
Following the appraisal deadline, establish the Performance Related Increment Panel to consider the ratings of 'outstanding' and determine final ratings	As required, annually	Target Met PRI Moderation Panel held in May 2025. 26 people were awarded 'outstanding', 125 'excellent', 13 'good', 6 'no official rating and 0 'needs improvement'.

Performance measure	Target and reporting timescale	Half year update
Coordinate Job Evaluation Panels to ensure that all new and significantly changed jobs have been evaluated fairly and systematically	As required, annually	On Going Job Evaluation panels continue to be arranged promptly when a new request is received. 7 carried out since 1 April 2025.
Update the Council's Pay Policy Statement and present to Full Council in February each year	February 2025, annually	Not Yet Started Will be presented to Full Council in February 2026.
Continue to create new, and update existing, HR policies and procedures following changes in legislation or best practice	As required, annually	On Going The following policies have been updated since April 2025: 1. Disciplinary Policy 2. Capability Policy 3. Grievance Policy 4. Induction and Probationary Period Policy
By 31 March 2026, update the Performance management scheme and consider alternative options than the current 1% payments for achieving 'outstanding' in appraisals.	By 31 March 2026	Not Yet Started There has been no progress on this target.
Appraisals undertaken by 31 March each year	100%, annually	Not Yet Started There has been no progress on this target yet because the appraisal deadline is 31 March 2026.

Performance measure	Target and reporting timescale	Half year update
Regularly review risks associated with Human Resources as detailed within the Corporate Risk Register: • **non-compliance with employment legislation, resulting in costly litigation and/or employment tribunal claims and reputational damage** • **Local Government Reorganisation may create uncertainty for staff because of risks to job security impacting on morale** • **increased sickness levels impacting on team capacity and morale**	As required, annually	On Going Risks reviewed
By 31 May 2025, create a new intranet page to promote the new Employee Volunteering Policy and provide examples of volunteering opportunities to encourage staff to take part. Activities must positively impact the community, help vulnerable people, or help to improve the environment in East Cambridgeshire. By the 31 March 2026, monitor the number and type of volunteering requests received.	By 31 March 2026	On Going New Employee Volunteering Policy page published on the intranet. Examples of volunteering opportunities being developed.

East Cambridgeshire District Council

APPENDIX F

'Your service' half year report 2025 to 2026

Performance measure	Target and reporting timescale	Half year update
Transfer the Councils IT network from the incumbent supplier to new supplier, ensure minimum impact to users and all services are available after the transfer. Confirm DR failure processes are in place with the new supplier.	By end of September 2025	Target Off Track (Network and Firewall migration completed on target – awaiting confirmation off DR Processes are in place by supplier and for migration project to be signed)
Obtain, configure, and issue devices as per the Hardware and Infrastructure Renewal Plan, ensuring all devices using Windows 10 are decommissioned.	By 14th October 2025	Target Completed All devices identified within the hardware and infrastructure renewal programme have been replaced and all devices using Windows 10 have been decommissioned
Conduct Phishing exercise including training to all staff on annual basis. Provide reports to Service Leads on the conclusion of each round of the exercise.	Minimum annually	Target On Track Two rounds on the Phishing exercise have been completed during the finical year, and the results have been provided to Service Leads. A third round is due to commence during November 2025.
Regularly review higher corporate risks, including: • **security and infiltration of the ECDC network** • **Disaster Recovery Plan** • **backup of ECDC data** • **Incident Management Plan**	Minimum annually	Target On Track Disaster Recovery Plan, Incident Management Plan, Patching Protocol have been reviewed and updated. The Hardware and Infrastructure Renewal Plan, and the Backup and Restoration Standards will be

Performance measure	Target and reporting timescale	Half year update
• Monitoring Strategy		reviewed by the end of the financial year.
Ensure the Council is awarded an annual PSN compliance certificate to maintain access to secured services – ensuring all servers remain in support with Microsoft for security	Annual PSN compliance certificate by June 2025	Target Completed Certification gained May 2025
Review disaster recovery plans with planned testing dates, providing feedback and lessons learnt and update the Disaster Recovery Plan following the test	By end of September 2025, or within 1 month of the transfer and DR processes have been confirmed with the supplier	Target On Track Awaiting sign off the migration project and DR Processes from Supplier – the DR test will then completed within 1 month.
Close service desk incidents and service requests within the service level agreement (SLA): Incidents Priority 1 – resolution target 4 hours Priority 2 – resolution target 4 hours+ Priority 3 – resolution target 1 day Priority 3 – resolution target 3 days Service Requests Minor – resolution target 3 days Standard – resolution target 5 days Major – resolution target 10 days Bespoke – agreed with user	90%, annually	Target On Track Currently 96.7% of all helpdesk tickers are completed within SLA's

