
Service Delivery Plan 2026-2027

Environmental Health Service

Overview of the service

The Environmental Health service is based on three core functions, which impact on public and environmental wellbeing, through regulatory control of environmental hazards and public and business behaviour.

The service is delivered by three operational teams, whose responsibilities are listed below.

Commercial Team

- Food Safety – food safety is a statutory function, with approximately 900 food premises registered in the District
- proactive inspections of premises carried out linked to the food hygiene rating scheme
- Health and Safety – health and safety regulation of workplaces is a statutory function and includes investigation of workplace accidents and fatalities
- Communicable disease control – investigation of infectious disease, food poisoning outbreaks

Home Improvement Agency

- housing grants – supporting the elderly, disabled and vulnerable to access mandatory disabled facilities and discretionary grants by organising and overseeing the building works to current building regulations and planning laws and submitting applications on the client's behalf through to completion of work
- sign posting – supporting clients to access other forms of help by liaising with charities, support groups and local contractors
- benefits checks – provides a benefit checks to all clients who are subject to a financial meant test to ensure they are receiving the correct income and refers onto appropriate organisations where necessary

Domestic Team

- housing conditions – officers undertake a range of housing functions, the aim being to tackle poor housing conditions in all sectors and to develop strategies and procedures that address and improve housing standards. Formal enforcement action is taken to secure compliance with standards when required
- environmental protection – the core function is statutory and relates to the protection of public health and the environment by the regulation and support of individuals and

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businesses in areas such as air quality review and strategy, contaminated land, nuisance investigations, Environmental Pollution Prevention Control permits, pest control advice and enforcement and stray dog services; the department is a statutory consultee for planning and licensing applications

- environmental crime – officers undertake statutory functions to ensure a clean and safe environment, these include the enforcement of fly tipping, littering, dog fouling and abandoned vehicle offences, through the use of a wide range of enforcement options, for example, fixed penalty notices (FPN's) and Community Protection Notices (CPN's) right through to prosecutions for more serious offences; in addition enforcement officers work with residents, businesses and local groups to provide education and advice to help improve understanding of the impacts and penalties of environmental crime.

All activities stem from legislative requirements, but the service utilises a range of external organisations, provision of advice and guidance, educational and promotional activities, as well as traditional enforcement actions, in delivering those requirements. In turn, this reduces the regulatory burden and seeks to create a level playing field for businesses with fairer trading environments, whilst still protecting the public and local environment.

The Environmental Health service is uniquely positioned to improve individual and public health and wellbeing, health inequalities and provide the lead and coordination on actions to tackle the wider determinants of health.

Looking forward to 2026-27 and onwards, the major challenge for the service will be to take on the significant additional work required as the result of new legislation aimed at improving housing conditions in the privately rented sector. This is likely to impact the more vulnerable residents in the district and additional staff resources are already being sought for this additional work.

Cost of service

The cost of the service totals £877,022

Staffing information

Director Operations	Part time
Waste and Environmental Services Manager	Part Time
Senior Environmental Health Officer (EHO) Domestic team	Full Time
EHO - Domestic x 2 FTEs	Full Time
Housing Compliance Officer	Fulltime
Technical Officer - Domestic x 3.6 FTEs	Full Time
Scientific Officer	Full Time

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Admin Domestic	Full Time
Senior EHO Commercial team	Full Time
EHO Commercial 3 FTEs	Full Time
Admin Commercial	Part Time
Senior Case Worker HIA	Full Time
Case Worker HIA x 2.5FTE	1xPart Time 2x FullTime
Technical Officer HIA x3 FTE	Full Time
Business Support Officer	Full time
Admin HIA	Part Time

Forward planning for Councillors

Proposed item	Proposed date of decision	Committee
Quarter 1 Performance Report	July/August 2026	Operational Services
Food Safety Policy Approval.	July/August 2026	Operational Services
Quarter 2 Performance Report	November 2026	Operational Services
Half year report 2026 to 2027	November 2026	Operational Services
Quarter 3 Performance Report	January 2027	Operational Services
End of year report 2026-27 Service Delivery Plan 2027-28	March 2027	Operational Services

Environmental Health Service Delivery Plan 2026 to 2027

This Service Delivery Plan describes what the Environmental Health Service will be doing to deliver continuous improvement (service objectives).

Each performance measure relates to the Council’s strategic outcomes and Corporate Plan 2026 to 2027.

Corporate Plan Theme/s: Sound financial management.
Cleaner, greener East Cambridgeshire
Sustainable communities

Environmental Health service priorities:

- Reduce environmental crime across the district
- Support our residents to live happy and healthy lives
- Support our businesses to thrive in East Cambridgeshire

Links to Corporate Plan:

- Development of the Environment Crime Action Plan
- Work to maximise Better Care Fund spend on DFGs
- Respond positively to new requirements in housing standards legislation in the private rented sector.

Performance measure	Target and reporting timescale	Baseline/output from 2025-2026	Owner and co-owners
Continue to work with Sanctuary Housing and maintain commitment to provide 40% of the cost towards Disabled Facilities Grants within their stock.	£157,000, annually	Although Sanctuary has in principle agreed to fund £180K towards adaptations on their properties, at the time of writing this report, no payment has been received for the 2025-26 year.	Senior Caseworker, HIA
Maintain fee income of £120,000 by 31 March 2024	£120,000 end of March, annually.	£120K ECDC and £115K Fenland but this varies as DFGs are demand led.	Senior Caseworker, HIA
Support the Council’s growth agenda by undertaking a fees and charges review	By December Annually	Annual review complete by November 2025	Senior EHOs

Performance measure	Target and reporting timescale	Baseline/output from 2025-2026	Owner and co-owners
Meet all statutory duties relating to the protection of the natural and built environment	100%, annually	100%	Senior EHO (Domestic) Environmental Health (Domestic) Team
Undertake targeted promotional or press releases aimed at increasing public awareness to reduce incidence of Environmental Crime, littering and dog fouling	5 targeted campaigns, annually		Senior EHO (Domestic) Environmental Health (Domestic) Team
Meet all statutory duties relating to official controls of food and food hygiene	100%, annually	100%	Senior EHO (Commercial) Environmental Health (Commercial) Team
Deliver the Home improvement Agency service in line with contract requirements for Fenland District Council	100% KPI's within contract Annually	100%	Senior Caseworker HIA HIA Team
Meet all statutory duties relating to the allocation of Disabled facilities Grants funding	100% Annually	Including the roll forward from the previous year and additional uplift announced in February our total budget this year is £1,264,996. Our spend to date is £993,493. We currently have committed costs of £338K where grants have been approved but works not yet paid. In addition, there are already estimated pipeline costs in the system of grants not yet approved of £300K	Senior Caseworker HIA HIA Team
Implement all forthcoming statutory requirements within the Renters Rights Act 2025.	100% annually	Whilst the council has a statutory duty to meet this target, with new legislation giving tenants more rights of complaint and protection, it is anticipated that there may well be a significant rise in demand for our services, when the new legislation comes into force	Senior EHO (Domestic) Environmental Health (Domestic) Team
Meet all statutory duties relating to official controls over poor housing standards in the private sector.	100% annually	100%	Senior EHO (Domestic) Environmental Health (Domestic) Team