

The Council Plan 2007/08  
*Service Plans and  
Performance*

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## KEY AIM: PROTECTING AND ENHANCING THE QUALITY OF THE ENVIRONMENT

### Our key objectives

**To reduce waste and improve recycling performance**

**To keep local communities clean and tidy**

**To maintain good environmental quality and sustainable land use**

### What we do to achieve our objectives

- Promote waste minimisation, re-use and recycling through public information, education and empowerment.
- Provide an efficient kerbside recycling service across the District.
- Provide clean and accessible 'bring sites' throughout the District.
- Work in partnership with others to improve recycling services and performance.

- Provide an efficient and effective waste collection service for homes and businesses in the District.
- Provide a regular street cleansing service and keep public areas clean and tidy.
- Take effective action to control environmental crimes such as litter, fly-tipping, graffiti, abandoned and nuisance cars and stray dogs.

- Monitor environmental conditions regularly.
- Protect environmentally sensitive areas.
- Manage our impact on the environment and promote sustainable development.
- Provide a clear policy framework for land use and development in the District.
- Manage public open spaces in consultation with local communities.

### What outcomes do we want?

- Good levels of customer satisfaction.
- Household waste levels are reduced or increases remain below national trends.
- Improved recycling performance.

- Our public areas meet national standards of cleanliness.
- Good levels of customer satisfaction.
- Environmental crime is reduced.

- Environmental quality and standards are maintained.
- Communities are involvement in decisions which affect their local environment.
- Future land use and development is sustainable.

## KEY AIM: PROTECTING AND ENHANCING THE QUALITY OF THE ENVIRONMENT

### Key strategies and plans

Strategy	Action Plan	Policies and procedures	Lead Officer	Lead Councillor	Review Date
Joint Municipal Waste Management Strategy for East Sussex	As set out in the relevant chapter for Lewes District	Recycling/ Promotion and Education/ Zero Waste Charter	Head of Waste and Recycling Services	Environment	Adoption by October 2007
Sustainable Waste Management Strategy	Waste and Recycling Services Service Plan	Enforcement Zero Waste Charter	Head of Waste and Recycling Services	Environment	May 2009
Contaminated Land Strategy	Contaminated land action plan	DEFRA guidance	Head of Environment and Health	Environment	December 2007
Shoreline Management Plan (Beachy Head to Selsey Bill) <i>Led by South Downs Coastal Group</i>	Planning Service Plan	Coastal defence strategies	Director of Planning and Environmental Services	Planning	2011
Coast Defence Strategy (Saltdean to Newhaven)	5 year programme of work	DEFRA Guidance Shoreline Management Plan	Director of Planning and Environmental Services	Planning	October 2008
Draft Coast Defence Strategy (River Ouse to Seaford Head) <i>Led by Environment Agency</i>	5 year programme of work	DEFRA Guidance Shoreline Management Plan	Director of Planning and Environmental Services	Planning	2012
Sussex Ouse Flood Defence Strategy <i>Led by Environment Agency</i>	Yes	Ouse Catchment Flood Management Plan	Director of Planning and Environmental Services	Planning	December 2007
Air Quality Review and Assessment	3-4 Year Action Plan	Local Transport Plan	Head of Environment and Health	Environment	June 2007
Home Energy Conservation Act Strategy	HECA Action Plan	Annual HECA Report	Head of Environment and Health	Environment	July 2007

## WASTE COLLECTION AND RECYCLING

Outcome: Household waste levels are reduced or increases remain below national trends

Outcome: Improved recycling performance

Actions and achievements 2006/07				Actions and improvements 2007/08					
<ul style="list-style-type: none"> <li>Waste reduction publicity campaigns were carried out through District Link, press releases and local events.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Develop a Marketing Strategy for commercial waste.</li> </ul>				
<ul style="list-style-type: none"> <li>A new contract with Corus for the supply of a baler and the purchase of steel cans commenced.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Continue discussions and negotiations in respect of the Joint Waste Strategy for East Sussex, due to be published in Summer 2007.</li> </ul>				
<ul style="list-style-type: none"> <li>The Council adopted a Sustainable Waste Management Strategy for the District in May 2006.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Consider options for the further improvement in kerbside recycling in the District.</li> </ul>				
<ul style="list-style-type: none"> <li>Targeted action and publicity was carried out to increase participation in kerbside recycling particularly in respect of flats.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Complete vehicle tracking of refuse and street cleaning rounds and consider options for round restructuring.</li> </ul>				
<ul style="list-style-type: none"> <li>A funding bid to DEFRA/WRAP towards a major public awareness campaign was unsuccessful. Funding has since been approved by ESCC to improve Bring Sites and encourage further participation in kerbside recycling.</li> </ul>				Amber	<ul style="list-style-type: none"> <li>Investigate introduction of a recycling scheme for residents of flats in the District.</li> </ul>				
<ul style="list-style-type: none"> <li>6 further glass kerbside recycling rounds were introduced in Seaford. Further rounds in Peacehaven have been delayed due to the need for further negotiations with the land owner.</li> </ul>				Amber	<ul style="list-style-type: none"> <li>Carry out a waste performance and efficiency grant project with funding from ESCC.</li> </ul>				
<ul style="list-style-type: none"> <li>Computerised vehicle tracking equipment was purchased for the recycling fleet but remains to be installed.</li> </ul>				Amber	<ul style="list-style-type: none"> <li>Continue composting of autumn leaves in partnership with The Composting Company.</li> </ul>				
<ul style="list-style-type: none"> <li>A policy and operational requirements for the introduction of cardboard recycling in the District remains to be progressed.</li> </ul>				Red					
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10	
BV84a (LAA)	Kg of household waste collected per head of population in the District.	345.3kg	Less than 340kg	347.6kg	Levels of waste are rising nationally by around 3% each year. Our performance exceeds that of the top quartile nationally.	Less than 340kg	Less than 340kg	Less than 340kg	

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV84b	The percentage change in the Kg of household waste collected per head of population.	+2.92%	Less than 2%	+0.66%	This was a new indicator from 2005/06.	Less than 2%	Less than 2%	Less than 2%
BV86	The cost of refuse collection per household.	£48.73	£51.39	To follow	Our waste collection costs are marginally higher than average due in part to the rural nature of most of the District where our vehicles have to travel greater distances to collect and dispose of waste.	£53.38	To follow	To follow
BV90a	The percentage of people satisfied with the household waste service overall.	(2003/04) 87% +/- 2%	89% (top quartile)	87% +/-3%	Our last statutory survey was carried out in Autumn 2006. Satisfaction levels from 2003/04 have been maintained.	No survey required	No survey required	No target set
L01	The percentage of waste diverted from landfill within the District.	29.13%	32%	33.8%	Our recycling centres around the District work close to capacity. We aim to divert as much waste as possible from landfill through reducing, re-using and recycling waste. This figure includes recycling by other organisations in the District. In 2006/07 we estimate that 16,735 tonnes of waste was diverted.	35%	35%	35%

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV82a (LAA)	Total household waste recycled.  (a) Percentage (b) Tonnage	(a) 19.4% (b) 6,269	(a) 30.6% (b) No target set	(a) 22%* (b) 6,700	<p>This indicator only relates to materials that the Council collects which are processed into new products such as aluminium cans and glass. 37,481 households have been offered the kerbside recycling scheme and 26,500 have taken it up.</p> <p>Our recycling targets are ambitious and depend on high participation rates and the roll out of glass recycling across the District. We have not yet achieved this. A drop in recycling weights from some areas has also affected our performance.</p> <p>There is a national target to recycle 27% of household waste. We will review our targets again during 2007/08. (*estimated).</p>	(a) 32.2% (b) No target set	(a) 36.5% (b) No target set	(a) 37.1% (b) No target set

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV82b	Total household waste composted. (a) Percentage (b) Tonnage	(a) 0% (b) 0	(a) 0% (b) 0	(a) 0.7% (b) 170*	This national indicator only counts composting at a centralised facility. The Council does not collect waste for composting but encourages home composting via its low cost home composter purchasing scheme, a method we consider to be better in the longer term. To date we have provided 11,949 home composting bins, with the potential of diverting 1,194 tonnes of green waste a year from landfill. In 2006/07 we also composted over 170 tonnes of leaves from road sweepings. (* estimated)	(a) 0.5% (b)	(a) 0.5% (b)	(a) 0.5% (b)
BV91	The percentage of the District's households served by a kerbside collection;  a) of at least 1 recyclable.  b) of at least 2 recyclables.	a)87.8%  b)87.8%	89%  89%	90.2%  90.2%	We will continue to focus our efforts on expanding the kerbside recycling scheme. Our kerbside collection scheme takes several recyclables in all areas where the service is provided.	90%  90%	90%  90%	90%  90%
BV90b	The percentage of people satisfied with local recycling facilities overall.	(2003/04) 73% +/- 3%	74% (Top quartile)	73% +/-3%	Our last survey in 2003/04 showed that levels of satisfaction had improved since 2000 (56%) and are just below the top performing councils nationally. Satisfaction levels have been maintained.	No survey required	No survey required	No target set