Performance measure	Target and reporting timescale	Half year update
Ensure that internal and external networks and systems are stable and reliable and fit for purpose	Network 99% uptime and systems 99% uptime, annually	Target On Track Currently 100% - no incidents raised
Notifications to Royal Mail to be made with 5 working days of receipt of valid street naming and numbering applications	75%, annually	Target On Track Currently 95%
Street Naming and Numbering schemes to be sent to customers within 5 working days of receipt of postcode from Royal Mail	95%, annually	Target Off Track (Currently at 80%, due to the volume of applications and officers annual leave)
New street names to be adopted/formally objected within 1 month (in accordance with Street Naming and Numbering Legislation and policy) of valid application	100%, annually	Target On Track Currently 100%
Donate decommissioned useable laptops (hard drive removed) to local schools and charities	100% of reuseable laptops, annually	Target On Track 2 laptops have been donated
Disposal of redundant ICT Equipment in accordance with the WEEE regulations including recycling and no land fill discarding	100% of redundant equipment, annually	Not Yet Started Unusable equipment will be identified and is planned to be disposed later in the year.

East Cambridgeshire District Council

APPENDIX G

Infrastructure and Strategic Housing Service half year report 2025 to 2026

Performance measure	Target and reporting timescale	Half year update
Monitor development for compliance with requirement of either CIL or S106 and ensure collection of financial and monitoring of public open space transfers. **Produce the Infrastructure and Funding Statement annually which will be published by 31 December 2025**	100% compliant. Reporting of all outstanding payments 6 monthly	Ongoing No S106 payments overdue 5% (3) of CIL payments due 1 April – 30 September 2025 are overdue. 6 older CIL payments are overdue. Enforcement action is ongoing. On track to be published before the deadline
Continue the parish council liaison programme to educate and provide guidance to local councils on the community infrastructure levy and the meaningful proportion. **Engage and support local parish councils and key stakeholders on the CIL Infrastructure List and CIL Governance Plan which sets out what infrastructure may benefit from CIL funding and how the funding may be allocated**	Attend 1 parish forum/event to provide information about CIL by March 2026	Target on track ECDC to attend Parish council meeting at the start of 2026 as requested at time of Meaningful Proportion distributed. ECDC Parish Forum scheduled for February 2026.

Performance measure	Target and reporting timescale	Half year update
Regularly review risks associated with infrastructure and Strategic Housing including: • Monitoring CIL and S106 income	Review monthly, Report 6 monthly	Ongoing Risks reviewed – CIL and S106 income monitored
Provide technical advice and support to new and existing Community Led Development projects across East Cambridgeshire; assess grant applications against the approved criteria as received	100% of requests for assistance to be met, annually	Ongoing 100% of requests for assistance met. No grant applications received.
Provide an ongoing affordable housing S106 service to the planning team, negotiating and securing affordable housing on developments in line with strategic requirements and planning policy through S106 agreements, community land trusts, rural exception sites and other means of provision where appropriate	Launch Kennett £100k Homes Scheme Autumn 2025 (3 plots) 100% of requests for assistance to be met, annually	Target on track Scheme launched August 2025, and 3 purchasers identified. 100% of requests for assistance met
Contribute to the Council Climate and Environment Action Plan by reducing paper usage within the department	To reduce paper usage by 10% annually	Target on track Reduction of 44% to date

East Cambridgeshire District Council

APPENDIX H

Legal Services Half year report 2025

Performance measure	Target and reporting timescale	Half year update
Maximise recovery of legal costs and fees; court costs and fees, contribution to legal costs and disbursements	As identified, annually	Target On Track
Ensure the recovery of court costs and fees attributable to car parking – summons issued and costs recovered in £'s (costs recovered are dependent on the Magistrates Court choosing to award the full amount of costs requested, fewer costs or no costs at all – ECDC are unable to influence this decision as we can only request full costs are awarded)	100% annually	Target On Track £1,145 requested and £1,145 awarded to the Council.
Ensure the recovery of outstanding debts owed to the Council	100% instructions for recovery in £, annually	On Going 37 invoices referred to Legal. 16 paid in full collecting £504,405.39 - 94% of the value. Further 4 invoices totalling £28,000.00 added to sundry debts in error, as these are civil penalties – referred to Environmental Services to deal. If these invoices were not included 99% of debt would have been collected.

