

Scrutiny Committee

10 July 2023



Working in partnership with **Eastbourne Homes**

Time and venue:

6.00 pm in the Court Room - Town Hall, Eastbourne

Membership:

Councillor Kshama Shore (Chair); Councillors Alan Shuttleworth (Deputy-Chair) Kathy Ballard, Ali Dehdashty, Nigel Goodyear, Jane Lamb, Amanda Morris and Hugh Parker

Quorum: 2

Published: Friday, 30 June 2023

Agenda

- 1 Minutes of the meeting held on 6 February 2023 (Pages 5 - 12)**
- 2 Apologies for absence / declaration of substitute members**
- 3 Declarations of Disclosable Pecuniary Interests (DPIs) by members as required under Section 31 of the Localism Act and of other interests as required by the Code of Conduct**
- 4 Questions by members of the public**

On matters not already included on the agenda and for which prior written notice has been given (total time allowed 15 minutes).
- 5 Urgent items of business**

The Chairman to notify the Committee of any items of urgent business to be added to the agenda.
- 6 Right to address the meeting/order of business**

The Chairman to report any requests received to address the Committee from a member of the public or from a Councillor in respect of an item listed below and to invite the Committee to consider taking such items at the commencement of the meeting.
- 7 Blue Heart Project update (Pages 13 - 16)**
- 8 Scrutiny Work Programme (Pages 17 - 18)**

To receive the Scrutiny Work Programme.

9 Corporate Performance quarter 4 - 2022-2023 (Pages 19 - 46)

10 Revenue and Capital Outturn - 2022-2023 - to follow

11 Stability and Growth Programme - to follow

12 Sovereign Centre Arrangements (Pages 47 - 52)

13 Forward Plan of Decisions (Pages 53 - 66)

To receive the Forward Plan of the Cabinet.

14 Date of the next meeting

To note that the next meeting of the Scrutiny Committee is scheduled to be held on Monday 11 September, 2023 in the Court Room, Town Hall, Eastbourne commencing at 6:00pm.

Information for the public

Accessibility:

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Public participation:

Please contact Democratic Services (see end of agenda) for the relevant deadlines for registering to speak on a matter which is listed on the agenda if applicable.

Information for Councillors

Disclosure of interests:

Members should declare their interest in a matter at the beginning of the meeting.

In the case of a disclosable pecuniary interest (DPI), if the interest is not registered (nor the subject of a pending notification) details of the nature of the interest must be reported to the meeting by the member and subsequently notified in writing to the Monitoring Officer within 28 days.

If a member has a DPI or other prejudicial interest he/she must leave the room when the matter is being considered (unless he/she has obtained a dispensation).

Councillor right of address:

Councillors wishing to address the meeting who are not members of the committee must notify the Chairman and Democratic Services in advance (prior to the start of the meeting), with the exception of Planning Committee meetings where registering to speak must be made in accordance with the relevant public speaking rules set out in the Council's constitution.

Democratic Services

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Working in partnership with **Eastbourne Homes**

Scrutiny Committee

Minutes of meeting held in Court Room - Town Hall, Eastbourne on 6 February 2023 at 6.00 pm.

Present:

Councillor Kshama Shore (Chair).

Councillors Steve Wallis, Josh Babarinde (Vice-Chair), Jane Lamb, Md. Harun Miah, Amanda Morris, Hugh Parker and Robert Smart.

Officers in attendance:

Philip Brown (Property Lawyer), Luke Dreeling (Performance Lead), Lee Banner (Transformation Programme Manager), Homira Javadi (Director of Finance and Performance (Chief Finance Officer)), Nick Peeters (Committee Officer), Parmjeet Jassal (Interim Head of Financial Planning), Ross Sutton (Head of Financial Reporting), Mark Walker (Head of Financial Planning) and Tim Whelan (Director of Service Delivery).

62 Minutes of the meeting held on 5 December 2022

Resolved that the minutes of the meeting held on 5 December 2022 were submitted and approved and signed as a correct record by the Chair.

63 Apologies for absence / declaration of substitute members

There were none.

64 Declarations of Disclosable Pecuniary Interests (DPIs) by members as required under Section 31 of the Localism Act and of other interests as required by the Code of Conduct

There were none.

65 Questions by members of the public

There were none received.

66 Urgent items of business

There were none.

67 Right to address the meeting/order of business

No requests were received.

68 Eastbourne & Lewes Community Safety Partnership – Annual Report (Eastbourne) - to follow

Oliver Jones, Strategy Lead, Homes First, presented the report which enabled the Scrutiny Committee to consider the 2022/23 performance of the Eastbourne & Lewes Community Safety Partnership. Oliver was joined by Chief Inspector Di Lewis, Sussex Police. During discussion, the following points were highlighted:

- Work on identifying ‘high harm’ hotspots was refreshed across the year and daily operational safety patrols were directed to those areas where increases were identified. Neighbourhood policing teams also carried out any necessary enforcement activity to help proactively and robustly deal with criminal activity. Research was being undertaken with Sussex Police, the Safer Communities team at East Sussex County Council and other partners, through a placed-based approach to serious violence in the Devonshire ward, looking at a range of data, including, crime statistics, temporary accommodation / HMO use, and NHS incidents. Funding had been provided which supported the employment of a community development worker to undertake engagement work in the Devonshire ward.
- The issue of bicycle thefts was raised and one of the main challenges when dealing with these was being able to link recovered bikes with owners. Some work had been done locally through identification, with positive results and enforcement action being taken. PCSOs and Engagement Officers were also encouraging the ‘marking’ of bikes which was having a positive effect on identification and return.
- Between 6 – 8 PCSOs covered the Town Centre on a regular basis, with between 15 – 20 across the Borough. Recruitment of PCSOs across East Sussex continued. The work of the PCSOs provided significant support across Sussex Police.
- As a force, Sussex Police did not have a large number of burglaries. Those that did occur could be attributed to private HMOs and hotels, where access was easily gained. CCTV was in use and kept up to date, and the Community Safety Partnership had funded replacement units and upgrades. The Force Control room included CCTV monitoring operators and the work to investigate incidents was often supported by volunteered Ring doorbell footage. When people who are known burglars are released back into communities, they are monitored and interviewed if reoffending is suspected.
- There were rises in numbers of burglaries, robberies and shoplifting, and it was reasonable to assume that the cost-of-living crisis was a factor. Drug testing upon arrest was undertaken and the Drug Liaison team worked in custody units to provide support and reduce reoffending. Partnership work took place to provide appropriate accommodation and support mental health issues.

Resolved to note the report.

69 Customer Contact Overview

Tim Whelan, Director of Service delivery, presented the report which provided members with an overview of the work of the customer contact team. During discussion, the following points were highlighted:

- Calls to the Contact Team included a front-end message during periods of delay. Calls were being answered within an average of 2 minutes and the call abandon rate was 6 percent. This was considered to be a very high standard with the increased rate of calls as result of the cost-of-living crisis.
- The focus of the Team was to answer calls quickly and provide first-time resolutions. Reducing the reasons for customers needing to contact the Council by phone was also important in reducing wait times.
- The Chatbot (Ellis) had dealt with a number of enquiries, 25 % of those were out of hours, demonstrating the demand for information outside of normal working hours. The level of answers from Ellis had been measured and there was a 96 % parity with answers that would have been provided by a human operator.
- The number of calls regarding waste was being dealt with by reducing the number of missed bins. This figure reduced following the service being taken over by SEESL.
- The data provided in the report related to Eastbourne Borough only. Lewes District enquiries were to a separate phone number.

Resolved to note the report.

70 Corporate Performance - quarter 3 - 2022-2023

Luke Dreeling, Performance Lead, presented the report which update Members on the Council's performance against Corporate Plan priority actions, performance indicators and targets for the third quarter of the year 2022-23. During discussion, the following points were highlighted:

- Although not yet at target level, household waste sent for reuse, recycling and composting had increased as a result of alternative weekly collection. The annual outturn would provide a more accurate figure as opposed to the quarterly data. The numbers of people using the garden waste collection service was being maintained. The Council used the single green bin collection method to encourage recycling, along with communication to residents on how and what to recycle.
- The performance indicator for number of new sign-ups to the Councils' social media channels had increased post covid and continued to be above

target. The numbers had been maintained and the Council's focus was on continuing to provide information and promote its services via social media.

- Members felt that future reviews of performance indicators could include comparisons to the types of indicators being used by other authorities and targets set.

Resolved to note the report.

71 General fund budget 2023/24 and capital programme - to follow

Homira Javadi, Director of Finance and Performance, presented the report which detailed the General Fund Budget 2023/24, and updated Medium Term Financial Strategy, together with the updated Capital Programme and Treasury Management position. During discussion, the following points were highlighted:

- The work on the revised policy for the introduction of a council tax premium on second homes for 2024 would include consultation. There were approximately 843 second homes, the majority of which were concentrated in the Meads area and Sovereign Harbour.
- The Council had a statutory duty to balance its budget and there was a significant gap between expenditure and sources of income, with pre-covid levels of income not yet reached. Efficiencies and savings would be achieved through areas such as improving IT procurement and using digitalisation to improve service delivery and reduce service delivery costs. Further work on how best to utilise the Council's under-performing assets would also be done. The Council was also looking at reducing its reliance on tourism income and its provision being independent from the level of Council subsidy currently provided. Partnership working to reduce the number of people in emergency accommodation would also produce savings.
- The pay award for the current financial year had only recently been agreed. The 2021/2022 pay award had been provided as a flat rate, benefiting officers at the lower scale of pay. A 4% increase had been assumed for 23/24 but this could be subject to change.
- Members expressed concern that the rise in council tax would impact heavily on individuals and households who were already experiencing financial difficulties through the cost-of-living crisis.
- The budget included an additional allocation of £100,000 for the Cost-of-living Crisis Fund. There was a broad package of support that would be targeted through the use of in-house data and widely advertised.

Resolved to note the report.

72 Treasury Management and Prudential Indicators 2023/24, Capital Strategy & Investment Strategy - to follow

Homira Javadi, Director of Finance and Performance, presented the report which provided detail on the Council's Annual Treasury Management Strategy, Capital Strategy & investment Strategy together with the Treasury and Prudential Indicators. During discussion, the following points were highlighted:

- Members were offered additional training on any areas of the Treasury Management and Prudential indicators, where that felt more detail was needed.

Resolved to note the report.