## STREET CLEANING AND DOG NUISANCE

Outcome: Public areas meet national standards of cleanliness

Actions and achievements 2006/07				Actions and improvements 2007/08					
<ul style="list-style-type: none"> <li>The Council launched a new Clean and Green Team to tackle environmental problems such as graffiti, fly-tipping, litter, stray dogs and abandoned and nuisance vehicles.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Target campaigns to identify and prosecute fly-tippers and people who illegally dump tyres.</li> </ul>				
<ul style="list-style-type: none"> <li>Fixed penalty notices were introduced to help reduce and deter environmental crime.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Continue the Clean and Green initiative across the District.</li> </ul>				
<ul style="list-style-type: none"> <li>Clean Streets projects were successfully carried out in Seaford and Peacehaven.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Continue action to reduce the number of abandoned and nuisance vehicles.</li> </ul>				
<ul style="list-style-type: none"> <li>Computerised vehicle tracking equipment was installed in street cleansing vehicles to improve service and efficiency.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Increase partnership working with external agencies on enforcement of environmental crime.</li> </ul>				
<ul style="list-style-type: none"> <li>A series of anti-litter campaigns were carried out. A winning poster is displayed on our new street sweeping vehicle.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Carry out educational campaign for householders and commercial operators on correct disposal of waste.</li> </ul>				
<ul style="list-style-type: none"> <li>A new vehicle and rescheduling of the mechanical sweeper rounds has led to marked improvements in performance.</li> </ul>				Green					
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10	
BV199 (LAA)	The percentage of relevant land assessed as having; (a) deposits of litter and detritus across four categories of cleanliness (clean, light, significant or heavy); (b) unacceptable levels of graffiti; (c) unacceptable levels of fly posting	a) 21.1%  b) 0.4%  c) 0.0%	a) 22%  b) Less than 5%  c) Less than 5%	a) 2.12%  b) 0.33%  c) 0.0%	Our performance has improved considerably over the last year. We believe that much of the improvement is down to new street cleaning vehicles and better management and monitoring systems. Our targets are in line with the national target to reduce to 21% by 2008. We exceed the top quartile nationally for all parts of this indicator.	a) 21%  b) Less than 5%  c) Less than 5%	a) 20%  b) Less than 5%  c) Less than 5%	a) 20%  d) Less than 5%  e) Less than 5%	



Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV199 d (LAA)	The year-on-year reduction in total number of incidents of fly tipping and the increase in the total number of enforcement actions taken.	Incidents 510 Actions 85	1	3	This was a new national indicator for 2006/07. The council scored 3 (good) for an increase in the number of enforcement actions (232). To score 2 (effective) or 1 (very effective) requires incidents to decrease. We hope to see a decrease in incidents in the next year following the significant increase in enforcement actions in 2006/07.	1	1	1
L03b	The average time taken to remove reported fly tips.	2.1 days	Within 2 days		This does not include cases where material evidence is being determined, fly-tipping on private land or fly tips containing hazardous waste (required to be dealt with by specialist contractors). We have reduced our target slightly as we are making more effective use of our resources across the Council.	Within 2 days	Within 2 days	Within 2 days
L04a	The number of abandoned vehicles reported during the year.	750	750	598	The free Abandoned Vehicles Amnesty continued in 2005/06.	750	750	
BV218 a (LAA)	Percentage of abandoned vehicles investigated within 24 hours of being reported.	100%	100%	92.74%	Our target is based on referring abandoned vehicles to the Police. Referrals are made as soon as they are received.	95%	95%	95%

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV218 b (LAA)	The percentage of abandoned vehicles removed within 24 hours from when legal power to remove is obtained.	60.74%	95%	73.68%	Most of the vehicles not collected within 24 hrs were collected the next day. Some vehicles are dumped in very inaccessible areas causing delays in removal.	95%	95%	95%
L63	Percentage of dog nuisance complaints responded to within 48 hours.	97%	97%	98%	In 2006/07 there were 285 incidents involving stray dogs or dog fouling, 43 more than in 2005/06.	99%	99%	99%
BV89 (LAA)	The percentage of people satisfied with cleanliness standards.	(2003/04) 61% +/- 3%	67% (Top Quartile)	68% +/-3%	We are working to keep streets clean and deal with fly-tipping and litter. Satisfaction levels have improved since 2003/04. As well as improved street sweeping activity we are working closely with the Police and Highways Authority to share information about fly-tipping.	No survey required	No survey required	No target set

## PARKS, OPEN SPACES, PLAY AREAS AND NATURE RESERVES

Outcome: Local facilities meet local needs

Actions and achievements 2006/07				Actions and improvements 2007/08				
<ul style="list-style-type: none"> <li>Children's play areas and open spaces in Seaford and Newhaven were improved by the provision of new equipment.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Upgrade play areas in Lewes (Bell Lane and De La Warr) and Newhaven (Fort Road) and provide disabled access.</li> </ul>			
<ul style="list-style-type: none"> <li>Public open space at The Drove, Newhaven was improved.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Resurface Newhaven tennis courts.</li> </ul>			
<ul style="list-style-type: none"> <li>New and improved signs for a number of the Council's local nature reserves, parks and gardens were installed.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Identify an area to benefit from £200,000 Play Strategy funding.</li> </ul>			
<ul style="list-style-type: none"> <li>Work to establish a management group and draw up a management plan for Bollens Bush ancient woodland has begun. This will continue in 2007/08 as part of the Newhaven Open Space Strategy.</li> </ul>				Amber	<ul style="list-style-type: none"> <li>Enhance public gardens to improve safety and preserve mature trees.</li> </ul>			
<ul style="list-style-type: none"> <li>A survey of trees on Council owned land to establish the condition of our trees and plan future maintenance has yet to commence.</li> </ul>				Red	<ul style="list-style-type: none"> <li>Commence survey of Council owned trees.</li> </ul>			
<ul style="list-style-type: none"> <li>Provision of new facilities at Fort Road Recreation Ground, Newhaven and Alfriston Road Seaford have been deferred to await the outcome of discussions on the future ownership and use of the land.</li> </ul>				Red	<ul style="list-style-type: none"> <li>Support Lewes Railway Land Wildlife Trust to achieve its ambition to build the Linklater Pavilion, a centre for the study of environmental change.</li> </ul>			
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV119e	Percentage of residents satisfied or very satisfied with parks and open spaces.	(2003/04) 76% +/- 3%	77% (Top quartile)	76% +/-3%	Satisfaction levels with parks and open spaces remain high.	No survey required	No survey required	No target set

## MONITORING AND CONTROLLING POLLUTION

Outcome: Environmental quality and standards are maintained

Actions and achievements 2006/07					Actions and improvements 2007/08			
<ul style="list-style-type: none"> <li>Public awareness of noise pollution problems was raised through online information and community.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Review Contaminated Land Strategy and associated action plan.</li> </ul>			
<ul style="list-style-type: none"> <li>New air quality monitoring equipment was installed at locations in Lewes town centre as part of the Air Quality Action Plan.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Prepare options appraisal for the control of noise in the District arising from legislative changes.</li> </ul>			
<ul style="list-style-type: none"> <li>All 6 sites identified as High Risk in the Contaminated Land Strategy have been reviewed. Detailed investigation of 3 sites will be carried out in 2007/08.</li> </ul>				Amber	<ul style="list-style-type: none"> <li>Undertake a detailed assessment of air quality in the Newhaven area and prepare an Air Quality Action Plan.</li> </ul>			
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV216 a	Number of sites of potential concern (contaminated land).	137	145	47	We have dealt with a number of sites during 2006/07 although others remain to be assessed. We expect to identify more sites through the planning and conveyancing processes.	150	155	148
BV216 b	Percentage of sites where sufficient information is available to decide whether remediation of land is required.	7.3%	7.3%	25%		7.3%	7.3%	7.3%
BV217	Percentage of pollution control improvements on time.	95%	90%	100%		The Government target is to complete at least 90% of all pollution control improvements within the timetable specified.	90%	90%
L07	Number of days per site when air pollution is moderate or higher for Ozone (O <sub>3</sub> ) and PM10.	PM10 6 days	Less than 35 days	Not available until June 2007	Levels of air pollution are beyond the Council's control. We monitor air quality to know where particular problems are in the District.	Less than 35 days	Less than 35 days	Less than 35 days
		Ozone10 days	Less than 10 days			Less than 10 days	Less than 10 days	Less than 10 days
L05	The percentage of noise complaints responded to within 48 hours.	97%	97%	96%	In 2006/07 the Council dealt with 502 noise complaints, 6 more than in 2005/06.	97%	97%	99%

