

TITLE: Service Delivery Plan – 6 month Performance Update

Committee: Operational Services Committee

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1.0 ISSUE

- 1.1. To receive an update on the Service Delivery Plans 2025/26

2.0 RECOMMENDATION(S)

- 2.1. Members are requested to note this update report

3.0 BACKGROUND/OPTIONS

- 3.1. The Service Delivery plans (SDP) for 2025/26 were approved by Operational Services committee on 24 March 2025 for the following Services:

- a. Building Control
- b. Communities and Partnerships
- c. Communications
- d. Customer Services
- e. Waste and Environmental Services
- f. Housing and Community Advice
- g. Leisure Services
- h. Licensing
- i. Planning

- 3.2. Each SDP links to and supports delivery of the Corporate Plan priorities as follows:

- Sound Financial Management (blue)
- Cleaner, Greener East Cambridgeshire (green)
- Sustainable Communities (burgundy)

4.0 ARGUMENTS/CONCLUSION(S)

- 4.1. An update is provided against performance targets for each Service area reporting to the Operational Services Committee. Where a service is performing over or below target, a narrative has been provided.

5.0 FINANCIAL IMPLICATIONS / EQUALITY IMPACT STATEMENT / CARBON IMPACT ASSESSMENT

- 5.1. There are no additional financial implications arising from this report.
- 5.2. Equality Impact Assessment (EIA) not required.
- 5.3. Carbon Impact Assessment (CIA) not required

6.0 APPENDICES

- a. Building Control
- b. Communities and Partnerships
- c. Communications
- d. Customer Services
- e. Waste and Environmental Services
- f. Housing and Community Advice
- g. Leisure Services
- h. Licensing
- i. Planning

Background Documents:

Service Delivery Plans 2025/26