

Achievements in 2016/17

Our Commitment: <i>We will deliver improvements for customers and communities</i>	
Communities	
Dementia Awareness - over 50 staff and councillors trained to date; 2 dementia action alliances set up in the district to raise awareness and enable people with dementia to be better supported	Completed
Social Media Strategy and Policy adopted – over 6,300 people signed up to our council social media channels improving engagement with the Council and a simple way for customer service enquires to be resolved	Completed
Engagement Protocol adopted - to provide a framework for our engagement work and to ensure all consultations are carried out following best practice	Completed
White Ribbon - Council re-accreditation given for ongoing support for national campaign to raise awareness of male violence towards women	Completed
Delivered	
<ul style="list-style-type: none"> ❖ Around 6,000 individuals and organisations have been helped through the voluntary organisations we supported by grants totalling £209K ❖ LDC Tweets appeared 784,000 times in the past year with 1,538 being ‘re-tweeted’ ❖ Over 200,000 visits to Wave leisure centres each quarter 	
Customer	
New phone system installed and went live in February to improve call handling and provide better customer service	Completed
Email alert system up and running – 6,590 people signed up and over 35k topic subscriptions. 117 alerts sent out, with most popular topics have been District News, consultations, local events, recycling and local plan	Completed
Delivered	
<ul style="list-style-type: none"> ❖ We have over 3,000 Council homes – tenant satisfaction reached 98% at the end of last year ❖ 206,582 calls were made to the council in the last 12 months, on average calls to the Switchboard were answered within 13 seconds ❖ 500 taxi drivers, licensees and hoteliers attended the Sussex safeguarding training events for the licensing and hospitality trade to raise awareness and offer advice on child sexual exploitation, Human trafficking and safeguarding 	

Appendix A

Our Commitment: <i>We will achieve investment in our towns and villages</i>	
Place (sustainable new housing and infrastructure)	Status
North Street Quarter (NSQ) development - Project Manager appointed	Progressing
Local Growth Fund (garage sites) first houses about to be completed – 5 sites providing 22 new homes	Progressing
Temporary accommodation project complete – 24 private sector let properties, 12 managed by LDC	Completed
Neighbourhood Plans - 4 plans adopted	Progressing
PV Panels - project complete – 595 Council homes fitted with panels; estimated annual energy savings of around £50 per Council home	Completed
Newhaven Flood Alleviation Scheme - work started which will unlock sites for future development and reduce the flood risk to approximately 431 homes and 387 commercial properties	Progressing
Upper Ouse Flood Protection – Project started – Funding and structure in place to identify opportunities to reduce the risk/impact of flooding in local communities	Progressing
Housing Investment Company - Approval to proceed granted - Company to enable development of housing to meet local needs	New progressing
Council Housing Stock – Conditions survey completed annual investment of £3.16m to keep houses in good condition	Completed
Community Facilities <ul style="list-style-type: none"> ○ investment of £530,000 for new skatehouse in Newhaven ○ residents consulted on skatepark and recreational facilities in Lewes ○ successful funding bid of £2,000 for drinking fountain ○ Two Green Flag awards for Council Nature Reserves 	Completed
Rail Infrastructure – Lobbying of rail providers, including by Scrutiny, to tackle disruption to local rail services	Completed
Delivered <ul style="list-style-type: none"> ❖ Rent collection levels reached 98% in December last year ❖ Processed 3,937 new benefit claims within an average of 18 days per claim ❖ Planning applications processed well above target last year – reaching 100% of applications processed within target times 	

Appendix A

Our Commitment: <i>We will achieve investment in our towns and villages</i>	
Place (Growth and Prosperity)	
Newhaven Enterprise Zone - EZ status secured and Project Manager appointed	Progressing
Artwave Festival 2016 – Most successful ever with over 400 artists at 120 venues; use of social media up by 80%	Completed
Lewes Business Awards 2016 – Around 200 attendees at Awards event; 27 local business finalists	Completed
Denton Island - 700sq.m of new floor space for start-up businesses opened	Completed
Tourism Offer- Our Tourist Information Centres assisted and provided information to 83,794 visitors	Completed
Delivered	
<ul style="list-style-type: none"> ❖ 22 aspiring entrepreneurs took part in the LEAP scheme in 2016 ❖ 70 businesses applied for awards in the 2016 Lewes Business Awards ❖ £5.1m of Local Growth Funding was successfully bid for recent funding round opened up by Coast to Capital LEP 	
Place (Clean and Green)	
Waste Strategy - Garden waste service introduced and now being extended –1311 participants (at end of April 2017)	Progressing
Fly-tipping – Successful public awareness campaigns leading to notable reduction in fly-tipping incidents	Completed
Food waste and garden waste - promotional campaigns launched in Feb 2017	Completed
Street Cleaning – Successful community events in Seaford, Newhaven, Lewes, Plumpton and Newick; removal of litter and unauthorised signs	Completed
Day of Action – clean-up of verges along A26/A27 in partnership with Police and highways; litter cleared, 34 waste vehicles checked; new litter bins in laybys	Completed
Delivered	
<ul style="list-style-type: none"> ❖ Our recycling rate was 25.1% ❖ Our new garden waste service collected a total of 232 tonnes in 2016/17 ❖ LDC Rangers ran 6 events in our parks and nature reserves 	