Performance measure	Target and reporting timescale	Half year update
Provide legal support for committees where necessary	100% attendance at committees where necessary, annually	Target On Track 100% attendance
Ensure car parking appeals and enforcement comply with the following timescales: • **80% of appeals responded to within 10 working days** • **100% within 20 working days**	As identified, annually	Target On Track 100% within 10 days
Ensure that the timescales set out in the Transparency Code are complied with and manage information data on the Council's website; open date, FOI disclosure log and officer decisions log	100% annually or quarterly for datasets. As soon as received for the FOI disclosure log and officer decisions, annually	Target On Track 100% annually or quarterly for datasets. Target On Track As soon as received for FOI/EIR disclosure log and officer decisions.
Deliver an effective, accurate and transparent FOI/EIR service	100% of responses within 20 working days (unless the FOI request	On Going 99.5% responses in 20 working days.

Performance measure	Target and reporting timescale	Half year update
	involves further research, but the service will ensure the customer is kept informed) annually	64.5% responses in 10 working days. Requests: 325 from 1 April to 30 September 2025. Days to respond: 0-5 days = 48.5% 6 to 10 days = 16% 11 to 15 days – 12% 16 to 20 days = 23% 20+ = 0.5% Clarification = 0%
Deliver a comprehensive Data Protection request service ensuring full legal compliance and accurate responses	100% within one calendar month, annually	On Going 98% responses within one calendar month 48 requests from 1 April to 30 September 2025.
Proactively assist all services across the Council with issues related to legal requirements	90% within 10 working days, 100% within 20 working days, annually	On Going 90% within 10 working days. 99.46% within 20 working days. 0.54% over 20 working days.
Ensure continuous service delivery for the Local Land Charge service	100% of Local Land Charge searches within 10 working days, 95% within 5 working days, annually	On Going 99.46% within 10 days, 85.21% within 5 days. Average turn around 4.48 days

Performance measure	Target and reporting timescale	Half year update
Support the continued professional development of the team to ensure that they are meeting with personal and professional career development opportunities	As identified, annually	Target On Track
100% of appraisals completed	By June 2025, annually	Target On Track All completed on time
Regularly review corporate risks associated with the Council's legal requirements; the current risks to the Authority area as follows: • **Compliance with the General Data Protection Regulations** • **Data Protection Act 2018**	Minimum monthly, annually	On Going Risks reviewed
Undertake activities which help to mitigate/adapt to climate change	As identified, annually	On Going Cross Council activity. 75% of all legal services staff have undertaken carbon literacy training.
Legal Services staff to actively seek to reduce paper usage via electronic solutions	10% paper reduction by March 2025	Target On Track 56.78% reduction

East Cambridgeshire District Council

APPENDIX I

Open Spaces & Facilities half year report 2025 to 2026

Performance measure	Target and reporting timescale	Half year update
Maximise the Council's income by offering services to partners / agencies as part of the Council's commercialism agenda	To maintain contact with all parishes and schools within Cambridgeshire, continuing to offer grounds maintenance/tree services.	On Going Grounds maintenance works carried out, continuing to build relationships, with repeated works taking place
Maintain ECDC Assets to a safe, usable and legal standard for our customers' enjoyment	Ensure that ECDC buildings portfolio and assets are maintained to the correct legal standards through the Council's assets maintenance programme	On Going Audit completed. An assurance rating of Moderate has been given for the control environment, and an assurance rating of Good has been given for compliance
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact	To regularly review risks associated with Open Spaces and Facilities, including: • Emergency Planning- • Business Continuity • Health and safety	On Going Business continuity plans have been reviewed and up to date by all departments. H&S advisor reviewing and updating codes of practice, overarching H&S Policy approved by committee

Performance measure	Target and reporting timescale	Half year update
Wherever possible protect our environment keeping Biodiversity at the forefront of our operations	Work with external partners, including The Wildlife Trust and Ely Wildlife Space, to support and protect the biodiversity of East Cambridgeshire. Activities will include ensuring rare plant species and animal habitats are protected	Target on Track Bespoke management plans for grounds maintenance are being finalised
Use Green Flag grounds maintenance standards for all the districts parks and open spaces	Ensure that Green flag standards are used across all parks and open spaces in the district Carry out monthly quality checks on public open spaces to ensure they meet the Green Flag standard. (Welcoming, clean, safe, free usable green space)	Target on Track Regular inspect carried out by open spaces team leader, reported back to open spaces and facilities manager
Retain Green Flag accreditation for the Country Park and Jubilee Garden	Annually produce a desk top assessment for both the Country Park and Jubilee gardens, to be inspected annually by Green Flag judges.	Not yet started To be carried out during December/January

Performance measure	Target and reporting timescale	Half year update
Develop an Inclusive Open Spaces Strategy for East Cambridgeshire	Develop an Inclusive Open Spaces Strategy for East Cambridgeshire which will be informed by the Inclusive Play and Open Spaces Audit findings	On Going Gathering information from the play audit to inform the strategy.