73 Housing Revenue Account Budget 2023/24 - to follow

Homira Javadi, Director of Finance and Performance, presented the report which detailed HRA budget proposals, rent levels, service charges and heating costs for 2023/24, and the HRA Capital Programme for 2022-26. During discussion the following points were highlighted:

- It was confirmed that proposals for increasing garage rent were 7%.

Resolved to note the report.

74 Congress and Devonshire Park Theatres - Future Governance Arrangements

Lee Banner, Transformation Programme Manager, presented the report which provided an update on the progress of the work of the cross-party Devonshire Park Governance Board and proposed changes to the governance arrangements for the Congress and Devonshire Park Theatres, in pursuit of cultural and financial benefits. During discussion, the following points were highlighted:

- The report looked specifically looked at the Congress and Devonshire Park theatres. Future discussion would include all areas of the Devonshire Quarter and the relationship between the buildings. However, there was no expectation of any impact, as a result of this work, on the conference sector in Eastbourne.
- There were further details that needed to be worked through with regards to the operation of the arrangements. As the business plan and the memorandum of understanding were worked through, detail on the practical operational element of the governance would become clearer.
- The Committee noted the report, with several members commenting on its complexity and requesting regular updates to clarify specifically on the long-term effects of the Conference facilities provision & VAT cultural exemption.

- The aim of the project was to establish a self-sufficient entity, through a charitable trust, that was able to access external grant-funding and would have a greater capacity to deliver the tourism offer. The current proposals sought Cabinet approval to create the Local Authority Controlled Company as an interim step towards setting up the charitable entity.

Resolved to note the report.

75 Update on Scrutiny of Gatwick Airport Ltd (Carbon Neutral Accreditation/Northern Runway development) - verbal update

The Chair, Councillor Shore, introduced the item and reminded Members of the presentation received from Gatwick Airport Ltd representatives at the previous meeting and that the Committee had resolved to defer a decision until the Committee's next meeting, following receipt of further information requested from Gatwick Airport Ltd. It was agreed that all the follow-on information requested had been received:

Resolved by a majority of 5 in favour and 2 against that

Full Council is asked to consider the following recommendations of the Scrutiny Committee. That the Scrutiny Committee:

1. Is committed to advancing the Eastbourne Carbon Neutral 2030 (ECN2030) agenda, as committed to by Eastbourne Borough Council councillors in 2019.
2. Recognises the progress that Gatwick Airport Limited has made to achieve neutrality in its Scope 1 and Scope 2 emissions, securing a 'Neutral' (Level 1) Airport Carbon Accreditation as awarded by Airports Council International.
3. Recognises the potential economic value that the proposed Northern Runway Project at Gatwick Airport could bring to Eastbourne.
4. Is aware that the additional Scope 3 emissions enabled by - and associated with - Gatwick Airport's current proposals for the Northern Runway Project could be significant, may not be carbon neutral, and could therefore compromise the ECN2030 commitment.

The Scrutiny committee therefore recommends that Full Council:

1. Makes any support for Gatwick Airport's Northern Runway Project conditional on Gatwick Airport's production and pursuit of a credible plan, in partnership with its Scope 3 stakeholders, to work towards carbon neutrality across its Scope 3 emissions by 2030.
2. Calls on any Government to mandate a faster transition to low-carbon aviation and to provide meaningful support to the fuel industry, airlines, manufacturers and other aviation industry stakeholders to achieve this.

76 Forward Plan of Decisions

The Chair, Councillor Shore, introduced the Forward Plan of Cabinet decisions.

There were no further updates to the plan.

Resolved to note the Forward Plan of Cabinet Decisions.

77 Scrutiny Committee Work Programme

The Chair, Councillor Shore, introduced the Committee's work programme. Members were advised that they would be contacted prior to the next scheduled meeting for any items they wished to be considered for inclusion and the setting of the 2023/2024 would form part of the agenda at the next meeting.

Resolved to note the Scrutiny Committee Work Programme.

The meeting ended at 8.40 pm

Councillor Kshama Shore (Chair)

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Report to:	Scrutiny Committee
Date:	10 July 2023
Title:	Presentation from Blue Heart Initiative
Report of:	Simon Russell, Head of Democratic Services
Ward(s):	All
Purpose of report:	To provide context to the request of the Full Council at its meeting on the 22 February 2023.
Officer recommendation(s):	1) To note the report and consider the presentation from the Blue Heart Project; and 2) To decide whether there are areas or issues highlighted where further scrutiny is required or where further support can be provided.
Reasons for recommendations:	To fulfil the Committee's role in reflecting the views of the public and looking in depth at issues of concern in the Borough.
Contact Officer(s):	Name: Nick Peeters Post title: Committee Officer, Democratic Services E-mail: nick.peeters@lewes-eastbourne.gov.uk Telephone number: 07935085770

1 Introduction

1.1 In its role as a provider of public scrutiny the Scrutiny Committee has a responsibility to look outward and to amplify the voices and concerns of the public. The Committee is able to do this by requesting that representatives from organisations and other stakeholders attend meetings and talk to the Committee about their work.

The area highlighted in this report, and one that the Council feels is impacting on the health and wellbeing of its residents and the environment, is the detrimental effect of regular discharge of wastewater into the Borough's coastal areas, the level of water quality, and the work being done to respond to the issue. Representatives from the Blue Heart Project have been invited to talk to the Committee about the Project and the work being done to mitigate the effects of flooding in Eastbourne.

2 Background

2.1 At the meeting of the Full Council on the 22 February 2023, a motion in relation to holding Southern Water to account for sewage discharges in the sea was debated and the resolution included the following:

'This Council invites the project team from the local Blue Heart initiative to speak to members of the Council's Scrutiny Committee to present their progress on managing rainwater runoff, so important to our sea bathing water quality outcomes'.

- 2.2 The Blue Heart Project is led by East Sussex County Council and aims, over a six-year period (initiated in 2021) to mitigate the impact caused by climate change, using technology to manage and monitor water levels in Eastbourne (and south Wealden). The Project recognises that the interaction between the various organisations that manage flood risk is complicated and includes the public sewer network, as well as rivers, tidal areas and ground and surface water.

The Project is being delivered in partnership with the following stakeholders:

- Environment Agency
- Pevensey and Cuckmere Water Level Management Board
- Eastbourne Borough Council
- Wealden District Council
- Southern Water

3 Outcomes

- 3.1 The Scrutiny Committee is asked to listen to representatives from the Blue Heart Project, discuss the issue further and decide whether there are areas where the Council can provide support or where further scrutiny is needed.

4 Financial appraisal

- 4.1 Blue Heart is a project that will provide an understanding of the local water catchment in Eastbourne and south Wealden. The project will use technology to manage and monitor water levels in these areas to mitigate the impact of flooding caused by climate change. East Sussex County Council has been successful as one of 25 project areas to secure funds under Defra's £150 million innovation fund in partnership with Eastbourne Borough Council and other agencies. However, at this time there are no direct financial implications as a result of this report.

5 Legal implications

- 5.1 There are no direct legal implications as a result of this report.

6 Risk management implications

- 6.1 There are no direct risk implications as a result of this report.

7 Equality analysis

- 7.1 There are no direct equality issues as a result of this report.

8 Environmental sustainability implications

- 8.1 The report provides context to the request from Full Council for a presentation by Blue Heart Project representatives to the Scrutiny Committee. The Project is based around measuring and mitigating the impact of climate change on the environment.

9 Background papers

[The Blue Heart project | East Sussex County Council](#)

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Scrutiny Committee Work Programme 2023/2024

Subject	Lead Officer	Date of Meeting
Invitation to the project team from the Blue Heart Project	Nick Peeters, Committee Officer, nick.peeters@lewes-eastbourne.gov.uk	10 July 2023
Scrutiny Committee Work Programme	Nick Peeters, Committee Officer, nick.peeters@lewes-eastbourne.gov.uk	10 July 2023
Corporate performance - quarter 4 - 2022/23	Luke Dreeling, Performance Lead luke.dreeling@leweseastbourne.gov.uk	10 July 2023
Revenue & Capital Outturn - 2022/23	Mark Walker, Head of Financial Planning mark.walker@leweseastbourne.gov.uk Parmjeet Jassal, Interim Head of Financial Planning parmjeet.jassal@leweseastbourne.gov.uk	10 July 2023
Stability and Growth Programme	Jo Harper, Head of Business Planning and Performance, jo.harper@lewes-eastbourne.gov.uk	10 July 2023
Sovereign Centre Arrangements	Becky Cooke, Director of Tourism, Culture and Organisational Development, becky.cooke@lewes-eastbourne.gov.uk	10 July 2023
Housing Delivery & Asset Update	Nathan Haffenden, Head of Development, Investment and Delivery, nathan.haffenden@lewes-eastbourne.gov.uk	10 July 2023
Corporate performance - quarter 1 - 2023/24	Luke Dreeling, Performance Lead luke.dreeling@leweseastbourne.gov.uk	11 September 2023
Private Housing Financial Assistance Policy 2023-25	Rebecca Wynn, Regulatory Services Lead (Operational Lead - Emergency Planning), rebecca.wynn@leweseastbourne.gov.uk	11 September 2023
Housing Delivery & Assets Update (EXEMPT)	Nathan Haffenden, Head of Development, Investment and Delivery nathan.haffenden@lewes-eastbourne.gov.uk	11 September 2023

Scrutiny Committee Work Programme 2023/2024

Standing items on the agendas:

- The Forward Plan of Cabinet Decisions
- Scrutiny Committee Work Programme

Agenda Item 9

Body:	Scrutiny
Date:	10 July 2023
Subject:	Corporate Performance Quarter 4 2022-23
Report of:	Homira Javadi, Director of Finance and Performance (Chief Finance Officer)
Cabinet member:	Councillor Stephen Holt, Leader of the Council and Chair of Cabinet (Community Strategy, Local Strategic Partnership, the Corporate Plan, Performance and Staff)
Ward(s):	All
Purpose of the report:	To update Members on the Council's performance against Corporate Plan priority actions, performance indicators and targets for the fourth quarter of the year 2022-23.
Decision type:	Non Key
Officer recommendation to the Scrutiny Committee:	The Committee is asked to note progress and performance for Quarter 4.
Officer recommendations to the Cabinet:	To note progress and performance for Quarter 4 and agree arrangements for the production of a new corporate plan for 2024 - 28.
Reasons for recommendations:	To enable Cabinet members to consider specific aspects of the Council's progress and performance.
Contact:	Luke Dreeling: Performance Lead Tel: 07525 351757 or email: luke.dreeling@lewes-eastbourne.gov.uk

1.0 Introduction

- 1.1 The council has an annual cycle for the preparation, implementation and monitoring of its business plans and budgets. This cycle enables us regularly to review the council's work, and the targets it sets for performance, to ensure these continue to reflect customer needs and council aspirations.
- 1.2 It is important to monitor and assess progress and performance on a regular basis, to ensure the council continues to deliver priority outcomes and excellent services to its customers and communities.