Our Commitment: <i>We will keep close control of our budgets and make the best use of our resources</i>	
Value for money	
Shared Services - Property and IT services now shared with EBC - external shared IT supplier to deliver shared network and telephony	Progressing
Joint Transformation Programme launched – Aim to deliver up to £2.79m savings by 2019/20; reduction of up to 79 FTE posts; early implementation includes move to sole employer (Feb 2017) Phase one staff restructure – delivering £1.05m savings	Progressing
Asset Use and Property Acquisitions - revenue to date £322,250	New Progressing
Lottery Funding – Successful Transitional Funding bid by Wave Leisure of £54,300 to secure longer term viability of Newhaven Fort	Completed
<p>Delivered</p> <ul style="list-style-type: none"> ❖ Sale of land at Old Malling Farm and Anchor Field, Ringmer to generate capital receipts in the region of £8 million. ❖ 96% of invoices processed within 30 days at end of last year ❖ Council tax and business rate collection on track to reach 98% by year end 	

Work plans for 2017/18

Our Commitment: <i>We will deliver improvements for customers and communities</i>	
Communities	
Review voluntary organisations' Service Level Agreements	Action 2017/18
Develop further links with health service providers to promote wellbeing	Action 2017/18
Develop community engagement arrangements to inform design of customer journeys for JTP	Action 2017/18
Undertake scrutiny reviews of housing supply and demand and transport planning	Action 2017/18
Customer	
Develop call-centre to enable increased proportion of calls to be dealt with at first point of contact – Target 75%	Action 2017/18
Launch new shared website with EBC	Progressing
Enable more self-service options through JTP technology	Progressing
Introduce new aligned complaints policy across LDC/EBC	Action 2017/18
Customer insight work to inform design of shared services	Action 2017/18

Our Commitment: <i>We will achieve investment in our towns and villages</i>	
Place (sustainable new housing and infrastructure)	
North Street Quarter (NSQ) development of 416 houses (40% affordable), 330 car parking spaces, health club, flood defences and riverside walkway - <ul style="list-style-type: none"> Demolition phase begins Autumn 2017 	Progressing
Local Growth Fund (garage sites) 5 sites providing 22 new homes	Progressing
Newhaven Flood Alleviation Scheme - work started which will unlock sites for future development and reduce the flood risk to approximately 431 homes and 387 commercial properties	Progressing
Upper Ouse Flood Protection –identify opportunities to reduce the risk/impact of flooding in local communities	Progressing
Establish and operate new Housing Investment Company	New
Develop sustainable air source heat pumps for Council properties	New
Joint Venture for Energy and Sustainability	New
Help develop and adopt 2 new Neighbourhood Plans (Plumpton and Chailey) and deliver Referendums in Ditchling, Streat and Westmeston, Lewes and Plumpton	Progressing
Community and partner engagement on the Coastal Management Plan	Progressing

Appendix B

Place (Growth and Prosperity)	
<p>Newhaven Enterprise Zone - Project aims to safeguard and create 2,000 full-time equivalent jobs over the next 25 years</p> <ul style="list-style-type: none"> • Enterprise Zone goes live in April 2017 covering 8 key sites in Newhaven <ul style="list-style-type: none"> ○ East Quay – commence construction of Rampion Wind Farm operational/maintenance base April 2017 ○ Eastside South – commence development of new business park May/June 2017 ○ CAB – new office, refurbished by LDC, opens in town centre Sept 2017 	Progressing
Develop a new arts and culture brand and tourism offer in conjunction with Eastbourne as a shared service	Changed Scope Action 2017/18
Artwave Festival 2017	Action 2017/18
Lewes Business Awards 2017	Action 2017/18
Develop Newhaven Town Centre Master plan - commence delivery on priority sites (Newhaven Square and wider Town Centre)	New
Place (Clean and Green)	
<p>Waste Strategy</p> <ul style="list-style-type: none"> • Continuation of food waste collection promotion to increase recycling rates • Introduce co-mingled recycling service <ul style="list-style-type: none"> ○ Procurement and mobilisation of goods and services to support new recycling service July 2017 ○ Pilot of new recycling service starts Sept 2017 ○ Full roll out of new recycling service (phased in from April) April 2018 • Roll out garden waste service to the remainder of the District Summer 2017 • Expand commercial waste service 	Progressing
Devolve more open spaces to towns and parishes	Action 2017/18

Our Commitment: *We will keep close control of our budgets and make the best use of our resources*

Value for money

<p>Joint Transformation Programme</p> <ul style="list-style-type: none"> • Complete JTP Phase 2 (service delivery) restructure – resulting in majority of functions shared across LDC and EBC – target efficiency savings circa £545k • Introduce Shared Finance Service with EBC • Deliver new housing IT system • Deliver single IT infrastructure across LDC and EBC 	<p>Progressing</p>
<p>Review Asset Portfolio - to ensure all assets are required for operational or investment purposes and to identify potential options for surplus property.</p>	<p>New</p>
<p>Acquisitions and investment schemes in Lewes to deliver target revenue in excess of £250K</p> <ul style="list-style-type: none"> ○ Turkish Baths ○ 4 Fisher Street ○ Saxonbury ○ Springman House 	<p>New</p>