East Cambridgeshire District Council

APPENDIX J

Reprographics service half year report 2025 to 2026

Performance measure	Target and reporting timescale	Half year update
Graphic design, web design and photography: complete all requests to agreed deadlines.	100%, annually	Target on track 3,265 requests (up to 30 September 2025) completed to agreed deadlines. 100%
Specialist printing and finishing service: complete all requests to agreed deadlines.	100%, annually	Target on track 1,167 requests (up to 30 September 2025) completed to agreed deadlines. 100%
Meet revenue target of £43,358 through provision of graphic design, web design, photography, printing and finishing service to external customers.	100%, annually	Target on track 21,066 commercial revenue (up to 30 September 2025). 48.59%
Deliver Phase 2 of the corporate website and intranet project in line with the timescales and requirements established in the discovery stage. Manage the corporate intranet, inclusive of content creation and updates, ensuring system functionality and security, optimising user experience and fostering employee engagement and aligning the platform with council's goals to enhance communication, collaboration and productivity.	100% December 2025	Target on track The project is currently in the development stage with individual development sprints taking place throughout October and November. Phase 2 is focused on the development of new and the enhancement of existing functionalities in line with identified user needs, design and accessibility improvements, and security hardening through technical best practices and future-proofing of our digital infrastructure. The project remains on budget

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		and in scope and is scheduled to complete by the end of December 2025.
Document Management System (DMS): index Planning and Building Control documents into EDRMS system within prescribed deadline of 3 working days or 24 hours for invalid planning applications and print all relevant documentation within 3 days from receipt.	100%, annually	Target on track 14,134 documents indexed (up to 30 September 2025) indexed within prescribed deadlines. 100% 2,832 jobs; 17,656 pages (up to 30 September 2025) printed within agreed deadlines. 100%
Print and post agendas for Council and Committee meetings within prescribed 5 or 7 working days deadline.	100%, annually	Target on track 564 agenda papers (up to 30 September 2025) printed and posted within prescribed deadlines. 100%
Mail service: sort all incoming post at the agreed times during the day ensuring the confidentiality of documents and compliance with finance and audit regulations. Operate a cost-effective outgoing mail service by ensuring every item meets strict criteria for Royal Mail automated sorting process and by completing MailMark franking by 3.30pm every day.	100%, annually	Target on track 19,703 incoming mail items (until 30 September 2025) sorted and distributed. 100% 65,663 outgoing mail items (up to 30 September 2025) inspected and posted. 96.30% of mail sent by 2nd class and Business Advance Mail (BMA) class. 100%
Procurement: procure all paper, envelopes, consumables and office stationery items to agreed stock levels for all staff. Fulfil all online stationery requests within 24 hours of receipt.	100%, annually	Target on track 144 stationery and consumables orders placed and completed until 30 September 2025. 100% 151 online stationery requests (up to 30 September 2025). Walk-in requests for stationery are not monitored. All requests

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		completed.
Regularly review corporate risks associated with Reprographics service, including but not limited to: • **health and safety measures in common areas** • **Security Threats Code of Practice – ensure all parcels received at the Grange are processed for suspect content to mitigate an associated risk of injury or loss of human life** • **Service Delivery Plan** • **•business continuity and resilience to breakdown of supply chains (paper, stationery, inks, toners and other consumables)**	Ongoing, annually	Target on track Health and Safety and Reprographics risk assessments are formally reviewed at team meetings (September and October 2025) and monitored throughout the year. Security Threats Code of Practice: actions mitigating the risks are reviewed constantly and improvements implemented immediately, raising awareness and educating all ECDC staff at the induction stage and via email campaigns, all parcels are X-rayed for suspicious content without exception. Business continuity and resilience to breakdown of supply chains: actions mitigating the risk are taken daily.
Produce ECDC paper usage reports to support and monitor the paper reduction culture; promote a culture of reuse-reduce-recycle of all ECDC resources.	Monthly reports, ongoing, annually	Target on track Monthly paper usage reports produced as an executive summary, departmental breakdown and departmental environmental impact data sets. Purchasing products with sustainability certifications through our procurement accounts for office stationery and consumables. Reuse-recycle-reduce exchange point within the Reprographics office for the office stationery and consumables promoted to all council officers. Recycling scheme for all toner and ink cartridges.