## PROTECTING BUILT AND NATURAL ENVIRONMENTS

Outcome: Environmental quality and standards are maintained

Outcome: The built and natural heritage of the District is maintained for future generations

Actions and achievements 2006/07					Actions and improvements 2007/08			
<ul style="list-style-type: none"> <li>A further 7 Conservation Area Appraisals were published for consultation in December 2006 and finalised in March 2007.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Prepare a further 6 Conservation Area Appraisals.</li> </ul>			
<ul style="list-style-type: none"> <li>A way forward for coastal defence schemes along Saltdean to Peacehaven frontage have been explored with DEFRA and the Environment Agency but further requests for grant aid will not be considered until at least April 2008.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Implement new County wide planning guidance on Construction and Demolition Waste.</li> <li>Resubmit proposals for grant aid to Environment Agency for repair and renovation of coast defences at Peacehaven.</li> </ul>			
<ul style="list-style-type: none"> <li>Public consultation exercise on preferred options for the Ouse to Seaford Head Coast Defence Strategy was completed in 2006 and reported to Cabinet in January 2007.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Review and update policy on Flood and Coast Defence.</li> </ul>			
<ul style="list-style-type: none"> <li>Negotiations with the Environment Agency have continued. Flood defence works in the Cliffe area of Lewes will be carried out from 2008 to 2010.</li> </ul>				Amber	<ul style="list-style-type: none"> <li>Public consultation on preferred options for Catchment Flood management Plan for the Ouse.</li> </ul>			
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV219 (a)	Total number of conservation areas.	35	35	35	These are new indicators from 2005/06. We exceeded our aim to complete 6 character appraisals a year. Our performance on appraisals is in the top quartile nationally. There are no targets for published management plans as all resources are currently being directed to completing the appraisals by 2009.	35	35	35
BV219 (b)	Conservation areas with an up to date appraisal.	48.6%	65.7%	68.57%		82.8%	100%	100%
BV219 (c)	Conservation areas with published management plans.	0%	0%	0%		0%	0%	0%

## PLANNING APPLICATIONS AND APPEALS

Outcome: Future land use and development is sustainable

Outcome: A quality service and good levels of customer satisfaction

Actions and achievements 2006/07					Actions and improvements 2007/08			
<ul style="list-style-type: none"> <li>A Sustainability Checklist for use in assessing major development proposals was adopted.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Prepare advisory information leaflets on roof extensions and shop fronts and adverts.</li> </ul>			
<ul style="list-style-type: none"> <li>A Satisfaction Survey of planning service users was completed as part of the statutory national survey programme.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Go live with public access system to enable online viewing and comment on planning applications and update website to provide these new services.</li> </ul>			
<ul style="list-style-type: none"> <li>The layout and facilities at the Planning Information Office at Southover House were improved.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Provide training programme on planning for new councillors.</li> </ul>			
<ul style="list-style-type: none"> <li>Evidence was presented to Public Inquiries for housing development and for waste water treatment works in Peacehaven and to the Minister for re-opening of the Falmer Stadium case.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Complete GIS data capture for all planning records.</li> </ul>			
<ul style="list-style-type: none"> <li>The new computerised planning applications system went live in April 2006 and online submission of applications was introduced in Summer 2006. Public access to view and comment on applications has been delayed to ensure adequate security is in place.</li> </ul>				Amber				
<ul style="list-style-type: none"> <li>Conversion of the remaining 10,000 planning records onto the digital mapping system has progressed well. Around 2,000 records remain.</li> </ul>				Amber				
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV111	Percentage of applicants satisfied with the planning services received.	(2003/04) 82% +/- 3%	85% +/- 4%	83% +/-3%	We have maintained a high level of satisfaction with our planning services in the latest survey.	No survey required	No survey required	No target set

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV109	Percentage of planning applications determined in line with the Government's targets to determine: (a) 60% of major applications in 13 weeks. (b) 65% of minor applications in 8 weeks. (c) 80% of other applications in 8 weeks.	(a) 79% (b) 83% (c) 93%	(a) 64% (b) 70% (c) 87%	(a) 72.73% (b) 76.06% (c) 90.07%	In 2006/07 the Council determined 1,391 planning applications and granted permission for 84.1% of these.	(a) 64% (b) 70% (c) 88%	(a) 64% (b) 70% (c) 88%	(a) 64% (b) 70% (c) 88%
L38	Percentage of applications to carry out works to protected trees determined within 8 weeks.	52%	90%	71.43%	There are 538 protected trees in the District. During 2006/07 91 applications for works to protected trees were received and dealt with.	90%	90%	90%
L109	Percentage of decisions delegated to officers.	92.7%	90%	91.52%	Increasing the number of applications delegated means the planning committee can focus on more complex planning applications.	90%	90%	90%
L29	Percentage of letters requesting pre-application/policy advice answered within 15 working days.	87.78%	84%	87.3%	A quicker letter response target applies to all other correspondence.	84%	84%	84%
BV204	Percentage of planning appeals allowed against the Council's decision to refuse planning permission.	33.3%	Less than 30%	26.2%	We aim to be successful in every appeal. Experience has shown between 25-35% of appeals against the decision to refuse are allowed.	Less than 30%	Less than 30%	Less than 30%

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV205	Quality of planning service checklist.	83%	100%	88%	This measures the Council's planning service against 18 key criteria. We have assessed ourselves as meeting 15 and expect to fully meet all the criteria once our new computerised planning administration system goes live.	100%	100%	100%



**PLANNING ENFORCEMENT AND BUILDING CONTROL**  
 Outcome: Environmental quality and standards are maintained

<b>Actions and achievements 2006/07</b>					<b>Actions and improvements 2007/08</b>			
<ul style="list-style-type: none"> <li>Additional staff resources have improved enforcement performance.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Prepare an Enforcement Strategy and complete recruitment for the Enforcement Team.</li> </ul>			
<ul style="list-style-type: none"> <li>Building control plan checking performance dipped due to diversion of staff onto new computer system. Performance improved towards the end of the year.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Review and report trading position for Building Control to determine future fees and charges.</li> </ul>			
<b>Ref</b>	<b>Performance Indicators</b>	<b>Actual 2005/06</b>	<b>Target 2006/07</b>	<b>Actual 2006/07</b>	<b>Comments</b>	<b>Target 2007/08</b>	<b>Target 2008/09</b>	<b>Target 2009/10</b>
L32	Percentage of complaints of unauthorised development inspected within 5 working days.	97.4%	97%	97.52%	Performance has improved slightly despite a significant rise in workload. The vast majority of cases are investigated within a week.	97%	97%	97%
L33	Percentage of breaches of planning control resolved within 6 months of notification.	96.3%	90%	94.44%	Performance has dropped slightly but remains above target.	90%	90%	90%
L35	Percentage of plans checked for compliance with Building Regulations within 15 working days.	67%	70%	39.32%	The volume of applications continues to rise. Performance on plan checking fell in 2006/07 due primarily to the introduction of the new planning IT system. Performance in the early part of 2007/08 is showing improvement as additional staffing and external support has been made available.	70%	70%	70%

## KEY AIM: SUPPORTING AND PROMOTING A DIVERSE AND PROSPEROUS LOCAL ECONOMY

<b>Our key objectives</b>		
<b>To promote sustainable tourism and cultural services</b>	<b>To support the local business community</b>	<b>To support the regeneration of our local communities</b>
<b>What do we do to achieve our objectives?</b>		
<ul style="list-style-type: none"> <li>• Provide tourism advice and information.</li> <li>• Promote the District and attract visitors.</li> <li>• Work in partnership with business and other organisations to promote the area.</li> <li>• Provide two local art galleries.</li> <li>• Protect, manage and promote Newhaven Fort.</li> <li>• Provide marketing advice to local tourism businesses.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide regulatory and policy advice on issues which affect local businesses.</li> <li>• Encourage sustainable businesses.</li> <li>• Provide and maintain car parks and other town centre facilities.</li> <li>• Develop local transport plans.</li> <li>• Provide land and buildings to support business enterprise.</li> <li>• Work with other agencies to provide business support, training and advice.</li> <li>• Provide information to local businesses who might want to do business with the Council via our website.</li> <li>• Pay our suppliers promptly.</li> <li>• Consult local businesses each year on our budget and spending proposals.</li> </ul>	<ul style="list-style-type: none"> <li>• Play an active part in sustainable community projects.</li> <li>• Support the Lewes District Local Strategic Partnership (LSP) to implement a Community Strategy for the District.</li> <li>• Work with Area Partnerships and other organisations to deliver local improvements.</li> <li>• Enable the provision of affordable homes for key workers in the District.</li> </ul>
<b>What outcomes do we want?</b>		
<ul style="list-style-type: none"> <li>• Good quality, accessible and successful local tourism businesses.</li> <li>• Residents and visitors have access to a range of arts and cultural sites and activities.</li> <li>• Good levels of customer satisfaction.</li> <li>• A sustainable increase in the number of visitors to the area.</li> </ul>	<ul style="list-style-type: none"> <li>• Safe, healthy and sustainable local businesses.</li> <li>• Vibrant, clean and accessible town centres.</li> <li>• Sustained economic prosperity and local employment.</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable community projects are funded and delivered.</li> <li>• Measurable improvements in local quality of life.</li> </ul>