2.0 Corporate Plan

- 2.1 This report sets out the council's performance in the fourth Quarter of 2022/23 against its aspirations as set out in the Corporate Plan 2020-24 (appendix 1).
- 2.2 The second appendix sets out the proposed set of performance measures for 2023/24, for Cabinet's endorsement. A small number of changes are proposed, primarily to customer service indicators, where the intention is to provide more meaningful measures for members' consideration.
- 2.3 The report also provides, as is usual on an annual basis, a progress update for the Corporate Plan. This is set out at appendix 3. It should be noted that the current Corporate Plan will reach its end date in March 2024. Cabinet is therefore asked to agree the commencement of preparations for a new corporate plan. It is suggested that a draft be prepared for members consideration in the early autumn, which can then be subject to consultation ahead of formal approval in February 2024.

3.0 Solution Sprints

- 3.1 In order to help drive performance improvement across the council, EBC has a programme of Solution Sprints. These were originally deployed pre-pandemic to realise service improvements and have been relaunched this year. Quarters 1 and 2 saw the soft re-launch of SS and approval of revised governance arrangements. Quarter 2 activities involved piloting SS approaches resulting in the launch of a new 'contact us' form on the council's website. Since the launch of this form in September 2022, 3,044 customer queries have been reported via this form and 85% (2,594) have been closed/completed. The new form is helping to streamline and speed up customer emails getting to the appropriate service areas and freeing up Customer First colleagues, to prioritise those customers with the greatest need.
- 3.2 The techniques applied to the contact us form development sprint have also been used to support the identification of requirements for the new Planning system project with Planning First colleagues during Quarters 3 and 4. As a result, requirements have now been captured to inform the procurement of a new system and the potential for a chatbot to streamline planning application submissions is also under exploration.
- 3.3 The techniques applied to the contact us form development sprint have also been used to support the identification of requirements for the new Planning system project with Planning First colleagues during Quarters 3 and 4. As a result, requirements have now been captured to inform the procurement of a new system and the potential for a chatbot to streamline planning application submissions is also under exploration.
- 3.4 SS activity scheduled for the next reporting period includes: further process mapping in Planning First to improve current service provision; arrangements to update and refresh the Scheme of Delegations through member engagement; review of the Incident Liaison and out of hours emergency arrangements; exploring economies of scale in addressing housing need through cross-authority working; and, exploration of opportunities to progress performance

against the targets in the Climate Change and Sustainability Strategy. Associated progress on these will be reported as part of the Q1 2023/24 update.

4.0 Financial appraisal

4.1 Project and performance monitoring and reporting arrangements are contained within existing estimates. Corporate performance information should also be considered alongside the Council's financial update as there is a clear link between performance and budgets/resources.

4.2 All the financial implications are contained within the body of the report.

5.0 Legal implications

5.1 Comment from the Legal Services Team is not necessary for this routine monitoring report.

6.0 Equality analysis

6.1 The equality implications of individual decisions relating to the projects/services covered in this report are addressed within other relevant Council reports or as part of programmed equality analysis.

7.0 Conclusion

7.1 This report provides an overview of performance against the authority's priority actions and indicators for 2023-24.

Appendices

- Appendix 1- Portfolio Progress and Performance Report (Quarter 4 2022/23)
- Appendix 2- Corporate Proposed Performance Measures (Annual 2022/23)
- Appendix 3- Corporate Plan Update 2022/23

Background Papers:

The Background Paper used in compiling this report were as follows:








- Corporate Plan 2020/24 <https://www.lewes-eastbourne.gov.uk/about-the-councils/corporate-plans/>

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Appendix 1













Eastbourne Borough Council Corporate Performance Report Q4 2022-23

- **Councillor Stephen Holt** - (Leader of the Council and Chair of Cabinet) - Cabinet member for responsibilities aligned with the Chief Executive
- **Councillor Margaret Bannister** - (Deputy Leader) - Cabinet member for Tourism, Leisure, Accessibility and Community Safety
- **Councillor Colin Swansborough** - Cabinet member for Enterprise, Community Spaces and Heritage Assets
- **Councillor Robin Maxted** - Cabinet member for Finance and Resources
- **Councillor Peter Diplock** - Cabinet member for Housing and Planning
- **Councillor Jim Murray** - Cabinet member for Carbon Neutral 2030


Key			
	Performance that is at or above target		Performance that is below target
	Data with no performance target		Performance that is slightly below target but is within an acceptable tolerance
	Direction of travel on performance indicator: improving performance		Direction of travel on performance indicator: declining performance
	Direction of travel on performance indicator: no change		

KPIs



KPI Description	Annual Target 2022/23	Annual Performance 2022/23	Annual Status	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23				Latest Note
				Value	Value	Value	Value	Target	Status	Short Trend	
1. Finance: Percentage of Council Tax collected during the year - Eastbourne	96.80%	96.39%		28.22 %	54.97 %	81.45 %	96.39 %	96.80 %			By the end of the year, the collection rate had improved by 0.68% from previous month and is 0.1% up on previous year. The improvement is mainly a result of an increase in the numbers of people switching to 12 monthly instalments meaning debt that would have been collected by January last year has been spread over February and March as well. Additionally, there was an increase in the numbers of reminders issued verses last year (748 for £221k this year / 373 for £110k last year).
2. Finance: Percentage of Business Rates collected during the year - Eastbourne	97.00%	96.09%		34.14 %	57.99 %	81.28 %	96.09 %	97.00 %			The collection rate improved by 0.31% during March and outturn for the year is 0.91% below target. A number of factors have impacted the collection rate during March. This is mainly due to increases in the net collectable debit totalling £307k relating to a number of larger empty properties that have had empty rates applied i.e. the Cineworld site at Sovereign Harbour and Yeoman's car showrooms.
3. Benefits: Average days to process new claims for housing/council tax benefit	22	27		28	25	26	29	22			<p>Whilst overall performance is not at the level we would want it to be there has been as significant increase in homeless Housing Benefit claims due to SWEP (Severe Weather Emergency Protocol) and a general increase in homelessness.</p> <p>In March New Council Tax Bills are sent to all households and Benefit reassessment letters to all Hb and CTRS recipients and the Welfare Team supported the Phone Team when the bills and letters were sent providing phone cover during this period.</p> <p>Changes to the way of processing new claims has been introduced, to ensure that the information is requested promptly and that the applicant fully understands what is required.</p> <p>In addition the team also have Homes for Ukraine, Household Support Fund, Council Tax Support Fund and there is also significant amounts of work being done on the system migration for the Academy and Open Revenues Systems onto NEC.</p>

KPI Description	Annual Target 2022/23	Annual Performance 2022/23	Annual Status	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23				Latest Note
				Value	Value	Value	Value	Target	Status	Short Trend	
4. Benefits: Average days to process change of circs (housing/council tax benefit)	8	12		8	12	9	16	6			Although for the full fourth quarter the target has not been achieved, in March 2023 the target was reached. This demonstrates that action plans implemented in previous quarters have begun to make a positive impact.
5. Customers: Increase the percentage of calls to the contact centre answered within 60 seconds	80%	35.6%		23.44 %	18.6%	52.34 %	53.55 %	80 %			<p>Customer Contact experienced another challenging and busy quarter, where although our KPIs were not met, there was an improvement.</p> <p>The average time for a call to be answered was 2 minutes and 26 seconds. 53.55% of all calls were answered within 60 Seconds – this was a 1.21% positive increase from Quarter three's 52.34%</p> <p>The quarter saw on average 1800 more calls a month when compared to quarter three, where customer contact continues to remain of a complex nature and Customer Advisors are spending longer assisting with enquiries endeavouring to resolve them at that first contact.</p> <p>The increased contact was largely due to the financial year end work which saw some 150k Annual Bills being sent for residents and businesses within a matter of weeks, as well as our Garden Waste renewal period which saw 1000s of residents calling us to assist in renewing due to online website issues which took some time to resolve.</p> <p>During the fourth quarter we were able to positively recruit to our remaining Customer Advisor vacancies, where we are expecting the remaining new starters to join us in May, seeing Customer Contact fully staffed for the first time in some years.</p>
6. Customers: Reduce the numbers of abandoned calls to the contact centre - Ebn	5%	23.4%%		27.49 %	34.63 %	12.78 %	15.52 %	5 %			Please see KPI 5.
7. Housing: Number of households living in emergency (nightly paid) accommodation	Data only	332		169	207	247	332	Data only			Our emergency accommodation numbers remain impacted by rough sleeping discretionary placements which are due to end in Q1. In addition, demand is higher, significantly impacted by the cost of living crisis and private landlord shift. We are looking at various move on pathways (allocations via the housing register), to aid and assist our customers in emergency accommodation to

KPI Description	Annual Target 2022/23	Annual Performance 2022/23	Annual Status	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23				Latest Note	
				Value	Value	Value	Value	Target	Status	Short Trend		
												reduce these numbers. We are also in the process of recruiting a PRS (Private Rented Sector) Officer.
8. Customers: Number of new sign-ups to the Councils' social media channels	650	2,381		631	611	577	562	162.5				Q4 performance remains above target and annual performance up from 2021/22 (2,372).
9. Customers: Number of people registering for our email service (GovDelivery)	1,800	5,527		1,532	1,315	876	1,804	600				Strong Q4 performance was largely a result of a surge in new email subscribers opting-in for email alerts when renewing garden waste collections.
10. Customers: Percentage of local searches that are returned within 10 working days of receipt	80%	99.92%		100%	99.68 %	100 %	100 %	80 %				Performance remained high and finished the year ahead of target.
11. Growth: Town centre vacant retail business space	11.8%	8.17%		10.17 %	9.24%	8.78%	8.17%	11.8 %				Town Centre vacancy levels continue to improve, maintaining the positive trend for new openings.
12. Housing: Average void relet time key to key (month)	20.0	50.6		48.4	53.3	48.7	52.1	20.0				Void improvement plan continues to be monitored with a meeting structure to support improvements operationally and strategically across Homes First. General turnover remains low, particularly in larger family accommodation and pressure on accommodation remains acute. Housing register review is now complete and information on remaining applicants is up to date which should reduce the number of candidate rejections speeding up the allocations process. A new process has been adopted for Void properties which will track and monitor each stage of the process for 'key to key' giving staff better visibility and improved communication.

