

## Achievements in 2017/18

| <b>Our Commitment: <i>We will deliver improvements for customers and communities</i></b>   |             |
|--|-------------|
| <b>Communities: <i>Resilient, health and engaged communities</i></b>   |             |
| Review voluntary organisations' Service Level Agreements<br>Note: New three year service level agreements were signed with partner organisations   | Completed   |
| Citizens Advice Bureau (CAB) re-housed within main council offices in Lewes Town and refurbished premises in Newhaven.   | Completed   |
| Undertake scrutiny reviews of housing supply and demand and transport planning<br>( <i>MM to go through report and write sentence re review</i> )  | Completed   |
| Develop community engagement arrangements to inform design of customer journeys for JTP<br>Note: User testing of the new website was completed involving a wide cross-section of customers   | Completed   |
| Work with Wave Leisure and other health partners to provide information and activities to encourage healthy lifestyles, with a particular focus on the needs of specific parts of the district and an ageing population.<br>Note: In March 2019, Cabinet agreed that long leases may be granted to Wave Leisure, subject to negotiations.  | Progressing |
| Increased sign up to the Council's social media channels, particularly by young people.  | Progressing |
| Working through our Community Safety Partnership to address environmental crime, anti-social behaviour and aim to reduce the fear of crime.  | Progressing |
| <b>Delivered</b> <ul style="list-style-type: none"> <li>❖ We supported voluntary organisations through grants totalling £202,505 in 2017/18 and agreed new 3 year service level agreements with our partner voluntary organisations.</li> <li>❖ LDC Tweets appeared 976,000 times in the past year with 1354 being 're-tweeted'</li> </ul> |             |

## APPENDIX A

| <b>Customer</b>   |                  |
|---|------------------|
| A new shared website with EBC was launched.   | <b>Completed</b> |
| Introduce new aligned complaints policy across LDC/EBC to enable complaints to be dealt with more efficiently   | <b>Completed</b> |
| Develop call-centre to enable increased proportion of calls to be dealt with at first point of contact – Target 75%: staff have been cross-skilled to enable them to work across service areas and with Eastbourne. | <b>Completed</b> |

| <b>Our Commitment: <i>We will achieve investment in our towns and villages</i></b>  |                    |
|---|--------------------|
| <b>Place (sustainable new housing and infrastructure)</b>   | <b>Status</b>      |
| North Street Quarter (NSQ) development - Springman House acquired, significant progress on the health hub   | <b>Progressing</b> |
| Local Growth Fund (garage sites)- 22 new affordable homes were completed  | <b>Completed</b>   |
| Neighbourhood Plans – Help develop and adopt 2 new Neighbourhood Plans (Plumpton and Chailey) and deliver Referendums in Ditchling, Streat and Westmeston, Lewes and Plumpton | <b>Completed</b>   |
| Newhaven Flood Alleviation Scheme - work started which will unlock sites for future development and reduce the flood risk   | <b>Progressing</b> |
| Upper Ouse Flood Protection – Project started – Funding and structure in place to identify opportunities to reduce the risk/impact of flooding in local communities           | <b>Progressing</b> |
| Housing Investment Company - Company to enable development of housing to meet local needs   | <b>Completed</b>   |
| Rail Infrastructure – Scrutiny committee lobbied for the Lewes to Uckfield line and improvements to the A259.   | <b>Completed</b>   |

## APPENDIX A

|  |                  |
|--|------------------|
| <b>Delivered</b> <ul style="list-style-type: none"> <li>❖ Rent collection levels reached</li> <li>❖ Processed xxx new benefit claims within an average of xxx days per claim</li> </ul>                        |                  |
| <b>Our Commitment: <i>We will achieve investment in our towns and villages</i></b>   |                  |
| <b>Place (Growth and Prosperity)</b>   |                  |
| Newhaven Enterprise Zone – Designation of 8 sites within Newhaven as part of the Enterprise Zone. Phase 1 of new business units at Eastside South completed. New Programme Manager appointed in October.       | <b>Completed</b> |
| Newhaven town centre: Masterplan of a redeveloped town centre completed including provision for a new hotel.   | <b>Completed</b> |
| Artwave Festival 2017: Another successful Festival. Other notable events delivered during the year include Gin & Fizz.   | <b>Completed</b> |
| Lewes Business Awards 2017   | <b>Completed</b> |
| Develop a new arts and culture brand and tourism offer in conjunction with Eastbourne as a shared service  | <b>Completed</b> |
| <b>Place (Clean and Green)</b>   |                  |
| Waste Strategy – Co-mingled recycling introduced in the district resulting in a positive impact on recycling rates.  | <b>Completed</b> |
| Neighbourhood First launched: A new Council service which has advisors working within towns and villages inspecting streets,, open spaces and recreation grounds to ensure the environment is well-maintained. | <b>Completed</b> |
| <b>Delivered</b> <ul style="list-style-type: none"> <li>❖ Our recycling rate in April 2018 was 33.6% compared with 27.57% in April 2017.</li> </ul>  |                  |

