

Eastbourne Borough Council Corporate Plan consultation report



Consultation report | January 2024

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Background

From Wednesday 25 October to Thursday 30 November 2023, Eastbourne Borough Council carried out a public consultation over its draft Corporate Plan for 2024-28.

We invited comments and feedback on the proposed priorities of the draft plan from residents, businesses, partners and other stakeholders. We also asked respondents if they had any suggestions for additions to the plan.

How we consulted

We published a page on the Eastbourne Borough Council website, providing the draft plan to download and an online survey asking questions about each section of the plan.

We made the consultation information available in other languages and formats, including hard copy on request.

We promoted the consultation through a press release to the local media, the news section of the council website, an email to our 20,000 news and consultation email alert subscribers.

We promoted the consultation repeatedly through promotional videos on the council's social media channels and emailed key partners and stakeholders directly with an invitation to respond to the consultation.

We also signposted to the consultation from a site-wide message on every page of the council website.

Who responded

The consultation survey received 270 responses in total, comprised of:

- 227 residents
- 17 council tenants and leaseholders
- 3 people who work but do not live in Eastbourne
- 7 businesses:
- 7 organisations or groups:

Summary of responses

1. In what capacity are you responding to this consultation?				
Answer Choices			Response Percent	Response Total
1	A resident of Eastbourne		85.98%	227
2	A tenant or leaseholder of Eastbourne Homes Limited		6.44%	17
3	A visitor to Eastbourne		0.00%	0
4	Someone who works in Eastbourne but doesn't live there		1.14%	3
5	A business operating in Eastbourne		2.27%	6
6	An organisation or group (please specify below)		2.65%	7
7	Other (please specify):		1.52%	4
			answered	264
			skipped	6
Other (please specify): (4)				
<ul style="list-style-type: none"> - Resident of Pevensey Bay - Resident and small business owner - Occasional resident - A frequent visitor 				
Name of the organisation or group (if you have selected this option above):				
<ul style="list-style-type: none"> - Sailing Club at Princes Park - Parade Bowles Club - West Rocks Hotel - Global Wealthmap Ltd Goscombe Group - Eastbourne Homes Ltd - Long Man Brewery - Royal Institute of British Architects - Member of Eastbourne Swimming Club - Sorting Out Space (SOS) 				

1. In what capacity are you responding to this consultation?

- Fish 2 Water
- Eastbourne Rovers Athletic Club
- Member of Save Our Meads Sports Centre.
- Meads Community Association
- Sussex Wildlife Trust
- Woodland Trust
- The Over Fifty Fives (TOFs), University of Brighton.

2. High quality, responsive services

Answer Choices		Response Percent	Response Total
1	Strongly agree	29.46%	76
2	Agree	49.22%	127
3	Disagree	10.08%	26
4	Strongly disagree	3.49%	9
5	Don't know	7.75%	20
		answered	258
		skipped	12

Do you have any comments or suggestions for this section of the plan? (118)

Comment themes:

- The council should ensure it continues to offer face-to-face services for those who need them – **20 comments**
- There is a need to ensure there are customer service options for people who are 'digitally excluded' – **19**
- The council needs to maintain or improve service over the phone – **19**
- Access and equality considerations need to be taken into account in the council's services e.g. training in serving older people or those with hidden disabilities such as autism – **10**
- The council's website needs to be improved – some online services are frustrating for users – **9**
- Agree with this priority – **9**
- Disagree with this priority – **8**
- Request to retain Hillbrow Sport Centre (owned by Brighton University) – **6**
- The council needs to do more to address litter and street cleanliness e.g. by working more closely with the voluntary sector – **5**

5 comments were made about non-EBC services including highways and policing.

3. Housing and the cost of living crisis

Answer Choices		Response Percent	Response Total
1	Strongly agree	30.50%	79
2	Agree	45.56%	118
3	Disagree	12.74%	33
4	Strongly disagree	2.70%	7
5	Don't know	8.49%	22
		answered	259
		skipped	11

Do you have any comments or suggestions for this section of the plan? (128)

Comment themes:

- The council needs to consider the effect of new housing on local services and infrastructure such as support services, roads, utilities and businesses – **12 comments**
- More support needs to be given to support people facing homelessness and experiencing rough sleeping – **12**
- More consideration should be given to the green/sustainability measures of new and existing housing – **9**
- Good to see an increase in affordable housing but more needs to be done to deliver new housing and to support people struggling to stay in private rented accommodation.
- Comments about specific language or terms used in the draft plan – **6**
- Work needed to address empty properties and bring these back into use to help tackle the housing shortage– **6**
- There is a need to maintain or expand support for people struggling with the cost of living – **5**
- Disagree with this priority – **5**
- Need to ensure adequate water / sewage infrastructure – **5**
- Equality and disability considerations need to be taken into account – **4**
- More regulation of private landlords is needed - **3**

4. Economic development and tourism

Answer Choices		Response Percent	Response Total
1	Strongly agree	36.82%	95
2	Agree	39.92%	103
3	Disagree	11.63%	30
4	Strongly disagree	7.36%	19
5	Don't know	4.26%	11
		answered	258
		skipped	12

4. Economic development and tourism

Do you have any comments or suggestions for this section of the plan? (176)

Comment themes:

- Need to retain or improve existing swimming pools and active facilities such as Motcombe Pool and great emphasis on the Hillbrow Sport Centre (owned by Brighton University) – **49 comments**
- Improvements are needed to transport options including local buses, high speed rail and roads – **27**
- More emphasis is needed on cleanliness of the town e.g. tackling litter and dog fouling - **12**
- More pedestrian routes are needed – **11**
- More cycle routes are needed, especially near the seafront – **10**
- Agree with this priority – **8**
- Empty or derelict shops / commercial units should be re-developed or converted into housing – **7**
- Disagree with this priority – **6**
- There is a need to improve seafront facilities / trade such as public toilets and later opening times for shops and stalls – **5**
- Tourism and the arts/entertainment should remain a priority, including more support for grass-roots events – **5**
- Crime and anti-social behaviour in the town centre needs to be addressed - **4**
- Questions about the accessibility of Black Robin Farm scheme – **4**
- More needs to be done to tackle illegal drug use and associated crime - **3**

8 comments were made about non-EBC services.