## KEY AIM: SUPPORTING AND PROMOTING A DIVERSE AND PROSPEROUS LOCAL ECONOMY

### Key strategies and plans

Strategy	Action plan	Policies and procedures	Lead Officer	Lead Councillor	Review date
Procurement Strategy	Yes	Sustainable procurement guidance; contract and tendering procedure rules; OJEU/OJEC procurement guidance.	Head of Audit & Performance	Staff & Corporate services	September 2007
Economic Development Strategy	Economic Development Service Plan	Policies relating to Tourism Cultural Services and Regeneration	Assistant Director (Policy and Projects)	Leader of the Council	Early 2009
Culture Strategy	Yes	Policies on Tourism, Culture and Leisure	Assistant Director (Policy and Projects)	Community	December 2007
Licensing	Environmental Health Service Plan	Licensing Policy	Head of Environment and Health	Environment	December 2007
		Gambling Policy			March 2008

## TOURISM AND CULTURAL SERVICES

Outcome: Good quality, accessible and successful local tourism businesses

Actions and achievements 2006/07					Actions and improvements 2007/08			
<ul style="list-style-type: none"> <li>The Council continued to organise, promote and support its annual Soundwave and Artwave festivals in the District.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Participate in 'Normandy-Sussex' tourism project utilising Interreg funding.</li> </ul>			
<ul style="list-style-type: none"> <li>A broad programme of special events was held at Newhaven Fort including a successful Fort Rox Music Festival and Christmas Fair.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Maintain national standard for Newhaven Fort as a quality visitor attraction.</li> </ul>			
<ul style="list-style-type: none"> <li>The Council maintained bookable public art venues (Thebes and The Crypt) for hire by local artists and community groups.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Organise annual Artwave and Soundwave festivals (subject to funding).</li> </ul>			
<ul style="list-style-type: none"> <li>Visitor Attraction Quality Assurance Standard retained for Newhaven Fort for the 6<sup>th</sup> year running.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Produce annual visitor guide and marketing campaign as part of the Enjoy Sussex tourism partnership, including launch of new tourism website.</li> </ul>			
<ul style="list-style-type: none"> <li>The Council has been working closely with Seaford Town Council and other agencies to relocate the Tourist Information Centre in Seaford as part of a broader 'One Stop' information shop in the town. The relocation will be completed in 2007.</li> </ul>				Amber	<ul style="list-style-type: none"> <li>Review and improve tourism signs in Lewes town.</li> </ul>			
<ul style="list-style-type: none"> <li>Continue to promote the Thebes and Crypt art galleries as quality venues for exhibition hire by community groups.</li> </ul>								
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
L12	Number of enquiries handled by our two Tourism/Information Centres.	95,722	95,000	93,282	We operate Tourism/Information offices in Lewes and Seaford. Visits in person are declining as people make increasing use of online services and information.	95,000	95,000	95,000

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV170 a	Newhaven Fort visits/website hits per 1,000 population	4,438	5,000	5,435	Our website was up and running from October 2004. We have seen a significant increase in website hits during 2006/07. We remain in the top quartile nationally, exceeded by only 4 authorities.	5,500	6,000	6,000
BV170 b	Newhaven Fort: Visits in person per 1,000 population	398	400	350	Visitor numbers also include visits by school children.	405	410	410
BV170 c	Newhaven Fort: Visits by pupils in organised groups	7,771	8,000	8,575	Visits by school children have exceeded the target due to targeted mailings and promotions to new educational establishments. The Fort is exceeding national top quartile levels (8,156).	8,300	8,900	8,900
L19	Percentage of visitors who rated their visit to the Fort as good or excellent in the annual customer survey.	97%	99%	To follow	Customer satisfaction with the services provided at the Fort remains high.	99%	99%	99%
BV119 c	Percentage of residents satisfied with local museums.	(2003/04) 34% +/- 3%	50%	37% +/-3%	This national indicator relates to all museums and galleries in the District which hold permanent collections. Newhaven Fort is the only relevant facility provided by the Council.	No survey required	No survey required	No target set
L116 (New)	The number of exhibitions held at The Crypt and Thebes art galleries during the year.	-	-	35	The Crypt, Seaford and Thebes gallery in Lewes are fully bookable arts venues/community facilities.	35+	No target set	No target set

## REGENERATION IN LOCAL COMMUNITIES

Outcome: Community regeneration projects are funded and delivered

Actions and achievements 2006/07				Actions and improvements 2007/08					
<ul style="list-style-type: none"> <li>The Council entered into extensive negotiations and consultation on the proposed redevelopment proposals for the Phoenix area of Lewes.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Consider the Planning Vision for the North Street area of Lewes as an input to the Local Development Framework.</li> </ul>				
<ul style="list-style-type: none"> <li>The Council enabled and supported the provision of a new Business Centre (Enterprise Hub) at Denton Island, Newhaven. The Centre is due to be completed in October 2007</li> </ul>				Green	<ul style="list-style-type: none"> <li>Complete the Denton Island Business Centre development in October 2007.</li> </ul>				
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10	

There are currently no indicators for this area of activity.

## LOCAL TRANSPORT AND PARKING

Outcome: Vibrant, clean and accessible town centres

Actions and achievements 2006/07				Actions and improvements 2007/08					
<ul style="list-style-type: none"> <li>A number of initiatives from the Lewes Travel Plan were implemented including use of the lift share database and reduced fares on local public transport. Car usage at work has reduced.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Commission a short and long term parking strategy for the District.</li> </ul>				
<ul style="list-style-type: none"> <li>Free bus travel for pensioners and disabled persons was introduced.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Commission consultants to carry out a feasibility study on possible reinstatement of the former Lewes to Uckfield railway line (project being led by East Sussex County Council).</li> </ul>				
<ul style="list-style-type: none"> <li>The Ministerial decision on A27 Southerham to Beddingham proposals was considered in detail. Construction of the new road system is underway.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Prepare for implementation of free national bus travel for pensioners and disabled people from April 2008.</li> </ul>				
<ul style="list-style-type: none"> <li>The Council contributed to a feasibility study on possible reinstatement of the Lewes to Uckfield railway line.</li> </ul>				Green					
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10	
L117	Number of bus passes in circulation in the District.	-	15,000	18,228	This was a new indicator in 2006/07. We will continue to respond to the high demand for free bus passes for the over 60s and will review our target s at the end of the year.	19,000	No target set	No target set	

## LICENSING AND ENFORCEMENT

Outcome: Safe, healthy and sustainable local businesses

Actions and achievements 2006/07				Actions and improvements 2007/08					
<ul style="list-style-type: none"> <li>Following a period of community consultation, a new policy for licensing of gambling in the District was adopted.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Carry out consultation and negotiation with taxi traders on eligibility criteria for taxi drivers.</li> <li>Develop a 10 year taxi/private hire strategy for the District.</li> </ul>				
					<ul style="list-style-type: none"> <li>The Council continued to work alongside Sussex Police to ensure pubs and clubs are operating within new licensing conditions. A new 'out of hours' inspection system was introduced.</li> </ul>				Green
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10	
BV166	The Council's score against a national checklist of enforcement best practice for environmental health.	8/10 (80%)	9/10 (90%)	9/10 (90%)	This indicator covers a wide range of enforcement activity and requires the Council to comply with 10 key checks relating to enforcement policy and activity. In order to fully meet the criteria the Council needs to demonstrate that all relevant policies make provision for the particular interests of consumers.	9/10 (90%)	9.5/10 (95%)	9.5/10 (95%)	



## KEY AIM: SUPPORTING THE HOUSING, HEALTH AND SOCIAL NEEDS OF EVERYONE IN OUR COMMUNITIES

### Our key objectives

**To improve the quality, availability and affordability of housing in the District**

**To support the provision of a range of facilities and services that meet local needs**

**To protect and improve the health and social well-being of everyone in the District**

### What do we do to achieve our objectives?

- Work with housing associations and others to enable the provision of new affordable homes in the District.
- Provide accommodation and advice for homeless and other vulnerable people.
- Improve the standard of all housing in the District.
- Consult and involve customers and tenants.
- Raise awareness of and provide advice about benefit entitlement
- Deal with benefit claims efficiently and effectively.

- Identify the needs of local communities through consultation and partnerships.
- Maintain local amenities and facilities.
- Provide well-maintained and accessible sports and leisure facilities.
- Promote participation in sport, cultural and recreational activities.

- Protect public health through education, inspection and enforcement activity.
- Promote better health and safety through advice, training and inspection.
- Promote the benefits of an active and healthy lifestyle.
- Take action to deal with anti-social behaviour problems.
- Promote active participation in local democracy and decision-making.