KPI Description	Annual Target 2022/23	Annual Performance 2022/23	Annual Status	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23				Latest Note
				Value	Value	Value	Value	Target	Status	Short Trend	
13. Housing: DFGs - Time taken from council receiving a fully complete application to the council approving the grant	14 days	7 days		4 days	6 days	4 days	7 days	14 days			Performance remains far exceeding target, continuing a positive trend from 2021/22.
14. Housing: Number of Licensed HMOs Inspected per Quarter	50	31		4	16	5	6	12.5			We have had difficulties in recruiting staff who can carry out HMO inspections. We have however seen an improvement on previous quarter.
15. Housing: Rent arrears of current tenants (expressed as a percentage of rent debit)	3%	3.3%		3.44%	3.5%	3.77%	3.3%	3%			Despite the challenges the cost-of-living crisis and recruitment and retention has presented throughout this year rent arrears has reduced from £557,318 (3.56%) in April to £512,731 (3.30%). The team still has two vacancies to fill. Interviews will shortly be taking place to recruit to one post and the second post is being advertised in April.
16. Planning: Increase the percentage of Major Planning Applications processed within 13 weeks	65%	82%		80%	80%	67%	100%	65%			Annual and quarterly performance remains above target.
17. Planning: Increase the percentage of minor planning applications processed within 8 weeks	75%	86%		85%	85%	89%	86%	75%			Annual and quarterly performance remains above target.

KPI Description	Annual Target 2022/23	Annual Performance 2022/23	Annual Status	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23				Latest Note
				Value	Value	Value	Value	Target	Status	Short Trend	
18. Planning: Increase the percentage of other planning applications processed within 8 weeks	75%	89%		85%	84%	91%	98%	75%			Annual and quarterly performance remains above target.
19. Recycling & Waste: % Container Deliveries on Time (SLA)	99%	80.84%		79.29 %	81.2%	53.14 %	95.48 %	99%			January data (88.8%) pushes our Q4 performance to slightly under target (96%), with February on target and March exceeding the target. This is also an improvement on Q1 and Q2. Our Q3 data was partly skewed by the Whitespace integration process. Total bins delivered = 863
20. Recycling & Waste: Missed Assisted Collections	1%	0.35%		0.42%	0.32%	0.3%	0.35%	1%			Q4 (0.35%) is within target and remains consistent with the previous quarter (0.3%).
21. Recycling & Waste: Number of missed bins (per 100,000)	100	55		33	71	41	75	100			Performance for returning for missed bins this quarter remains good (95%) and sees an improvement compared the previous quarter (92%).
22. Recycling & Waste: Percentage of household waste sent for reuse, recycling and composting	45.00%	38.68%		40.13 %	37.48 %	38.34 %	39%	45.00%			Actual data from ESCC Quarter 4 (39%) sees a further improvement against quarter 3 (38.34%) with January also reaching 40.1%
23. Recycling & Waste: Total number of reported fly-tipping incidents	480	647		194	128	159	166	120			Fly-tip incidents for Q4 Hotspot ward- Devonshire Main waste type- Household items Usual land type- 'Highways' Average size- Equivalent to a car boot or less in volume

KPI Description	Annual Target 2022/23	Annual Performance 2022/23	Annual Status	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23				Latest Note
				Value	Value	Value	Value	Target	Status	Short Trend	
24. Staff: Average days lost per FTE employee due to sickness	8.0 days	6.45 days		1.62 days	1.67 days	1.61 days	1.55 days	2.0 days			<p>This is the fourth quarter of reporting average days lost due to sickness for 2022/23. Sickness levels remain below target in Q4 where we recorded an average of 1.55 days absence which is a reduction from Q3 (1.61 days) but remains stable and means we have met our target for 2022/23 with a total of 6.45 days for the year. Absences for Covid-19 (those staff reporting symptoms) for Q4 was 23 which is a reduction from 28 in Q3.</p> <p>HR Business Partners continue to support managers in managing any attendance issues that arise.</p>

Devolved ward budget scheme 2022/2023 – Summary by ward to end of Quarter 4 (1 April – 31 March 2023)

Ward	Project	Description	Project Spend to Date
Devonshire	Devonshire Collective partnership project	To support 'Together', a community partnership between Devonshire Collective and Take the Space to kit out a space in the former TJ Hughes building for free cultural activities for Eastbourne residents, focusing on the most disadvantaged communities in the town.	£500.00
	Renee White Community Garden	A lawnmower and new planting to help volunteers maintain this community garden.	£500.00
	Water station in Prince's Park	Plastic Free Eastbourne to supply a water refill station in Prince's Park.	£1,000.00
	All Souls Church	To help All Souls Church buy new equipment to support its various outreach works.	£1,000.00
Total spend to end of Quarter 4			£3,000.00
Hampden Park	Tree protection	Tree protection measures, including cages to trees to help stop damage (as damage has been stopped this way in other areas)	£1,470.00
	You Raise Me Up	To support local bereavement and mental health charity, 'You Raise Me Up'.	£500.00
	Defiant Sports	To support continued provision of inclusive, monthly tenpin bowling community events	£400.00
	St Peters Hydneye community events	To help St Peters Hydneye run a number of open, accessible, community events.	£400.00
Total spend to end of Quarter 4			£2,770.00
Langney	Treebourne	To support Treebourne's wild meadow initiative in Sevenoaks Park.	£500.00
	Volunteer Networks at Community Centre	To support cost of living initiatives run by the Volunteers Network at Langney Community Centre.	£1,000.00
	Shinewater Community Hub Garden	To help create a community garden at the Shinewater Community Hub, Langney.	£750.00
	YMCA wellbeing activities	To support YMCA's programme of wellbeing activities for young people in the area.	£750.00

Devolved ward budget scheme 2022/2023 – Summary by ward to end of Quarter 4 (1 April – 31 March 2023)

Ward	Project	Description	Project Spend to Date
Total spend to end of Quarter 4			£3,000.00
Meads	St Johns Church Jubilee BBQ	To help St John's Church put on a Jubilee BBQ for residents.	£1,011.24
	360 Camera Vision for Eastbourne	To help buy a 360 camera which is used by a number of different Eastbourne community projects.	£456.00
	Meads Magic	To support the annual Meads Magic community event.	£500.00
	MCA lease of Parish Hall	To support Meads Community Association's investigation to take a long term lease of the parish hall.	£1,000.00
Total spend to end of Quarter 4			£2,967.24
Old Town	Bridge repair in Motcombe Gardens	For repairs to bridge in Motcombe Gardens.	£400.00
	bulb and flower planting	Bulb and flower planting at various sites around the ward, with support from Victoria Baptist Church.	£100.00
	Summer Holiday breakfast club	To support a summer holidays breakfast club scheme run by the Victoria Baptist Church.	£200.00
	Ocklynge School SEND garden	To create a SEND garden for the school.	£400.00
	Tennis Courts security	To provide match funding for security measures to protect well used tennis courts facility	£1,000.00
	Tree planting - Vicarage Drive	Tree planting in Vicarage Drive	£250.00
	St Michael's Christmas	To support family Christmas event hosted at St Michael's and All Angels Church.	£200.00
	Motcombe School gardening club	To support Motcombe school's gardening club	£150.00
	Water refill station plaque	A plaque by the water refill station in Old Town Rec to explain why it is there and its purpose.	£30.00
	Treebourne	To help Treebourne sow a wildflower meadow with Pashley School in their woodland.	£80.00
	Water refill station painting	To brightly paint the new water refill station to help advertise its presence.	£60.00
Total spend to end of Quarter 4			£2,870.00

Devolved ward budget scheme 2022/2023 – Summary by ward to end of Quarter 4 (1 April – 31 March 2023)

Ward	Project	Description	Project Spend to Date
Ratton	Bulb planting in Kings Drive	Bulb planting in Kings Drive area	£1,000.00
	Tree planting in Ratton Ward	To plant 8 new trees in Ratton Ward.	£2,000.00
Total spend to end of Quarter 4			£3,000.00
St Anthony's	Park bench	A new park bench, supplied and installed by Neighbourhood First team.	£1,726.00
	Water refill station from Plastic Free Eastbourne	Plastic Free Eastbourne to provide a new water refill station.	£1,000.00
	Sevenoaks Rec Wildflower Meadow	To help Treebourne provide a wildflower meadow at Sevenoaks Rec	£274.00
Total spend to end of Quarter 4			£3,000.00
Sovereign	Christmas boxes	Christmas boxes for Kingsmere children	£300.00
	Armed forces flags	To provide new flags for armed forces day event.	£460.80
	easter eggs for kingsmere children	Easter eggs for children in Kingsmere.	£350.00
	harbour walkway seating	To provide more seating in harbour walkway.	£1,389.00
	Memory Lane dementia charity	To support local dementia charity, Memory Lane.	£500.00
Total spend to end of Quarter 4			£2,999.80
Upperton	Hanging baskets	To help Eastbourne Allotments provide hanging baskets for Crown Street	£239.77
	cordless drill for Grow Eastbourne	A cordless drill for use by the volunteer group 'Grow Eastbourne'.	£70.00
	Planting for Eastbourne Station	Planting for Eastbourne Station	£250.00
	St Mary's church lighting	To fund electricity to keep outside lighting on at St Mary's church through winter.	£195.00
	Polytunnel for Blackberry Buzzard CIC	To provide a polytunnel at a children's allotment run by Blackberry Buzzard CIC.	£200.00
	The Hermitage Manor Gardens	To help fund interior decoration of The Hermitage in Manor Gardens by The Friends of Manor and Gildredge Gardens organisation.	£700.00
	Holding Space mental health chairty	To support local mental health charity, Holding Space.	£300.00

Devolved ward budget scheme 2022/2023 – Summary by ward to end of Quarter 4 (1 April – 31 March 2023)

Ward	Project	Description	Project Spend to Date
	Trees for Kings Drive	To plant two replacement trees in King's Drive	£500.00
	Fencing for children's allotment	To provide fencing for children's allotment run by Blackberry Buzzard.	£545.23
Total spend to end of Quarter 4			£3,000.00

Number of schemes to end of Quarter 4	46
All wards total spend to end of Quarter 4	£26,607.04

