

## EBC Performance and Projects measures: 2019/20

### 1. Growth and Prosperity: Projects & Programmes

Project / Initiative	Description	Target Completion
Town Centre Public Realm Improvements	Significant improvements to the pedestrian environment in Terminus Road and Cornfield Road to be delivered alongside the extension to the Arndale. Joint Partnership Project with ESCC.	Q2 2019/20
Bedfordwell Road - EBC New Build Housing	One project within the Housing and Economic Development Programme to deliver refurbished and redeveloped housing within the Borough.	Q1 2025/26
Sovereign Harbour Innovation Park (SHIP)	New contemporary business premises at Sovereign Harbour Innovation Park	Q4 2021/22
Hampden Retail Park	The acquisition and development of Hampden Retail Park as part of the Property Acquisition and Investment Strategy (PAIS).	Q2 2019/20
Sovereign Leisure Centre	New leisure centre delivered	Q4 2019/20
Wish Tower Restaurant	Scheme to deliver a flagship restaurant	Q1 2019/20
Devonshire Park Redevelopment	Significant investment to establish Devonshire Park as a premier conference and cultural destination to include: New welcome building: Restoration of Congress, Winter Garden and Devonshire Park Theatres: Improving Accessibility: Improving tennis facilities: New Conference/exhibition Space & Cafe: Public realm improvements	Q3 2020/21
Clear Futures: Joint Venture for Energy and Sustainability	A joint venture between Eastbourne and Lewes Council and a private sector organisation to deliver local energy and sustainability ambitions for the next 20-30 years. The Joint Venture will follow a programme of work.	Q1 2037/38

### Performance Indicators

KPI Description	Annual Target 2019/20
Town Centre vacant retail space	10% (using national rate in January 2019 as benchmark)
Increase numbers of bandstand patrons	38,000
Percentage of Council Tax collected during the year	97.06%
Percentage of Business Rates collected during the year - Eastbourne	98.50%

## 2. Housing Projects & Programmes

Project / Initiative	Description	Target Completion
Housing Development Programme	Deliver an ambitious programme of housing development and refurbishment that provides homes and makes a positive contribution to Eastbourne's economic future	Q4 2019/20
Rough Sleeping Project	Reduce homelessness.	Q4 2019/20
Key Performance Indicators		Annual Target 2019/20
DFGs - Time taken from council receiving a fully complete application to the council approving the grant		<b>28 days</b>
Number of Licensed HMO's Inspected per Quarter		<b>50</b>
Number of households living in emergency (nightly paid) accommodation		<b>Data only</b>
Satisfaction with tenant services		<b>Data only</b>
Rent arrears of current tenants (expressed as a percentage of rent debt)		<b>2%</b>
Average number of days to re-let Council homes (excluding temporary lets)		<b>23 days</b>
Increase the number of affordable homes delivered		30
Net additional homes provided		274

## 3. Thriving Communities

Key Performance Indicators		Annual Target 2019/20
Revs and Bens: Average days to process new housing / council tax claims		<b>23</b>
Revs and Bens: Average days to process change of circs (housing / council tax benefit)		<b>8</b>
Improve our ranking compared to similar authorities in relation to all crime - Eastbourne		<b>5</b>

## 4. Quality Environment Projects & Programmes

Project / Initiative	Description	Target Completion
Environment First- launch of new waste and recycling company	Launch of new local authority controlled company, South East Environmental Services Ltd	Q2

### Key Performance Indicators

KPI Description	Annual Target 2019/20
Percentage of major applications determined within 13 weeks	65%
Percentage of Minor applications determined within 8 weeks	75%
Processing of other planning applications within 8 weeks	75%
Total number of reported fly-tipping incidents	600
Percentage of household waste sent for reuse, recycling and composting	38%

## 5. Best Use of Resources Key Performance Indicators

KPI Description	Annual Target 2019/20
Percentage of calls to the contact centre answered within 60 seconds	80%
Average days lost per FTE employee due to sickness	8.0 days
Social media responsiveness rate	90%

Number of new sign-ups to social media channels	600
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