### What outcomes do we want?

- Local people can find a home in the District that meets their needs.
- Elderly or vulnerable people can live independently and safely.
- Good levels of customer and tenant satisfaction.
- Good quality local housing which meets national standards.

- People of all ages and abilities can participate in sport, leisure and cultural activities.
- Good levels of customer satisfaction.
- Local facilities that are safe, accessible and meet relevant national standards.

- Local People are in better health, particularly those in more deprived areas
- Local people feel involved in decisions which affect them.
- Low levels of crime and anti-social behaviour.

## KEY AIM: SUPPORTING THE HOUSING, HEALTH AND SOCIAL NEEDS OF EVERYONE IN OUR COMMUNITIES

### Key strategies and plans

Strategy	Action plan	Policies and procedures	Lead Officer	Lead Councillor	Review date
Local Facilities Strategy (draft)	As set out in Community Services Service Plan	Policies relating to management of car parks, public conveniences, parks, play areas and nature reserves, cemeteries and allotments	Community Services Manager	Community	Not yet determined
Supporting People Strategy	Yes	Planning guidance re LDF Core Strategy.	Housing Strategy Manager	Housing	2010
Housing Strategy (inc Empty Homes)	Housing Strategy and Needs Service Plan	Allocations Policy, policies for accommodation of elderly persons and young people.	Housing Strategy Manager/ Head of Environment and Health	Housing	March 2009
Homelessness Strategy	Yes		Housing Strategy Manager	Housing	July 2008
Private Sector Renewal Strategy	Framework for Action		Private Sector Housing Grant Policy Discretionary Housing Payments Policy HMO Licensing Policy	Head of Environment and Health	Housing
Housing Business Plan	Decent homes action plan	Policies on Lettings, Rents, Rent Arrears, Voids, Right to Buy, Estate Management, Supported Housing, Tenancy Management, Tenant Participation Compact, Housing Investment Programme, Housing Capital Programme, Decent Homes, Repairs and Maintenance, and Chartermark.	Housing Services Manager	Housing	To be confirmed

<b>Strategy</b>	<b>Action plan</b>	<b>Policies and procedures</b>	<b>Lead Officer</b>	<b>Lead Councillor</b>	<b>Review date</b>
Health Improvement Plan ( <i>through Health Improvement Partnership</i> )	Health Improvement Partnership Action Plans	Food Policy	Head of Environment and Health	Environment	May 2008
Food Service Plan	Environmental Health Service Plan	Food Service Framework, Inspection Programme, Food Hygiene Training and Promotion, Enforcement Policy Food and Water Sampling Programme, Food Safety Act Codes of Practice.	Head of Environment and Health	Environment	April 2008
Health and Safety at Work Service Plan	Environmental Health Service Plan	LACs Guidance Notes	Head of Environment and Health	Environment	April 2008
Benefit Service Strategy	Local Taxation and Benefits Service Plan	Counter Fraud; Overpayments Benefits Claims maintenance	Revenues and Benefits Manager	Staff & Corporate Services	March 2008
Play Strategy	Play Strategy Action Plan		Community Services Manager	Community	To be determined

## HOUSING NEEDS AND STRATEGY

Outcome: There are more affordable homes available to rent in the District

Actions and achievements 2006/07					Actions and improvements 2007/08					
<ul style="list-style-type: none"> <li>• New partnering arrangements were established with Registered Social Landlords including setting up of a RSL Working Group.</li> <li>• Evidence of community support for new affordable housing was obtained contributing to the Local Development Framework.</li> <li>• A multi-disciplinary officer steering group has been established and will meet regularly in 2007/08 in 2007/08.</li> </ul>					Green	<ul style="list-style-type: none"> <li>• Introduce mechanisms for closer monitoring of the Council's Housing Strategy 2006/09.</li> </ul>				
					Green	<ul style="list-style-type: none"> <li>• Work in partnership with other agencies and organisations to establish the ongoing need for affordable housing and identify suitable sites.</li> </ul>				
					Amber	<ul style="list-style-type: none"> <li>• Aim to deliver around 60 new affordable homes in the District.</li> <li>• Introduce quarterly meetings of the Affordable Housing Steering Group from April 2007.</li> </ul>				
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10		
BV106	Percentage of new homes built on previously developed land.	88%	60%	<i>Data will not be available until the end of May</i>	New allocations in the Local Plan will meet land supply requirements until 2011. Our target is based on planning permissions, allocations and unidentified site projections. There is a national target to achieve 60% by 2008.	60%	60%	60%		

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
L68 (LAA)	The number of new homes provided by housing associations within the District.	17	32	19	This relates to the number of new homes available for letting. In 2006/07 new affordable homes have been provided in Seaford, Ringmer and Newhaven.	64	90	90
L69a (LAA)	The number of affordable housing units under construction at 31 March.	32	32+	64	This relates to the number of new homes in the pipeline where planning consent has been granted and funding confirmed.  It is very difficult to predict the stage of development more than 12 months ahead. Our targets are based on last year's performance which we would wish to maintain or increase in future years.	120	32+	32+
BV225 (LAA)	Checklist on Council's approach to domestic violence	54%	82%	45%	This indicator assesses the range of services provided by the Council to help victims of domestic violence against a national checklist. We currently score 5 out of the 11 criteria. Our overall score has dropped as the Council no longer directly funds a domestic violence co-ordinator.	82%	82%	82%

## HOMELESSNESS AND HOUSING ADVICE

Outcome: homelessness is prevented wherever possible

Outcome: temporary accommodation meets the needs of customers, particularly pregnant women and young families

Actions and achievements 2006/07					Actions and improvements 2007/08					
<ul style="list-style-type: none"> <li>A pilot mediation service was introduced as a means of preventing homelessness. This will continue to be supported in 2007/08.</li> </ul>					Green	<ul style="list-style-type: none"> <li>Review impact and effectiveness of the mediation service in the prevention of homelessness.</li> </ul>				
<ul style="list-style-type: none"> <li>The need for a rough sleepers count in the District was evaluated and Cabinet approval obtained. Subsequent Government advice suggests a count is no longer necessary.</li> </ul>					Green	<ul style="list-style-type: none"> <li>Review the use of temporary accommodation and establish a plan to meet the Government's target of a 50% reduction by 2010.</li> </ul>				
<ul style="list-style-type: none"> <li>A supported housing scheme for homeless 16 to 21 year olds and care leavers was launched in partnership with the Children's Service.</li> </ul>					Green	<ul style="list-style-type: none"> <li>Investigate and report on higher levels of housing support for people with complex needs and at risk of homelessness.</li> </ul>				
<ul style="list-style-type: none"> <li>Introduction of a sanctuary project for people experiencing domestic violence is under consideration although no formal decision on this has been made.</li> </ul>					Amber	<ul style="list-style-type: none"> <li>Work with tenants to identify a preferred approach to Choice Based Lettings leading to a policy decision by March 2008.</li> </ul>				
<ul style="list-style-type: none"> <li>The mid-term review of the Homelessness Strategy and the accommodation needs of gypsies and travellers has been rescheduled to 2007/08 due to a lack of resources in 2006/07</li> </ul>					Red	<ul style="list-style-type: none"> <li>Develop an Older Persons' Housing and Support Strategy.</li> </ul>				
<ul style="list-style-type: none"> <li>There has been ongoing consultation regarding a preferred model for a Choice Based Lettings scheme but as yet no formal policy decision has been made.</li> </ul>					Red	<ul style="list-style-type: none"> <li>Establish a multi-agency Homelessness Steering Group to carry out a review of the Homelessness Strategy.</li> <li>Introduce a sanctuary scheme in the District with funding from Private Sector Renewal Grant.</li> </ul>				
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10		
L73 (LAA)	The total number of homeless households in B&B accommodation at 31 March	5	5	4	The Council received 340 homelessness applications during 2006/07 of which 51 were assessed as eligible.	3	3	3		
L74	The average length of stay in B&B accommodation.	4.0 weeks	3.5 weeks	4.2 weeks	Average length of stay has increased slightly.	3.5 weeks	3.5 weeks	3.5 weeks		