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Appendix 2

Eastbourne Borough Council Preposed Performance Measures – 2023/24

KPI Description	Target 2021/22	21/22 outturn	22/23 Proposed target	Target setting rationale
1. Finance: Percentage of Council Tax collected during the year	96.80% (annual with quarterly targets as well)	96.39%	96.80%	Based on analysis of historical and recent collection performance
2. Finance: Percentage of Business Rates collected during the year	97.00% (annual with quarterly targets as well)	96.09%	97%	Based on analysis of historical and recent collection performance
3. Benefits: Average days to process new claims for housing/council tax benefit	22 (quarterly and annual)	27	22	Set at DWP targets/national average
4. Benefits: Average days to process change of circs (housing/council tax benefit)	8 (quarterly and annual)	12	6	Set at DWP targets/national average
5. Customers: Average time taken to answer calls	Data Only	N/A	Data Only	Additional KPI
6. Customers: Telephone calls graded as high quality under the call monitoring scheme	90% (quarterly and annual)	N/A	90%	New KPI
7. Customers: Customer complaints logged at stage 1 resolved within 10 working days	100% (quarterly and annual)	N/A	100%	New KPI
8. Customers: Customer complaints logged at stage 2 resolved within 20 working days	100% (quarterly and annual)	N/A	100%	New KPI
9. Customers: The number of corporate complaints upheld at stage 1 and stage 2	Data Only	N/A	Data Only	New KPI, target to be set once we have four quarters worth of data
10. Customers: The number of corporate complaints received at stage 1 and stage 2	Data Only	N/A	Data Only	New KPI, target to be set once we have four quarters worth of data
11. Housing: Number of households living in emergency (nightly paid) accommodation	Data only	332	Data Only	N/A

12. Customers: Number of people registering for our email service (GovDelivery)	1,800 (annual broken and then down into quarterly)	5,527	2,000	Target reflects the increased uptake of subscriptions in general while allowing for some levelling out as the service reaches its maximum potential subscriber coverage.
13. Customers: Percentage of local searches that are returned within 10 working days of receipt	80% (quarterly)	99.92%	80%	Target based on being able to clear a significant majority within 10 working days but with some work done by 3 rd parties beyond council control

KPI Description	Target 2021/22	21/22 outturn	22/23 Proposed target	Target setting rationale
14. Growth: Town centre vacant retail business space	11.8% (quarterly and annual target)	8.17%	11.02%	Analysis of 22-23 out-turn
15. Housing: Average void relet time key to key (month & YTD) (E)	Profiled quarterly to 20	50.6	20	Target Maintained
16. Housing: DFGs - Time taken from council receiving a fully complete application to the council approving the grant	14 days (quarterly)	7 days	14 days	Analysis of 22-23 out-turn
17. Housing: Number of Licensed HMO's Inspected per Quarter	50 (annual) 12.5 (quarterly)	31	12 Quarterly	Target maintained
18. Housing: Rent arrears of current tenants (expressed as a percentage of rent debit)	3% (quarterly)	3.3%	3.0%	Target Maintained
19. Planning: Increase the percentage of Major Planning Applications processed within 13 weeks	65% (quarterly and annual targets)	82%	60%	Government target
20. Planning: Increase the percentage of minor planning applications processed within 8 weeks	75% (quarterly and annual targets)	86%	70%	Government target
21. Planning: Increase the percentage of other planning applications processed within 8 weeks	75% (quarterly and annual targets)	89%	70%	Government target
22. Recycling & Waste: % Container Deliveries on Time	99% (quarterly and annual targets)	80.84%	99%	Set by SLA with SEESL

KPI Description	Target 2021/22	21/22 outturn	22/23 Proposed target	Target setting rationale
23. Recycling & Waste: Missed Assisted Collections	1% (quarterly and annual targets)	0.35%	1%	Set by SLA with SEESL
24. Recycling & Waste: Number of missed bins (per 100,000)	100 (quarterly and annual targets)	55	100	Set by SLA with SEESL
25. Recycling & Waste: Percentage of household waste sent for reuse, recycling and composting	45.00% (quarterly and annual targets)	38.68%	45.00%	Local targets have been set with the aim of being realistic and continuing to drive up local performance, whilst also being mindful of Indicative national targets: 2025 – 55% 2030 – 60% 2035 – 65%
26. Recycling & Waste: Total number of reported fly-tipping incidents	480 (Annual Target)	647	480	Fly tipping has increased, despite best efforts at investigation and enforcement. Additional monitoring in 'hot spots' through alternative waste collection implementation will help manage this antisocial behaviour and reduce the number of incidents hence the lower target figure.
27. Staff: Average days lost per FTE employee due to sickness (J)	8.0 days (annual and then broken down into quarterly)	6.45 days	8.0 days	Set by Elected Members on an annual basis

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EBC 2022/23 Corporate Plan Progress Update

Recovery and Stabilisation

Commercialisation and increasing Revenue

- Our capital programme is now **exclusively focussed on housing, and/or health and safety priorities**.
- A **review of our property portfolio** has been completed. Said portfolio is now subject to regular update in association with the Strategic Property Board.
- Eastbourne Borough Council's medium term financial strategy and capital programme were both **reviewed favourably as part of CIPFA assurance review** recent revisit.

Delivering high quality customer services

- Implemented our new **chatbot on our website and phone line**; to enable a hybrid approach to our customer service, maintaining our telephone and face to face offering. The Human Parity level of the chatbot, meaning the chatbot has understood and responded to the query, has been at **95.64%** since conception. 24% of queries were also out of hours.
- We now have a **90-Minute service level agreement** to respond to queries via social media.
- Starting April 2023 we are altering what we report, via the corporate performance report, now **reporting the percentage of calls graded high quality**. Aligning our performance reporting to our commitment to improving the quality of our customer outcomes and satisfaction.
- We continue to make effective use of the **apprenticeship levy** with a mix of existing employees. Using this as an opportunity for further development and new employees where we have recruited to an apprenticeship role.
- At times we have been **spending 90% of our monthly levy funds** and have considered other options permissible under the scheme such as transferring up to 10% of our levy pot to another organisation to fund apprenticeships elsewhere.

Delivering Value for money services and responsibly managing risk

- We now have a bot-enabled **Department of Works and Pensions verification of earnings process** was implemented in 2022/23. This automation has resulted in the council being ranked in the top quartile for performance for local authorities.

- Despite the cost of living crisis and recruitment and retention challenges the service has faced, **Council Tax collection** for Eastbourne Borough Council ended the year **0.10% higher than the previous year**.

Generating social value

- We have increased our number of **mental health first aiders** within the organisation including amongst Elected Members and at CMT level. We continue to promote our Employee Assistance Programme which is available for staff to self refer to. Wellbeing days will be held during the coming months which will be open to all staff.
- We have had a **review of our recruitment policy**, reviewed in collaboration with our recognised Trade Union, Unison. All managers involved in recruitment and selection are required to undertake training which will include diversity considerations.

Providing Robust Governance

- CMT continues to meet weekly to oversee progress and performance of the **Recovery & Stabilisation (R&S) portfolio**, with monthly updates provided to the cross-party R&S Member Board and quarterly R&S Member Board meetings taking place. Regular updates through the council's governance arrangements on the progress of R&S were provided throughout 2022/23

Growth and Prosperity

Outstanding in tourism and leisure

- **Bandstand reopened on 23rd April** with a free Silver Band event and then on the 28th April with the first ticketed event and both were sold out. The capacity is less but percentage of sold tickets vs available tickets is higher.
- The View, East Sussex College and Council Regeneration team explored four pilot schemes over the last 12 months, around: Hospitality pre-employment programmes, Work experience placements, , Recruitment initiatives, Apprenticeship recruitment.

Attractive and thriving

- Heritage Eastbourne are working on '**The Big Dig**', which will feature three test pits dug in locations in Eastbourne and encourages the community to dig up their own gardens and present any finds to the team for interpretation.

Currently over 30 private gardens signed up and it's all due to take place 9-11 June 2023.

- Continuing to improve the public realm in the town centre and provide a continuous **pedestrian link between the railway station and the seafront**
- Work on Phase 2a from **bankers corner to Blacks will commence in the summer 2023.**
- **Pedestrianisation of Victoria Place** forms part of EBC's successful levelling up fund bid.

Supporting and attracting business

- EBC are now working with **YourBID business improvement district partnership**. Which has lead to further engagement with an expert from the high streets task force planned for May/June

Exciting cultural events

- Delivery of **Levelling Up projects** including:
 - Cultural and education centre at Black Robin Farm
 - Improvements to Victoria Place
 - **Significant public art engagement and learning project in conjunction with the Towner**
- Approximately **60 events held on council land**, the portfolio encompassed a wide variety of interests and catered to a broad audience.
- The **council-run major events** reflected the diverse range of attractions available to residents and visitors. Including a wide range of musical, sporting motor, food and entertainment events.
- The Events Department facilitated the hosting of **numerous third-party events on council land..** (eg Eastbourne Pride, Eastbourne Half Marathon, Eastbourne Carnival, Food Festival, Seafront Markets, Funfairs, Triathlons, 5 LTA registered Tennis tournaments, Bonfire Procession, and Christmas events)
- In 2022, steps were taken to monitor, **measure and reduce the environmental impact of events**, both those organised in house and by third parties.
- Successfully **hosting the Rothesay International Tennis Tournament** at full capacity following the COVID-19 restrictions imposed the previous year was a significant achievement. Out of the major tennis events organised by the LTA, Eastbourne emerged as the frontrunner, receiving the highest satisfaction score (customer survey), which is a testament to the exceptional efforts put forth by the Events Department.