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

## APPENDIX A

| 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; Phase one staff restructure – delivering £1.05m savings, <ul style="list-style-type: none"><li>• JTP Phase 2 (service delivery) restructuring phase completed –mobilisation and transition phase underway– target efficiency savings circa £545k.</li><li>• Delivered single IT infrastructure across LDC and EBC</li></ul> | Progressing |

## Work plans for 2018/19

| <b>Our Commitment: <i>We will deliver improvements for customers and communities</i></b>  |                |
|---|----------------|
| <b>Thriving Communities</b>   |                |
| Introduce a local District lottery  | Action 2018/19 |
| Prepare for and respond to roll-out of Universal Credit Full Service in Lewes (LDC)   | Action 2018/19 |
| Considering options Revenues and Benefits operating systems (Joint)   | Action 2018/18 |
| Complete merger of Community Safety Partnerships  | Action 2018/19 |
| Deliver the Community Safety Plan for LDC<br>(adopted by the Community Safety Partnership Strategy Group in March)                      | Action 2018/19 |
| Deliver the Equality & Fairness Action plan including Service Group   | Action 2018/19 |
| Review of safeguarding policy   | Action 2018/19 |
| <b>Customer</b>   |                |
| Enable more self-service options through JTP technology   | Progressing    |
| Neighbourhood First team embedding their partnerships with Sussex Police, Town & Parish Councils and other community groups such as DIG | Progressing    |

## APPENDIX A

### **Our Commitment: *We will achieve investment in our towns and villages***

#### **Housing and Development- Delivering sustainable housing and infrastructure**

|  |             |
|--|-------------|
| Neighbourhood Plan- progressing work on remaining neighbourhood plans  | Progressing |
| Newhaven Flood Alleviation Scheme - work started which will unlock sites for future development and reduce the flood risk    | Progressing |
| Upper Ouse Flood Protection –continuing to identify opportunities to reduce the risk/impact of flooding in local communities | Progressing |
| Continuing to campaign for improvements to the A259 and A27  | Progressing |

#### **Growth and Prosperity- Prosperous Economy**

|  |                |
|--|----------------|
| North Street Quarter (NSQ) development of <b>416</b> houses (40% affordable), <b>330</b> car parking spaces, health club, flood defences and riverside walkway - <ul style="list-style-type: none"><li>• Springman House: New Community Fire station</li></ul> | Progressing    |
| Seaford: Downs Leisure Centre- provision of new healthcare facility  | Action 2018/19 |
| Newhaven Port Access Road  | Progressing    |
| Artwave Festival 2018  | Action 2018/19 |
| Lewes Business Awards 2018   | Action 2018/19 |

## APPENDIX A

| <b>Quality Environment (Clean and Green)</b>   |             |
|--|-------------|
| Waste Strategy <ul style="list-style-type: none"><li>Continuation of food waste collection promotion to increase recycling rates</li><li>Expand commercial waste service</li></ul> | Progressing |
| Devolve more open spaces to towns and parishes   | Progressing |

| <b>Our Commitment: <i>We will keep close control of our budgets and make the best use of our resources</i></b>  |             |
|---|-------------|
| <b>Value for money</b>  |             |
| Joint Transformation Programme (JTP) <ul style="list-style-type: none"><li>Introduce Shared Finance Service with EBC</li><li>Deliver new housing IT system</li><li>Phase 3 of JTP</li></ul> | Progressing |
| Review Asset Portfolio - to ensure all assets are required for operational or investment purposes and to identify potential options for surplus property.                                   | Progressing |