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV183 (LAA)	The average length of stay (a) bed and breakfast (b) hostel accommodation, of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	(a) 2.9 weeks (b) n/a	(a) 3 weeks (b) n/a	(a) 1.23 weeks (b) n/a	The Council has a duty to ensure that pregnant women or families with young children are not placed in bed and breakfast accommodation, other than in an emergency, and then for no longer than 6 weeks. We do not use hostel accommodation.	(a) 3 weeks (b) n/a	(a) 2.5 weeks (b) n/a	(a) 2.5 weeks (b) n/a
BV213 (LAA)	Number of cases where advice resolved homelessness (per 1000 households).	16	16	1.7	There were 71 cases in 2006/07 where homelessness was prevented. The figure in 2005/06 is incorrect and relates to the number of enquiries handled. This figure is currently being corrected.	2	2	2
BV214 (LAA)	Repeat homelessness (Households accepted as homeless by the Authority within the last two years).	5.77%	<5%	0%		<5%	<5%	<5%
BV202	The number of people sleeping rough on a single night within the District.	2	Less than 10	2	We estimate there are no more than 2 cases of rough sleepers in the District on any one night.	Less than 10	Less than 10	Less than 10
BV203	The percentage change in the average number of families which include children or a pregnant woman placed in temporary accommodation under the homeless legislation compared with the average from the previous year.	+24%	0%	+6.85%	During 2006/07 there was an average of 66 families in temporary accommodation at any one time. In 2006/07 private sector leasing has reduced. Our long-term plan is to meet the Government's target of a 50% reduction in use of temporary accommodation by 2010.	-10%	-15%	-10%

## PRIVATE SECTOR HOUSING

Outcome: Maximum use is being made of all available private sector homes in the District

Outcome: Private sector homes in the District are decent, safe and meet the needs of elderly or disabled residents

Actions and achievements 2006/07					Actions and improvements 2007/08			
<ul style="list-style-type: none"> <li>Environmental good practice in private sector homes was encouraged through a meeting with private sector landlords.</li> </ul>				Green	<ul style="list-style-type: none"> <li>License all Houses in Multiple Occupation and carry out associated enforcement project for all non-licensed HMOs identified.</li> </ul>			
<ul style="list-style-type: none"> <li>New licensing arrangements for Houses in Multiple Occupation (HMO) were implemented in accordance with national requirements.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Further promote the House MOT scheme and aim to encourage at least 100 households to participate.</li> </ul>			
<ul style="list-style-type: none"> <li>The Council's private sector leasing scheme and other self-contained temporary accommodation was reviewed to determine the optimum quantity for meeting needs in the future.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Carry out an annual review of empty homes in collaboration with our partner Brighton and Hove City Council.</li> </ul>			
<ul style="list-style-type: none"> <li>A new national Housing Health and Safety Rating Scheme was implemented for the District.</li> </ul>				Green				
<ul style="list-style-type: none"> <li>The HOMES home improvement project in Peacehaven was reviewed. Expansion of the service to other parts of the District is limited by available resources.</li> </ul>				Amber				
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
L70 (LAA)	The number of dwellings with Category 1 and 2 hazards inspected during the year under the Housing Health and Safety Rating Scheme.	32	50	84	We estimate there are around 3,700 dwellings in the District (9.8% of the private sector stock) classified as having at least one Category 1 hazard. A further 12,662 properties (33% of the stock) are deemed to have at least one category 2 hazard.	50	50	70



Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV64 (LAA)	The number of private sector vacant dwellings that are returned into occupation or demolished during the year as a direct result of action by the Council.	24	16	21	The Council works with Brighton and Hove City Council and Downland Housing Association to bring empty homes back into use.	20	20	Target to be set
L79	The total value of disabled facilities grants awarded.	£330,000	£403,330	£504,250	The Council must accept all grant requests referred to it by East Sussex County Council, which means we are not able to control either the number of requests received or when the adaptation work is completed. A higher level of grant from Government in 2006/07 enabled the Council and its partner (Anchor Housing) to provide funds to adapt 63 private sector homes in 2006/07.	£450,000	£450,000	£400,000
L81	The total value of minor repairs grants awarded.	£40,000	£50,000	£60,255	Minor Repairs Grants are targeted at the most vulnerable residents whose homes are in need of urgent repair. 60 grants were awarded in 2006/07.	£50,000	£50,000	£50,000

## OUR TENANTS AND THEIR HOMES

Outcome: Good quality, customer focussed services which meet the needs of all tenants and leaseholders

Outcome: High levels of tenant satisfaction

Outcome: A stock of decent homes which meet the Government's standards

Actions and achievements 2006/07					Actions and improvements 2007/08			
• Tenants were consulted on major improvement works and as a result new processes were introduced.				Green	• To ensure properties are maintained to a good standard by introducing a new procedure to inspect all properties.			
• The Tenant Partnership Agreement (Compact) was reviewed and updated in consultation with the Tenants' Federation.				Green	• To give tenants the opportunity to have their say on the housing service by holding a Tenants Conference.			
• An exercise aimed at encouraging young people to participate was completed.				Green	• To demonstrate our commitment to continually improving the housing service by retaining the Charter Mark award, the Government's national standard for excellence in customer service.			
• Tenants were consulted on the housing service standards and targets and a new service standards leaflet was produced.				Green	• To carry out a survey to update details of our tenants so we can most effectively target our services and resources.			
• The Tenant Satisfaction Survey was completed and shows an increase in tenant satisfaction				Green	• To introduce a new leaseholder resolution procedure.			
• The Tenancy Agreement was reviewed and updated to comply with the national Code of Practice on Tackling Racial Harassment.				Green	• To review the Lifeline service and identify the best provider.			
• A range of clearly branded leaflets is shortly to be produced				Amber				
• The information handbook for leaseholders is shortly to be produced.				Amber				
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV66a	The proportion of rent collected.	98.9%	98.5%	98.53%	The Council's performance on rent collection remains just below the national top quartile based on latest available comparisons.	98.5%	98.5%	98.5%

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV66b	Tenants with rent arrears of more than 7 weeks.	3.58%	3.5%	5.01%	Our policy is to provide advice and support to enable tenants to pay their rent. Notices and eviction are seen as a last resort. The Council has only had to evict 4 tenants during 2006/07.	3.5%	3.5%	3.5%
BV66c	Tenants in arrears with notices of possession.	36%	20%	23.23%		20%	20%	20%
BV66d	Percentage of tenants evicted for arrears	0.12%	0.2%	0.12%		0.2%	0.2%	0.2%
BV212	Average relet times for Council dwellings let during the year.	22 days	20 days	23 days	The Council is within the Government's national target of 25 days and is ranked in the top 25 best performing councils nationally. Performance has dropped as we have been carrying out as many improvements as possible while properties are empty to avoid disruption for new tenants.	22 days	21 days	20 days
BV164	Does the Council follow the national Good Practice Standards for Social Landlords: Tackling Racial Harassment?	No	Yes	Yes	The Code sets out action we should take to prevent racial harassment ensure incidents are reported and support tenants and their families. The Tenancy Agreement has been reviewed to better meet the Code.	Yes	Yes	Yes
BV74	Percentage of tenants who were very or fairly satisfied with the overall service provided by the Council. a) All tenants b) Ethnic minority tenants c) Non ethnic minority tenants	(2003/04) a) 87% +/- 2% b) 84% +/-17% c) 85% +/- 2%	a) 85% b) 89% c) 85%	a) 87% +/- 2% b) 89% +/-14% c) 87% +/- 2%	Our performance, which was among the best nationally in 2003/04, has remained high in the latest survey. 100% of our tenants are represented either by an association or a representation scheme.	No survey required	No survey required	No target set

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV75	Percentage of tenants who were very or fairly satisfied with opportunities for participation in management and decision making. a) All tenants b) Ethnic minority tenants c) Non ethnic minority tenants	(2003/04) a) 71% +/- 2% b) 85% +/-20% c) 71% +/- 2%	a) 71% b) 85% c) 71%	a) 75% +/- 3% b) 67% +/- 22% c) 75% +/- 3%	Our last tenants' satisfaction survey in 2006 showed an overall increase in satisfaction. Our performance is among the best nationally. 100% of tenants are represented either by an association or a representation scheme.	No survey required	No survey required	No target set
BV184	a) The proportion of Council homes which were non-decent at 1 April 2005. b) The percentage change in the proportion of non-decent Council homes during the year.	(a) 9% (b) 63%	(a)3.4% (b) 68%	(a) 4.2% (b) 43%	The Council manages around 3,300 properties around the District. Around 98% currently meet the Government's Decent Homes Standard. During 2006/07 60 Council homes were made decent.	(a) 2.4% (b) 62%	(a) 1% (b) 34%	(a) 1% (b) 25%
L84	The percentage of all repairs requested by tenants completed within local target times.	98.4%	98%	99.2%	Performance has continued to improve. Tenants are issued with a response form after every repair job. We receive around 3,000 responses each year representing around 25% of all repair jobs carried out.	98%	98%	98%
L85	Percentage of repairs noted as good or satisfactory during the year by tenants.	98%	98%	98%		98%	98%	98%
L98	The percentage of urgent repairs completed within Government time limits.	98.8%	98%	98.7%		98%	98%	98%

## HOUSING AND COUNCIL TAX BENEFITS AND BENEFIT FRAUD

Outcome: People on low incomes are supported

Outcome: There is a low level of benefit fraud in the District and cases are dealt with promptly, fairly and confidentially

