



Waste and Environmental Services - Half Year Report 2025

Waste

Performance measure	Target and reporting timescale	Half year update
Monitor performance of ECSS to ensure KPI's are met within the MoA. Ensure service delivery issues are rectified	All KPIs met for the service. Quarterly monitoring reports to Operational Services Committee.	On Going Q1 performance report noted by Committee (Q2 due for reporting in November). Bi-monthly and quarterly review meetings being held between ECDC Waste Team, Director Operations and ECSS Management Team.
Ensure that the Council's corporate risks (financial, operational, reputational) related to the service are managed effectively and mitigations are put in place to reduce impact.	Ongoing reviews, with reporting to Operational Services Committee as required	On Going New waste and street cleansing service project, contracts and performance of ECSS all being managed with updates respectively in this SDP.
Review Cambridgeshire and Peterborough Waste Strategy by December 2025	Partnership Review complete December 2025 Sign off as required by Operational Services Committee January 2026	On Going At time of writing, all partner councils due to sign acceptance of new Partnership terms of reference during October 2025. Strategy has been reviewed by officers and, as this forms part of the County Council's Minerals and Waste arrangements, will also be subject to public scrutiny before all Councils sign off in January 2026.

Performance measure	Target and reporting timescale	Half year update
Develop and ensure the new waste service is ready for implementation as approved by Council, in 2026	Operational Services Committee agreement for additional service delivery policies September 2025 Waste Service change preparations complete March 2026 Operational Services Committee agreement for additional service delivery policies September 2025 Preparatory work complete March 31st 2026	Target On Track Waste Service Standards approved by Committee in June 2025. New waste service project on target as reported to Operational Services Committee quarterly.
Develop and agree the new street cleansing service specification, ready to implement on April 1 st 2026	Operational Services Committee agreement for additional service delivery policies September 2025 Preparatory work complete March 31st 2026	On Track Street Cleansing Review completed and approved September 2025. Specification being formally included in new contract to be considered for approval by Full Council in February 2026.
Ensure the MRF and associated contracts continue to deliver value for money and maximise opportunities to recycle.	Ongoing	On Going Annual review completed with contractor and report agreed including their plan to improve site operations to meet this requirement. Monthly performance meetings held in between.

Performance measure	Target and reporting timescale	Half year update
Undertake a programme of communication and promotional campaigns to maintain residents' engagement in waste related behaviour change.	Updates to members via Operational Services Committee and in-house communication channels.	On Going New service announced to residents and via direct mail to all households. Next steps being finalised for early 2026. District-wide contamination campaign being finalised for launch in November 2025. Regular promotion of services and national campaigns through social media channels.

Environmental Health

Domestic Team

Performance measure	Target and reporting timescale	Half year update
Support the Council's growth agenda by undertaking a fees and charges review	Annual review for adoption April 2026	Not yet started
Meet all statutory duties relating to official controls over poor housing standards in the private sector	100% at year end	Target on track
Undertake targeted promotional or press releases aimed at increasing public awareness to reduce incidence of Environmental Crime, littering and dog fouling	3	Target exceeded

Performance measure	Target and reporting timescale	Half year update
Meet all statutory duties relating to the protection of the natural and built environment	100%	Target on track

Environmental Health

Commercial Team

Performance measure	Target and reporting timescale	Half year update
Complete all statutory duties in relation to Food Safety and Health and Safety activity.	100% at year end	On Track Currently on track to complete as planned; however, recruitment issues, arising from a national shortage of qualified officers poses a risk to this position.

Environmental Health

Housing Improvement Agency

Performance measure	Target and reporting timescale	Half year update
Continue to work with Sanctuary Housing and maintain commitment to provide 40% of the cost towards Disabled Facilities Grants within their stock.	£157K year end	On Track Committed funding from Sanctuary to date is £99K This continues to be in the hands of Sanctuary as we have no formal agreement but we continue to be the only area in the UK they contribute to.
Maintain fee income of £120,000 by 31 March 2024	£120K year end	On Track East Cambs - Paid fees £62K at six months In addition, Fenland fees paid to date £63K
Deliver the Home improvement Agency service in line with contract requirements for Fenland District Council	100% KPI's With contract Annually	Ongoing 100% compliant. Procurement of Fenland contractors for disabled works almost completed. This will streamline the service and the ability to obtain a higher fee income overall due to faster turnover of completed grants.
Meet all statutory duties relating to the allocation of Disabled facilities Grants funding	100% Annually	Ongoing 100% compliant