Housing and Development

Addressing homelessness

- **Answered and responded to roughly 5,700 calls** across the year, from residents who had concerns about becoming homeless, were already homeless when they contacted the team. This unprecedented number reflects increases in demand local, in line with national trends.
- In response to these demands, **a new triage team has been established** which is the single point of entry for all housing needs enquiries. The team has bedded in quickly, and provides high quality advice and consistent responses, to help guide local residents and reduce the number of call handed on for assessment.
- We have developed **a multi-agency homeless prevention hub** to be launched in 2023/24
- Carried out around **900 homelessness assessments**
 - Targeting discretionary housing payment at those at risk of eviction, who can demonstrate an ability to maintain their rent payments going forward – **allocating £242k across the course of 2022/23** to provide sustainable support with rent to **219 households** across the town.
 - **Funding housing advice and support services** through BHT, focussed on reducing the risk of homelessness amongst all residents, including private rented, council tenant and homeowners households.
 - Funding a **homelessness advice and education programme** delivered by YMCA.
- **Fully deployed the County-wide team of wellbeing and employment coordinators**, jointly funded by the Public Health team, who set out to bridge the gap between health and housing, supporting clients in temporary accommodation to improve and sustain their tenancies in the longer term.
- **Rough sleeper initiative** - in conjunction with all ESCC Local Housing Authorities **Awarded funding for the final 3 years**, up to 2024/25 for the rough sleeping initiative.
 - Street Link app** allowing the public to report rough sleepers, which will trigger our outreach team to assist and investigate.
 - RSAP Accommodation programme in Eastbourne has lead to **3 additional properties have been secured** in 2022/23
- EBC have rolled out the **Value for Money Strategy** and a series of Value for Money reviews across a range of services.
- **New Asset Management Strategy (AMS)** from stock condition survey and refreshed Property Services Business Plan.
- **Delivery Programme launched** to incorporate Investment projects/pilots underway in Carbon reduction, Neighbourhood regeneration and Older Persons Accommodation
- Followed an **ethical rent arrears policy**, whilst maintaining excellent performance, utilising customer intelligence and insight

Promoting homes that sustain health & well-being

- **Accessing East Sussex Floating Support Service (ESFSS)**, a short-term housing advice and support ("floating support") across East Sussex provided by BHT Sussex for vulnerable people, who require help to live independently. The service assists over 400 clients each year and delivers tailored services to both the over 60's.

Good access to housing that meet modern standards

- Identifying opportunities to **develop brownfield land sites**, within the wider context of limited land supply in the borough.
- Initiating research work to gauge the views of residents living in **Houses in Multiple Occupation** and assess conditions and standards. The outcomes will be used to consider licencing options.
- The **Working in partnership with local landlords** - incentivising the availability of homes to 'at risk' households, who would otherwise have been placed in temporary accommodation. This work is now delivered through a new dedicated role.
- Setting out supplementary planning guidance (policy D5) – this **requires developers to provide affordable housing** as part of their scheme in line with set criteria, or pay commuted sums in lieu of provision. The tenure make-up must be agreed with the council, the starting point for which is 70% rented vs 30% shared ownership, whilst the agreed size mix should be based on the latest assessment of local housing need.
- Utilised customer insight and community consultation **to develop a neighbourhood improvement plan**, incorporating a range of actions aimed at social and physical regeneration and incorporating the development of social inclusion projects and partnerships that support residents and communities e.g. employment & skills, financial inclusion, health and homelessness projects.

Safe, well managed decent homes

- At the end year our tenants monitor survey reported that over three quarters **77% of Eastbourne Homes' residents were satisfied** with the overall service they received, whilst 81% felt that their enquiries were treated fairly and with respect and 82% were satisfied with the quality of their home.
- Delivering an **improved repairs service** and completing the transfer of the call handling centre in-house from Mears. This will enable Homes First to take the lead and make sure your repair is completed by the right local tradesperson, on time, and in one visit wherever possible.
- Listening to residents – **delivering a comprehensive involvement and engagement strategy** through supporting a residents led scrutiny team to complete reviews of service, delivering a residents stakeholder conference attended by over 80 residents, and promoting resident voice events and area panels.

- Tracked progress and **implemented requirements of the Charter for Social Housing residents** (White Paper) and Building Safety Bill.
- Completed a **full stock condition survey** and implemented a range of safety works to proactively address requirements of the Building Safety Bill and the Hackett Review (Building a Safer Future).
- Developed a range of **performance and satisfaction indicators** in line with regulatory requirements on tenant satisfaction.
- **Further resourced the Customer Experience Team**, whose core remit draws together many of the key aspects of The Charter for Social Housing Residents, including performance management and reporting, complaints and tenant involvement.

Locations regenerated and more housing

- Total of **165 homes developed** across the town between April 2022 & March 2023, whilst **438 homes are under construction** and a **further 665 have planning permission** across the town.
- **Six affordable homes** were completed during the past year, with a further **102 have planning permission**. We are increasing supply and 31 of these were on site at the beginning of April and the majority are expected to be ready for new tenants to move into during this financial year.
- Continuing support to public sector partners, including **East Sussex College Group**, to deliver Estate Strategies that maximise the proportion of affordable housing.
- Working to facilitate delivery of some of the larger third party stalled sites in the Borough which have planning consent but are not being brought forward for delivery.
- Rolling out different delivery and funding models for the Council's own programme of new housing to incorporate **specialist supported housing (SSH)** to meet specific housing needs of older persons accommodation and those requiring accessible accommodation.

Thriving Communities

- Contributing to a range of multi-agency activities focussed on creating **safe spaces for women and girls**, reducing the risks present in and around the night-time economy. This work includes; close collaboration with local police to support operations promoting engagement with licenced premises; raising awareness of drink spiking; reducing the harms associated with alcohol use; and funding the Eastbourne Street Pastors.
- Approving a recent bid from the Eastbourne Business Crime Partnership (EBCG) to deliver a new **Night-time Marshall service in the town centre**. Their role will be to prevent vulnerable persons becoming victims of crime, help licenced premises control incidents, and support the management of taxi ranks.
- Funding the **replacement of four CCTV cameras in Seaside Road, Terminus Road and along the seafront**, to rectify recurrent fault and improve imaging. CCTV across the town viewed 7,000 emergency and priority incidents across the year.

- **Sponsoring Eastbourne Youth Radio's broadcast**, an established initiative that engages young people deliver a week-long programme of 'on air' programmes that discuss a range of topics including mental health and wellbeing, knife crime and bullying.
- Supporting the Council's Neighbourhood and Environment First teams work to keep public spaces across the Borough clean, tidy, and free from rubbish. In the year to date (April to November) the teams **dealt with over 950 reports of fly-tipping, graffiti, rubbish, and abandoned vehicles**.
- Directly funding projects delivering; **security adaptations** that allow victims able to stay in their existing home feel safer; community arts sessions focussed on improving the confidence of hate crime, domestic and sexual abuse victims; and a sports rehabilitation programme targeted at NHS referrals diagnosed with mental health conditions, likely to increase their risk of experiencing abuse.
- Participating in the **Violence Reduction Unit**, a Sussex Police and County led task force, co-ordinating a strategic approach to tackling serious violence across East Sussex. Work in Eastbourne continues to address issues in identified 'harm hotspots' across Devonshire Ward.
- Preparing for the implementation of a **new (statutory) Serious Violence Duty**. This requires community safety partnerships to draw together local strategic needs assessments that identify patterns of serious violence and explore its causes
- Directly funding organisations to deliver **programmes engaging and supporting young people**, including those provided by the YMCA and the local fire cadet service, who both run programmes designed to boost confidence, improve self-esteem, and develop new skills.
- Pushing through plans to implement a new **Public Place Protection Order (PSPO)** focussed on addressing the incidence of anti-social driving in specified areas of the town.
- **Continued to fund key voluntary sector services** such as Citizens Advice and BHT with additional support for the VCSE and youth activities (including the Youth Partnership, Disability Involvement Group and Cultural Involvement Group).
- Through the **Cost-of-Living response support** was made available to food initiatives, vulnerable children and specialist money advice.
- Delivered training to teams on **safeguarding and equality & fairness**.

Quality Environment

- Operational performance indicators remain largely within target, with good service in key areas. **SEESL quality trademark is maintained** through diligent governance, control and auditing of its services.
- **Environment First and Neighbourhood First have collaborated** to address fly-tipping and other waste crime proactively, both removal and enforcement activity
- EBC have been awarded a major grant by **the Urban Tree Challenge Fund**, **1,000 street trees were planted** in the town through 2021/22 and 2022/23 thanks to the phenomenal efforts of Treebourne volunteers and council officers.

- **Transform the street scene** in some areas where previously there had been low canopy cover. The focus now and for the next 3 years is on maintaining the young trees and seeing them safely through to maturity. A tag with a QR code, attached to the tree cage, links to an app so that volunteer residents can 'adopt' a tree and record when it has been watered.
- **18 7kw electric vehicle charge points** are being installed in 3 EBC owned car-parks. (Devonshire, Hyde Gardens and Redoubt). The project will be completed by the end of June.
- EBC are supporting Co-wheels with the **launch of a new Eastbourne car club** which will include an electric vehicle in Hyde Gardens.
- Following our Biodiversity and pesticide strategies and action plans to enhance the biodiversity of public and open spaces, we have **created more wildflower areas** across the borough, as well as **developing a small wildflower meadow**. We have also created more nature areas within our cemeteries, to enhance plant life and pollinator species.
- We have installed a **new play area at Shinewater Park** and will be upgrading a further two play areas this year. Two new bridges are planned this summer for Princes Park.

Agenda Item 12

Body:	Scrutiny Committee
Date:	10 July 2023
Title:	Proposal for future operation and interim management of the Sovereign Centre
Report of:	Becky Cooke, Director of Tourism, Culture and Organisational Development
Cabinet member:	Councillor Margaret Bannister, Deputy Leader and Cabinet member for Tourism, Leisure, Accessibility and Community Safety
Ward(s):	All
Purpose of the report:	To consider future operation and interim management arrangements for the Sovereign Centre
Decision type:	Key
Recommendations to the Scrutiny Committee:	The Committee is asked to note the report.
Recommendations to the Cabinet:	Cabinet is recommended to: (1) Approve transfer of the Sovereign Centre operations to Wave Active to benefit from their knowledge and expertise, and to strengthen the council's leisure operation. (2) Agree delegated authority for the Director of Tourism, Culture and Organisational Development in consultation with the Cabinet Member for Tourism & Culture to negotiate and conclude detailed arrangements with Wave, including authorising the signature of all associated documentation including Business Plan with agreed objectives and priorities.
Reasons for recommendations:	To benefit from the expertise and experience of an existing and recognised leisure services provider, Wave Active is considered a strong fit. Wave Active is a local charity and social enterprise and is already operating our sports centres (via an agreement until 2029) as well as a number of leisure centres and swimming pools across Lewes district.
Contact:	Becky Cooke, Director for Tourism, Culture and Organisational Development (becky.cooke@lewes-eastbourne.gov.uk)

1.0 Introduction

The original Sovereign Centre was built and opened in 1977 with a large extension added in 1989. The centre contains a lanes swimming Gala pool, a training pool, a fun pool with flume, gym, sports hall, café and associated offices and storage. Prior to Covid the Sovereign Centre attracted approximately 600,000 visits each year. During 2022/23 it is estimated to have attracted approximately 500,000 visitors. The centre currently has 900 live members paying either annually in full or via monthly direct debits with concessionary rates available for seniors, juniors and those with disabilities.