Actions and achievements 2006/07					Actions and improvements 2007/08			
<ul style="list-style-type: none"> <li>Access to online benefits information is undergoing detailed security testing and is expected to be live by July 2007.</li> </ul>				Amber	<ul style="list-style-type: none"> <li>Implement on-line access to benefit information.</li> </ul>			
<ul style="list-style-type: none"> <li>The Council continues to participate in an East Sussex Fraud Partnership, sharing resources and information, in order to improve efficiency and effectiveness.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Continue to participate in the East Sussex Joint Improvement project on revenues and benefits services. The project will identify the potential to sharing resources and information in order to improve efficiency and effectiveness.</li> </ul>			
<ul style="list-style-type: none"> <li>The benefits service has been recognised as 'good' by scoring 3 out of 4 against national Performance Standards.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Continue to review and improve benefit decision letters.</li> </ul>			
<ul style="list-style-type: none"> <li>The speed and accuracy of benefit claim processing has improved.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Improve speed and consistency of benefit claim processing through home working, staff training and enhanced technology.</li> </ul>			
<ul style="list-style-type: none"> <li>A benefit user satisfaction survey was completed within national guidelines. The survey was jointly procured across East Sussex.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Implement the Local Housing Allowance scheme from April 2008.</li> </ul>			
<ul style="list-style-type: none"> <li>The Council has continued to play its part in the East Sussex Joint Improvement Plan for revenues and benefits. The project is ongoing.</li> </ul>				Green				
<ul style="list-style-type: none"> <li>An equality assessment of the benefits service was completed and an improvement plan drawn up.</li> </ul>				Green				
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV76	Does the Council have a written and pro-active strategy for combating fraud and error which is communicated regularly to all staff?	Yes	Yes	Yes	The Council has adopted an Anti-Fraud Strategy in order to protect the public purse. A small team of officers is responsible for investigating and detecting fraudulent activity.	Yes	Yes	Yes

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV76a	The number of benefit claimants visited per 1,000 caseload.	203.19	230	191.36	This indicator has been deleted by the Audit Commission and will not be reported after 2006/07.  The Team secured 2 prosecutions in 2006/07, as well as issuing 10 cautions and 12 administrative penalties. Performance was slightly down on the previous year due to long term staff sickness.	N/A	N/A	N/A
BV76b	The number of fraud investigators per 1,000 caseload.	0.18	0.2	0.15		0.17	0.17	0.17
BV76c	The number of fraud investigations per 1,000 caseload.	54.31	45	36.97		47	50	50
BV76d	The number of prosecutions/sanctions per 1,000 caseload.	4.25	3.5	3.68		4.0	4.3	4.3
BV78a	Average time for processing new claims.	38.1 days	36 days	29.7 days	There is a national target of 36 days. The Council has worked hard to improve its performance in recent years and now exceeds this target.	30 days	29 days	28 days

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV78b	Average time for processing notification of changes in circumstances.	17.1 days	14 days	11.7 days	There is a national target of 9 days. Performance has improved significantly over the past year.	12 days	10 days	10 days
BV79a	Percentage of cases where the calculation of benefit due was correct on the basis of the information available (based on a random sample).	94.2%	97.6%	94.8%	Our performance is improving each year. We have set targets to achieve the performance of the top performing councils nationally (99%).	98%	99%	99%
BV79b (i)	Percentage of overpayments (excluding council tax benefit) recovered in the year as a percentage of overpayments raised in the year.	72%	More than 70%	81.81%	Our targets are based on maintaining our performance. Our performance exceeded the top quartile levels nationally for these indicators.	More than 70%	More than 70%	More than 70%
BV79b (ii)	Percentage of overpayments (excluding council tax benefit) recovered in the year as a percentage of all overpayments including arrears.	36.5%	48%	40.18%		47%	50%	50%
BV79b (iii)	Overpayments written off.	4.5%	Less than 4%	2.94%		Less than 3.5%	Less than 3.5%	Less than 3.5%

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
BV80a	Percentage of users satisfied with the access and facilities at the benefit office.	(2003/04) 81% +/-3%	85%	80% +/- 3%	The results have been compared to the last time this survey was conducted (2003/04).	No survey required	No survey required	85%
BV80b	Percentage of users satisfied with the service they receive.	(2003/04) 83% +/- 4%	85%	85% +/- 5%				Statistically the survey results show no significant change from previous years.
BV80c	Percentage of users satisfied with the telephone service.	(2003/04) 80% +/-4%	85%	74% +/- 5%	A number of improvements have been made in recent years including setting up a dedicated Customer Service Team, introducing a new range of information leaflets and improving the facilities at the benefits reception office.			85%
BV80d	Percentage of users satisfied with staff at the benefit office.	(2003/04) 82% +/- 3%	85%	79% +/- 3%				85%
BV80e	Percentage of users satisfied with the clarity of forms and leaflets.	(2003/04) 67% +/-3%	75%	61% +/- 4%				75%
BV80f	Percentage of users satisfied with the time taken for a decision to be made.	(2003/04) 75% +/-3%	80%	70% +/- 3%				80%
BV80g	Percentage of users satisfied with the benefits service overall.	(2003/04) 83% +/- 3%	85%	78% +/- 3%				85%



## FOOD SAFETY

Outcome: People lives are safer and healthier and there is a low number of health and safety risks in the District

Actions and achievements 2006/07				Actions and improvements 2007/08					
<ul style="list-style-type: none"> <li>• Training courses for local food businesses on the new Safer Food Better Business requirements were carried out.</li> </ul>				Green	<ul style="list-style-type: none"> <li>• Review the Clean Catering Scheme to determine future qualifying criteria.</li> </ul>				
<ul style="list-style-type: none"> <li>• Two enforcement projects to check that proper arrangements are in place for businesses using imported foods were completed.</li> </ul>				Green	<ul style="list-style-type: none"> <li>• Increase awareness of food allergy issues in catering establishments.</li> </ul>				
<ul style="list-style-type: none"> <li>• Enforcement of new EU regulation on the microbiological criteria of foods was implemented.</li> </ul>				Green	<ul style="list-style-type: none"> <li>• Carry out initial development work to provide online information about food hygiene inspection scores.</li> </ul>				
<ul style="list-style-type: none"> <li>• 100% of targeted food premises inspections were carried out during the year involving 366 food premises.</li> </ul>				Green					
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10	
L64	Percentage of targeted food premises inspections carried out to:				There are around 928 food premises in the District. All high to medium risk premises are inspected during the year. During 2006/07 this involved carrying out 378 inspections overall.				
	a) high risk premises	100%	100%	100%		100%	100%	100%	
	b) other premises	100%	100%	100%		100%	100%	100%	
L99	Number of premises awarded new Clean Catering Award during the year.	45	50	59	The Council has teamed up with other councils to introduce a Safer Food, Better Business project, aimed at providing better coaching and support for food businesses in the District. Our Clean Catering Awards Scheme has been praised by an independent researcher.	50	50	70	

## PROTECTING PUBLIC HEALTH AND SAFETY

Outcome: People lives are safer and healthier and there is a low number of health and safety risks in the District

Actions and achievements 2006/07					Actions and improvements 2007/08									
<ul style="list-style-type: none"> <li>Changes in the law on smoking in pubs and catering establishments will come into effect in July 2007. We have put in place arrangements to respond to these changes.</li> </ul>					Green					<ul style="list-style-type: none"> <li>Respond to changes in licensing legislation regarding animal welfare.</li> </ul>				
										<ul style="list-style-type: none"> <li>The Council participated in two joint enforcement projects with the Health and Safety Executive on 'Falls from Heights' and 'Backs' and carried out a number of inspections.</li> </ul>				
										<ul style="list-style-type: none"> <li>Improve pest control in town centres through targeted inspection and advice programme.</li> </ul>				
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10						
L61	Percentage of requests for service responded to within 72 hours.	99%	99%	99%	The Council received 2,328 requests for pest control services in 2006/07, 177 less than in 2005/06.	99%	99%	99%						
L62	Percentage of customers satisfied with our pest control service.	97%	97%	96%	Satisfaction levels have dropped slightly. This may well be in response to the Introduction of charges for certain pest control services.	97%	97%	97%						

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
L100	Number of households receiving safety equipment under the Home Safety Equipment Loan Scheme.	100	100	78	The Home Safety Equipment Loan Scheme provides safety equipment to young families in need and is administered in partnership with the local Primary Care Trust (PCT). Demand for Scheme in 2006/07 was lower than expected, possibly reflecting changes in local community midwifery/nursing services. The PCT is taking steps to address this in 2007/08.	100	100	100
L65	Percentage of targeted health and safety inspections carried out.	100%	100%	100%	There are around 1,750 business premises in the District that need to be inspected regularly. Our inspection programme is based on a risk assessment and whether or not the business is the subject of national targets for accident reduction.	100%	100%	100%
L110	Total number of Lifeline alarm units in operation at 31 March.	1,178	1,200	1,150	The Lifeline Alarm units provide reassurance and support for elderly and vulnerable people living at home. Units are linked to our Emergency Call Centre based in Chichester. Although we have seen a reduction in the total number of units in operation we expect this to increase again in the coming months.	1,180	1,200	1,200