5. Sustainability and environment

Answer Choices		Response Percent	Response Total
1	Strongly agree	38.52%	99
2	Agree	42.80%	110
3	Disagree	10.51%	27
4	Strongly disagree	5.06%	13
5	Don't know	3.11%	8
		answered	257
		skipped	13

Do you have any comments or suggestions for this section of the plan? (126)

Comment themes:

- More work is needed to improve the cleanliness of the town and seafront, including tackling litter and fly-tipping - **21**

5. Sustainability and environment

- More choice needed for recycling locally including the tip opening hours, 'bring sites' and items accepted in household recycling – **17 comments**
- Introduce a food waste collection service – **10**
- Action needed to tackle waste / sewage being pumped into the sea – **10**
- More publicly accessible electric vehicle charge points are needed – **9**
- Calls to stop Airbourne due to carbon footprint of the event – **7**
- Need to curb the use of pesticides and similar chemicals - **7**
- Disagreement with the need for electric vehicle charge points – **6**
- Increasing need for effective sea defences such as those being developed by the Environment Agency in partnership with EBC – **6**
- Agree with this priority – **4**
- Do more to promote recycle schemes and what can be recycled – **4**
- Disagree with this priority – **3**
- Provide more upcycling / re-use facilities – **3**
- Support for onshore / offshore windfarms - **3**

Equality monitoring questions

7. Would you like to answer or skip the following questions about you?

Answer Choices		Response Percent	Response Total
1	Answer the questions	78.24%	205
2	Skip the questions	21.76%	57
		answered	262
		skipped	8

9. Questions about you

8. What is your age?

Answer Choices		Response Percent	Response Total
1	Under 18	0.00%	0
2	18 - 24	0.96%	2
3	25 - 34	4.81%	10
4	35 - 44	7.21%	15
5	45 - 54	9.62%	20
6	55 – 64	27.40%	57

8. What is your age?

7	65 – 74		36.54%	76
8	75 +		11.54%	24
9	Prefer not to say		1.92%	4
			answered	208
			skipped	62

9. Do you have a long-term health problem or disability?

Answer Choices			Response Percent	Response Total
1	Yes		26.44%	55
2	No		70.19%	146
3	Prefer not to say		3.37%	7
			answered	208
			skipped	62

10. What is your gender?

Answer Choices			Response Percent	Response Total
1	Male		45.89%	95
2	Female		50.24%	104
3	Prefer not to say		2.90%	6
4	Other (please specify):		0.97%	2
			answered	207
			skipped	63

Other (please specify): (2)

11. What is your sexual orientation?

Answer Choices			Response Percent	Response Total
1	Heterosexual or straight		77.67%	160
2	Gay man		4.85%	10

11. What is your sexual orientation?

3	Gay woman or lesbian		3.40%	7
4	Bisexual		2.43%	5
5	Prefer not to say		10.19%	21
6	Other (please specify):		1.46%	3
			answered	206
			skipped	64

Other (please specify): (3)

12. What is your religion?

Answer Choices			Response Percent	Response Total
1	What is your religion?		0.49%	1
2	No religion		41.26%	85
3	Christian		41.26%	85
4	Buddhist		1.94%	4
5	Hindu		0.97%	2
6	Jewish		1.46%	3
7	Muslim		0.00%	0
8	Sikh		0.00%	0
9	Prefer not to say		8.25%	17
10	Other (please specify):		4.37%	9
			answered	206
			skipped	64

Other (please specify): (9)

13. What is your ethnic group? Ethnic groups are defined by the 2011 census

Answer Choices			Response Percent	Response Total
White				
1	English/Welsh/Scottish/Northern Irish/British		86.14%	174
2	Irish		0.50%	1
3	Gypsy or Irish Traveller		0.50%	1

13. What is your ethnic group? Ethnic groups are defined by the 2011 census

4	Any Other White background		3.96%	8
Mixed/Multiple Ethnic Groups				
5	White and Black Caribbean		0.00%	0
6	White and Black African		0.00%	0
7	White and Asian		2.48%	5
8	Any Other Mixed background		3.47%	7
Asian or Asian British				
9	Asian/Asian British		0.00%	0
10	Indian		0.00%	0
11	Pakistani		0.00%	0
12	Bangladeshi		0.00%	0
13	Chinese		0.00%	0
14	Any Other Asian background		0.50%	1
Black/African/Caribbean/British Black				
15	African		0.00%	0
16	Caribbean		0.00%	0
17	Any Other Black/African/Caribbean background		0.50%	1
Other ethnic group				
18	Arab		0.00%	0
19	Roma		0.00%	0
20	Any Other Ethnic Group (please specify):		1.98%	4
			answered	202
			skipped	68

Any Other Ethnic Group (please specify): (4)

Next steps

This consultation findings report will be presented to Eastbourne Borough Council Cabinet for consideration alongside the draft corporate plan 2028' on 7 February 2024.

Once considered by the Cabinet, these findings will be published on the council website ahead of consideration by Full Council at its meeting on 21 February 2024.

Full Council will be recommended to adopt the Corporate Plan to drive the council's direction over the next 4 years.

If you have any questions about this report or would like to request it in a different language or format, including a paper copy, please email BPP@lewes-eastbourne.gov.uk