The Sovereign Centre has a number of significant challenges in terms of the building and design that mean it is not as effective or attractive as it could be. There is also a growing public perception that the centre is tired and requires investment.

Discussions have taken place in recent years regarding potential construction of a new leisure centre adjacent to the Sovereign Centre which would be attractive to commercial operators and so able to fund the revenue costs of the capital investment (as opposed to addressing costly maintenance issues on a building dating back to the '70s). Cabinet received an initial report in December 2016 and another in July 2018 and although some detailed work was done on this, including initial discussions with stakeholders, the Covid pandemic put a pause on further work.

According to the most recent 10-year maintenance plan, composed in consultation with in-house surveyors, the centre requires approximately £2.3m for improvement works. Although the majority of these works are identified as priority 2-3 and none are priority 1 (risk of injury or death), the remainder is predominately in relation to plant works and redecoration.

Up to 2020 the Sovereign Centre was operated by Eastbourne Leisure Trust (ELT) and Serco. These contracts were coming to an end in March 2019 and although Cabinet agreed to an extension of the contracts in July 2018, ELT and Serco terminated the contract early in June 2020 as a result of the devastating impact of Covid on the centre. The priority for the council at this point was to ensure continuity of the operation, so centre staff transferred to the employment of Eastbourne Borough Council and EBC has managed to run the centre since then with some limited, essential investment in the infrastructure when required e.g. repairs to the roof, new boiler, compliance works, etc.

2.0 Rationale for Change

It has never been the intention for the council to operate the Sovereign Centre in-house on a long-term basis. Whilst the council has stabilised the Centre, it is timely to consider an alternative, more appropriate operator as a holding position for

approximately the next 5 years with a view to developing a revised plan and options for long term investment in the facilities.

Cabinet will be aware that both the Assurance Review process by the Department for Levelling Up, Housing and Communities in 2021 and the latest CIPFA follow up review earlier this year focused on the need for the council to achieve a more diversified economy and reduce our risk on income. Tourism income was mentioned specifically, but there was an overriding theme to ensure financial stability by reducing reliance on discretionary income that has the potential to be risky and inconsistent.

This is an important indicator that operational change is now required at the Sovereign Centre, and the recommended approach to transfer operation to Wave is explained below. The council would maintain ownership of the building, and day to day facility management would be undertaken by Wave.

Alternative options have been considered and whilst it would be possible to go out to tender, due to the current volatility within the sector this is unlikely to provide best value for the council. On the basis of our existing arrangement and established partnership with Wave it is considered they are best placed to operate the centre for the next 5 years.

3.0 Wave Active (formally called Wave Leisure Trust)

Leisure centres and swimming pools in the Lewes district have been run by Wave since 2006. In 2019, EBC transferred Hampden Park, Cavendish, Shinewater Sports and Community Centre, Eastbourne Sports Park, Regency Park Community Centre, Motcombe Pool and Sovereign Harbour Community Centre to Wave Leisure on a 10-year agreement. There were a number of reasons for the transfer at this point. Firstly, it was to benefit from the sport and health related expertise within Wave to ensure the continued provision of quality leisure services in the borough. Secondly, it was a step to remove the risk (financial, operational and reputational) of running a discretionary service within the council. It was also a decision to enable priorities for investment in Eastbourne's discretionary provision at that time to be focused on developing the sport and cultural offer at Devonshire Park as part of the wider Devonshire Quarter redevelopment.

The recommendation within this report is that the Sovereign Centre is added into the existing agreement and staff are transferred to Wave with the protection of TUPE provisions. This agreement currently expires in 2029 which will allow time for developing a revised plan and options for long term investment in the facilities.

As part of its commitment to improving community health, Wave targets hard to reach groups such as the elderly, those recovering from medical treatment, people with disabilities and the very young, to encourage an active lifestyle. Wave's commitment to community outreach, its experience in dealing with GP referrals and its drive to reduce hospital admissions will have wider non-economic impacts and benefits to support the Active Eastbourne Strategy and to contribute to our equalities agenda.

Wave Active (formally Wave Leisure) is a charity and social enterprise with a purpose of “Inspiring Active Lifestyles” and a vision “To be at the heart of the improvement of health and wellbeing within the community”. Beyond running leisure facilities across Eastbourne and Lewes, Wave has also developed services to support people in making positive health improvements through physical activity, structured programmes of delivery and linking their Health Improvement Practitioners into the provision of advice, information and guidance either on a 1-2-1 basis or through group activity.

Wave Active is reinstating a dormant subsidiary of their organisation that will be rebranded as ‘Wave Active Health’ which will develop an Active Health Strategy, in consultation with Eastbourne and Lewes Councils to be endorsed by cabinet. This subsidiary will benefit from grant funding and revenue generated from the facilities management and commercial arm of the company known as ‘Wave Active’. The Active Health Strategy will benefit from its own communications strategy that will reach out to the wider community. This is in addition to the requirement for the submission of an annual business plan covering objectives, priorities and proposals.

The appointment of Wave Active for this interim period until 2029 would enable a more collaborative and embedded approach to supporting an active and healthy agenda across Eastbourne.

Another key aspiration of the partnership with Wave Active is to drive up customer satisfaction and based on the good customer feedback they receive from other leisure centres within the Lewes district, we would be looking to raise customer satisfaction at the Sovereign Centre. Regular customer satisfaction reporting would be another integral component of the agreement.

Given that Wave Active is already operating successful leisure centres in Eastbourne and Lewes district, handing over operation of the Sovereign Centre will present further opportunities for effective operational management of the Centre, enabling sharing of resource and staff for both financial and reputational benefits, and ensuring there is no loss of service by reallocating staff and resource to where it is needed.

4.0 Financial implications

The latest revenue financial information (subject to any final accounts adjustments) is indicative of a nil net cost position. The gross income generated by the operation is at a level equal to meet all operational and asset related costs.

In finalising the legal agreement between the council and Wave Active, further financial review will be carried out to ensure an agreed and equitable transfer of resources and responsibilities to support existing and future service delivery.

5.0 Corporate plan and council policies

EBC’s Corporate Plan was refreshed in 2022 in light of unprecedented events during and impact of the Covid pandemic. It was necessary for the council to

adjust our strategic position to deal with recovery challenges as a result of huge unavoidable losses of revenue income. A new overarching strategic theme was introduced, Recovery and Stabilisation, focused on recovery and future financial resilience.

The recommendation in this report addresses a number of aspirations of the Corporate Plan including not only around Recovery and Stabilisation, but also Growth and Prosperity and Thriving Communities

6.0 Risk Management

As referenced within this report, continuing to run the Sovereign Centre in-house presents a number of risks spanning operational, reputational and financial. The recommendations in this report help to mitigate these and to ensure the council is addressing the recommendations of both DLUCH's Assurance Review and the Health and Safety Executive.

7.0 Legal Implications

It will be necessary to grant a lease to Wave to allow them to occupy the centre.

The council cannot dispose of land held in the general fund for a consideration less than the best that can be reasonably obtained in the market, except with the consent of the Secretary of State. Disposal includes leasehold sales where the lease term exceeds seven years. The lease to Wave will be for a term of less than seven years.

The financial review referred to in the Financial Implications section above and the arrangements being entered into pursuant to that review will be undertaken in compliance with all legal requirements, including any implications arising from the Subsidy Control regime.

[10952-EBC-KS 21st June 2023]

8.0 Equality analysis

With their industry expertise and reach, Wave are in a position to target groups that generally are less represented in sports and leisure facilities such as the elderly, those recovering from medical treatment, people with disabilities and the very young. Having a long experience of delivering successful not-for-profit health and leisure facilities means Wave are well placed to consider the accessibility of services and address any barriers that different groups may face.

Although staff will be directly involved in the move to Wave, their conditions are not expected to change and therefore we do not anticipate any adverse impacts to any particular group.

An Equality analysis has been completed.

9.0 Background Papers

None

FORWARD PLAN OF DECISIONS

Period covered by this Plan:

1 July to 31 October 2023

Date of publication:

20 June 2023

Membership of Cabinet:

Councillor Stephen Holt (Leader and Chair of Cabinet): Community Strategy, Local Strategic Partnership, the Corporate Plan, Performance and Staff.

Councillor Margaret Bannister: (Deputy Leader and Deputy Chair of Cabinet): Tourism, Leisure, Accessibility and Community Safety

Councillor Peter Diplock: Housing and Planning

Councillor Robin Maxted: Tourism and Leisure Services

Councillor Jim Murray Carbon Neutral 2030

Councillor Colin Swansborough: Enterprise, Community Spaces and Heritage Assets.

Please see the explanatory note appended to this Plan for further information and details of how to make representations and otherwise contact the Council on matters listed in the Plan. Documents referred to will be available at least 5 clear working days before the date for decision.