## ELECTIONS AND COUNCILLOR SERVICES

Key outcome: local people are able to participate in local democracy and decision-making

Actions and achievements 2006/07				Actions and improvements 2007/08					
<ul style="list-style-type: none"> <li>Measures to meet electoral law changes from May 2006 were introduced. This work is ongoing.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Undertake a review of polling districts.</li> </ul>				
<ul style="list-style-type: none"> <li>An information pack for potential candidates in the 2007 district council elections was made available.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Lead the organisation of a full and effective Induction Programme for the new Council from May 2007.</li> </ul>				
<ul style="list-style-type: none"> <li>A project plan for the management of the 2007 district and town/parish elections was implemented.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Implement two activities/events to encourage young people to take part in local democracy.</li> </ul>				
<ul style="list-style-type: none"> <li>The Council participated in a national LGA Reputation Campaign to improve awareness of council services.</li> </ul>				Green					
<ul style="list-style-type: none"> <li>The annual Town and Parish Council Conference took place at Plumpton College.</li> </ul>				Green					
<ul style="list-style-type: none"> <li>Guidance on Freedom of Information Act requirements is available to staff. Further guidance to councillors will be provided after the May elections.</li> </ul>				Amber					
<ul style="list-style-type: none"> <li>An equality impact assessment of democratic services is underway and will be completed early in 2007/08.</li> </ul>				Amber					
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10	
L102	Percentage of electors with postal votes in elections.	11.31%	11.3% (no elections planned)	10.1%	The actual number of electors with postal votes can decrease after an election as some electors request a postal vote for a specific election only. The number of permanent postal voters at April 2007 was 7,477.	11.4%	No elections planned	11.4%	

## COMMUNITY SPORTS AND LEISURE SERVICES

Key outcome: Quality facilities and services that meet local needs

Key outcome: Local people are more active and leading healthier lives

Actions and achievements 2006/07					Actions and improvements 2007/08					
• Drainage at Malling Playing Fields, Lewes was improved.					Green	• Improve and expand of gym suite at Lewes Leisure Centre.				
• Junior sports club were established for badminton in Lewes, rugby in Seaford and multi-sports for young people with disabilities in Peacehaven.					Green	• Expand gymnasium facilities at Peacehaven Leisure Centre.				
• A football tournament on Council housing estates continued to operate during school holidays in partnership with CRP Local Action Teams.					Green	• Carry out general backlog maintenance and repairs at our leisure centres.				
• Monitoring of participation in sport and physical activity in the District continued in support of LAA outcomes.					Green	• Improve all weather pitch at The Downs Leisure Centre (subject to external funding approval).				
• Many of the Council's leisure centres were improved including the gymnasium at The Downs Leisure Centre					Green	• Develop a Community Sports Network in the District to facilitate joint working between the Council and other agencies and organisations.				
• Deliver a summer activity programme across the District in partnership with others to encourage young people to engage in meaningful activities.										
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10		
L118	Total number of visits to Council leisure centres per 1,000 population (including swims and other visits)	9,200	Baseline year	9,205	These indicators have been agreed with Wave Leisure. As well as helping to monitor the performance of the Trust the data will contribute to the East Sussex Local Area Agreement.  *Estimated figure.	To be set in July	To be set in July	To be set in July		
L119	Membership retention rate across all centres.	-	Baseline year	60.4%						
L120 (LAA)	Number of GP referrals for exercise	-	Baseline year	6,312						
L121	Number of over 55s participating in healthy walks	-	Baseline year	1,635						
L41a	The net cost per swim/visit.	£1.18*	Baseline year	£1.11						

## COMMUNITY SPORTS AND LEISURE SERVICES

Key outcome: Quality facilities and services that meet local needs  
Key outcome: Local people are more active and leading healthier lives

Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
L45	Overall user satisfaction with leisure facilities.	93.6%	98%	93.0%	The results are not directly comparable with previous years as the survey form was changed.	98%	98%	98%
BV119 a	Percentage of residents satisfied or very satisfied with sports/leisure facilities.	(2003/04) 57% +/- 3%	60% (Top Quartile)	65% +/-3%	The Council transferred the management of its leisure centres and swimming pools to the Wave Leisure Charitable Trust from April 2006. Satisfaction levels have improved since the last survey (2003/04).	No survey planned	No survey planned	No target set

## PUBLIC CONVENIENCES, CEMETERIES AND ALLOTMENTS

Key outcome: good quality facilities and services that meet local needs

Actions and achievements 2006/07					Actions and improvements 2007/08			
<ul style="list-style-type: none"> <li>The Council continued its programme of improvements to public conveniences.</li> </ul>				Green	<ul style="list-style-type: none"> <li>Carry out major refurbishment and safety improvements at Lewes and Seaford cemeteries.</li> </ul>			
<ul style="list-style-type: none"> <li>Path resurfacing at Seaford Cemetery was completed.</li> </ul>				Green	<ul style="list-style-type: none"> <li></li> </ul>			
Ref	Performance Indicators	Actual 2005/06	Target 2006/07	Actual 2006/07	Comments	Target 2007/08	Target 2008/09	Target 2009/10
L111	Percentage of customers satisfied with the cleanliness of public conveniences.	No survey carried out	85%	No survey carried out	The Council currently manages 16 public conveniences. 14 have disabled access and 11 have baby changing facilities.	85%	85%	85%

## An opportunity to comment

**We welcome your views and feedback on our performance and plans as set out in this Council Plan.**

We would particularly appreciate any comments you may have on the following:

- The content of the Plan
- The way the information is presented
- The accessibility of the document

Please send your comments to:

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Phone: 01273 484099

Fax: 01273 484081

e-mail: [sue.harvey@lewes.gov.uk](mailto:sue.harvey@lewes.gov.uk)

## Our commitment to customers

### Our staff will

- Be helpful, polite and professional
- Wear ID badges when dealing with the public.
- Provide a private interview room if requested.
- Arrange a convenient date and time for meetings or appointments wherever possible
- Show an official ID badge without being asked if they need to make a home visit.
- Try to deal with your enquiry or complaint straight away. If the person you need to speak to is unavailable, they will contact you as soon as possible.
- Answer the phone within 20 seconds and return phone messages within 1 working day.
- When we do need to use Ansaphones messages will be checked regularly.
- Give you a response to your letter, fax or email within 7 working days. If the response is likely to take longer an acknowledgement will be sent confirming when you can expect a reply. If you're your letter is seeking planning policy or pre-application advice we will respond within 15 working days.
- Use Plain English and avoid jargon.
- Respond to Freedom of Information requests within 20 working days.
- Apologise if we are at fault and do their best to put things right.

### Our information will

- Be clear, up to date and accurate.
- Be available in a range of formats and languages on request.





# how to contact the council

[www.lewes.gov.uk](http://www.lewes.gov.uk)

main switchboard 01273 471600



## LEWES

*Chief Executive, Information Technology, Democratic Services, Elections & Electoral Registration, Legal Services, Business Services, Press & Public Consultation*  
Lewes House, High Street, BN7 2LX  
01273 471600

*Planning, Environmental Health, Land Charges, Community Services (play areas, parks, gardens, nature reserves, car parks and public conveniences), Property Services and Building Maintenance*  
Southover House, Southover Road, BN7 1AB  
01273 471600

*Financial Services, Local Taxation, Benefits Advice, Housing Needs and Advice*  
4 Fisher Street, BN7 2DQ  
01273 471600

*Local Agenda 21, Environmental Management and Sustainability Resource Centre*  
Recycling Centre  
01273 486619

Tourist Information Centre  
01273 483448

Thebes Gallery  
01273 484214

## NEWHAVEN

*Housing Services (Tenants/Leaseholders)*  
Council Offices, Fort Road  
01273 471600

*Refuse Collection, Street Cleaning and Recycling Services*  
Waste and Recycling Services,  
Robinson Road  
01273 484999

Newhaven Fort  
01273 517622

## SEAFORD

Tourist Information Centre  
01323 897426

Crypt Gallery  
01323 891461

## WAVE LEISURE

Lewes Leisure Centre  
01273 486000

Seahaven Pool, Newhaven  
01273 512498

Meridian Leisure Centre, Peacehaven  
01273 588858

Downs Leisure Centre, Seaford  
01323 490011

Seaford Head Pool, Seaford  
01323 897632

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“এই পুস্তিকা অনুরোধ করলে বড় মুদ্রণ, শ্রবণের টেপে বা ডিস্কে অথবা অন্য কোন ভাষায় পাওয়া যাবে। আমাদের 01273 484141 নম্বরে যোগাযোগ করুন বা ইমেইল করুন [lewesdc@lewes.gov.uk](mailto:lewesdc@lewes.gov.uk)-তে”

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