Forthcoming decisions

Title, description and lead cabinet member:	Ward(s):	Decision type:	Decision maker:	Expected date of decision:	Expected exemption class: (Exempt information reason as defined by Part 1 of Schedule 12A of the Local Government Act 1972 (as amended))	Consultation arrangements proposed or undertaken (where known):	Documents to be submitted:	Lead Chief Officer/ Contact Officer:
<p>Corporate performance - quarter 4 - 2022/23</p> <p>to update Members on the Council's performance against Corporate Plan priority actions, performance indicators and targets over Q4 2022/23 period.</p> <p>End of year outturn will be presented as separate report.</p> <p>(Lead Cabinet member: Councillor Stephen Holt)</p>	All Wards	Key	Cabinet	19 Jul 2023	Open	Scrutiny Committee	Report	<p>Chief Finance Officer (Homira Javadi)</p> <p>Luke Dreeling, Performance Lead luke.dreeling@lewes-eastbourne.gov.uk</p>

Forthcoming decisions:

Title, description and lead cabinet member:	Ward(s):	Decision type:	Decision maker:	Expected date of decision:	Expected exemption class: (Exempt information reason as defined by Part 1 of Schedule 12A of the Local Government Act 1972 (as amended))	Consultation arrangements proposed or undertaken (where known):	Documents to be submitted:	Lead Chief Officer/ Contact Officer:
<p>Revenue & Capital Outturn - 2022/23</p> <p>To update Members on provisional outturn for 2022/23. (Lead Cabinet member: Councillor Robin Maxted)</p>	All Wards	Key	Cabinet	19 Jul 2023	Open	Scrutiny Committee	Report	<p>Chief Finance Officer (Homira Javadi)</p> <p>Mark Walker, Head of Financial Planning mark.walker@lewes-eastbourne.gov.uk</p> <p>Parmjeet Jassal, Interim Head of Financial Planning parmjeet.jassal@lewes-eastbourne.gov.uk</p>

Forthcoming decisions:

Title, description and lead cabinet member:	Ward(s):	Decision type:	Decision maker:	Expected date of decision:	Expected exemption class: (Exempt information reason as defined by Part 1 of Schedule 12A of the Local Government Act 1972 (as amended))	Consultation arrangements proposed or undertaken (where known):	Documents to be submitted:	Lead Chief Officer/ Contact Officer:
<p>Annual treasury management report</p> <p>To report on the activities and performance of the Treasury Management Service during 2022/23.</p> <p>(Lead Cabinet member: Councillor Robin Maxted)</p>	All Wards	Budget and policy framework	Cabinet Full Council	19 Jul 2023 26 Jul 2023	Open	As detailed in the report.	Report	<p>Chief Finance Officer (Homira Javadi)</p> <p>Steven Houchin, Interim Deputy Chief Finance Officer (Corporate Finance) Tel: 01323 415378 steven.houchin@lewes-eastbourne.gov.uk</p>
<p>Stability and Growth Programme</p> <p>Report introducing the next phase of the 'Stability of Growth' programme (formerly Recovery and Reset)</p> <p>(Lead Cabinet member: Councillor Stephen Holt)</p>	All Wards	Key	Cabinet	19 Jul 2023	Open	As detailed in the report.	Report	<p>Chief Executive (Robert Cottrill)</p> <p>Jo Harper, Head of Business Planning and Performance Tel: 01273 484049 jo.harper@lewes-eastbourne.gov.uk</p>

Forthcoming decisions:

Title, description and lead cabinet member:	Ward(s):	Decision type:	Decision maker:	Expected date of decision:	Expected exemption class: (Exempt information reason as defined by Part 1 of Schedule 12A of the Local Government Act 1972 (as amended))	Consultation arrangements proposed or undertaken (where known):	Documents to be submitted:	Lead Chief Officer/ Contact Officer:
<p>Sovereign Centre Arrangements</p> <p>The report recommends the inclusion of the leisure services at the Sovereign Centre in the existing arrangements with Wave Leisure for the operation of a number of leisure facilities in Eastbourne. The decision required is to approve this decision and delegate the necessary powers to enable it to be implemented.</p> <p>(Lead Cabinet member: Councillor Margaret Bannister)</p>	Devonshire	Key	Cabinet	19 Jul 2023	Open	Scrutiny Committee (if requested)	Report	<p>Chief Executive (Robert Cottrill)</p> <p>Becky Cooke, Director of Tourism, Culture and Organisational Development Tel: (01323) 415106 becky.cooke@lewes-eastbourne.gov.uk</p>

Forthcoming decisions:

Title, description and lead cabinet member:	Ward(s):	Decision type:	Decision maker:	Expected date of decision:	Expected exemption class: (Exempt information reason as defined by Part 1 of Schedule 12A of the Local Government Act 1972 (as amended))	Consultation arrangements proposed or undertaken (where known):	Documents to be submitted:	Lead Chief Officer/ Contact Officer:
<p>Disabled Facilities Grants - Financial Assistance Policy 2023-2025</p> <p>To approve a Financial Assistance Policy for Disabled Facilities Grants in line with the Better Care Funding 2023-2025.</p> <p>(Lead Cabinet member: Councillor Peter Diplock)</p>	All Wards	Key	Cabinet	19 Jul 2023	Open	As detailed in the report.	Report	<p>Director of Service Delivery (Tim Whelan)</p> <p>Rebecca Wynn, Regulatory Services Lead (Operational Lead - Emergency Planning) Tel: 01273 085491 Rebecca.wynn@lewes-eastbourne.gov.uk</p>

Forthcoming decisions:

Title, description and lead cabinet member:	Ward(s):	Decision type:	Decision maker:	Expected date of decision:	Expected exemption class: (Exempt information reason as defined by Part 1 of Schedule 12A of the Local Government Act 1972 (as amended))	Consultation arrangements proposed or undertaken (where known):	Documents to be submitted:	Lead Chief Officer/ Contact Officer:
<p>Corporate performance - quarter 1 - 2023/24</p> <p>To update Members on the Council's performance against Corporate Plan priority actions, performance indicators and targets over Q1 2023/24 period. Report to also include review of Corporate Plan achievements.</p> <p>(Lead Cabinet members: Councillor Stephen Holt, Councillor Robin Maxted)</p>	All Wards	Key	Cabinet	20 Sep 2023	Open	Scrutiny Committee	Report	<p>Chief Finance Officer (Homira Javadi)</p> <p>Luke Dreeling, Performance Lead luke.dreeling@lewes-eastbourne.gov.uk</p> <p>Mark Walker, Head of Financial Planning mark.walker@lewes-eastbourne.gov.uk</p> <p>Parmjeet Jassal, Interim Head of Financial Planning parmjeet.jassal@lewes-eastbourne.gov.uk</p>

Forthcoming decisions:

Title, description and lead cabinet member:	Ward(s):	Decision type:	Decision maker:	Expected date of decision:	Expected exemption class: (Exempt information reason as defined by Part 1 of Schedule 12A of the Local Government Act 1972 (as amended))	Consultation arrangements proposed or undertaken (where known):	Documents to be submitted:	Lead Chief Officer/ Contact Officer:
<p>Housing Delivery & Asset Update</p> <p>To consider the rationalisation and supporting decisions required in relation to HRA assets to support the Business Plan and supply of new homes within the borough.</p> <p>(Lead Cabinet member: Councillor Peter Diplock)</p>	All Wards	Key	Cabinet	20 Sep 2023	Fully exempt Exempt information reason: 3	Scrutiny Committee (if requested)	Report	<p>Director of Regeneration and Planning (Ian Fitzpatrick)</p> <p>Nathan Haffenden, Head of Development, Investment and Delivery Tel: (01323) 410000 nathan.haffenden@lewes-eastbourne.gov.uk</p>

Explanatory Note

The Council is required to publish information about all key decisions at least 28 days in advance of the decision being taken.

This plan is a list of the decisions likely to be taken over the coming four months. The list is not exhaustive as not all decisions are known that far in advance. The Plan is updated and re-published monthly.

The forward plan shows details of key decisions intended to be taken by the Cabinet and Chief Officers under their delegated powers.

The plan shows:

- the subject of the decisions
- what wards are affected
- the decision type
- who will make the decision
- when those decisions will be made
- expected exemption class (open, part exempt or fully exempt.)
- what the consultation arrangements are
- what documents relating to those decisions will be available
- who you can contact about the decision and how to obtain copies of those documents referred to in the plan

What is a key decision?

"Key decisions" relate to a decision, which is likely:-

(1) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates; or

(2) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the Council's area.

What is budget and policy framework?

When a decision is marked as "budget and policy framework", it requires the approval of Full Council.

Confidential and exempt information

From time to time, the forward plan will indicate matters (or part thereof) which may need to be considered in private, during which time the press and public will be excluded. This is in accordance with the provisions of Regulation 5(2) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

Any representations that such matters should not be considered in private should be sent to the contact officer.

Information given to the Council by a Government Department on terms which forbid its disclosure to the public, information which cannot be publicly disclosed by a Court Order and information, the disclosure of which is prohibited by an enactment are all legally defined as "Confidential Information" and must not be disclosed. All other local authority information which it is desired should not be disclosed has to be categorised under one or more of the following "Exempt Information" reasons (as given under Schedule 12A of the Local Government Act 1972) and subject to the public interest test.

Category	Condition No.
1. Information relating to any individual.	See conditions 9 and 10 below.
2. Information which is likely to reveal the identity of an individual.	See conditions 9 and 10 below.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).	See conditions 8, 9, 10 and 12 below.
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.	See conditions 9, 10, 11 and 12 below.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.	See conditions 9 and 10 below.
6. Information which reveals that the authority proposes— (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.	See conditions 9, 10 and 12 below.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.	See conditions 9 and 10 below.

Conditions
8. Information is not exempt information if it is required to be registered under: (a) the Companies Acts (as defined in section 2 of the Companies Act 2006); (b) the Friendly Societies Act 1974; (c) the Friendly Societies Act 1992;

- (d) the Industrial and Provident Societies Acts 1965 to 1978;
- (e) the Building Societies Act 1986; or
- (f) the Charities Act 1993.

“Financial or business affairs” includes contemplated as well as past or current activities.

9. Information is not exempt information if it relates to proposed development for which the local planning authority may grant itself planning permission pursuant to regulation 3 of the Town and Country Planning General Regulations 1992.

10. Information which:

- (a) falls within any of paragraphs 1 to 7 above; and
 - (b) is not prevented from being exempt by virtue of paragraph 8 or 9 above,
- is exempt information if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

11. “Labour relations matter” means:

- (a) any of the matters specified in paragraphs (a) to (g) of section 218(1) of the Trade Union and Labour Relations (Consolidation) Act 1992 (matters which may be the subject of a trade dispute, within the meaning of that Act); or
 - (b) any dispute about a matter falling within paragraph (a) above;
- and for the purposes of this definition the enactments mentioned in paragraph (a) above, with the necessary modifications, shall apply in relation to office-holders under the authority as they apply in relation to employees of the authority;

“Office-holder”, in relation to the authority, means the holder of any paid office appointments to which are or may be made or confirmed by the authority or by any joint board on which the authority is represented or by any person who holds any such office or is an employee of the authority.

“Employee” means a person employed under a contract of service.

12. “The authority” is a reference to the council or a committee or sub-committee of the council or a joint committee of more than one council.

Further information

The plan is available on the [Council website at http://www.lewes-eastbourne.gov.uk/councillors-committees-and-meetings/cabinet-and-committees/](http://www.lewes-eastbourne.gov.uk/councillors-committees-and-meetings/cabinet-and-committees/)

If you have any questions about the Forward Plan please contact Simon Russell, Head of Democratic Services, on (01323) 415021, or e-mail simon.russell@lewes-eastbourne.gov.uk.

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