

APPENDIX A - EASTBOURNE BOROUGH COUNCIL CORPORATE PLAN 2016-20

2017-18 Refresh

1. Prosperous Economy Actions			
Theme	Ref	Outcome	Action for 2017/18
A great destination for tourism, arts, heritage & culture	1.1	Seafront/tourism strategy action plan delivery	Progressing
	1.2	Redevelop the Devonshire Park Complex by 2020	Progressing
	1.3	Deliver a new online tourist guide - EB Now	Completed
	1.4	Refurbish the Redoubt Fortress	Progressing
	1.5	A new restaurant at the Wish Tower	Progressing
	1.6	Deliver a vibrant programme of tourism events	Progressing
	1.7	Explore options for a New Museum	Progressing
	1.8	Establish and Operate the New Joint Housing Investment Company with LDC	New Action 2017-18
Investing in housing & economic development	1.9	Support delivery of the Sovereign Harbour Innovation Park due to complete 2022	Progressing
Providing Opportunities for businesses to grow & invest	1.10	Support delivery of the Arndale Shopping Centre Extension due to complete 2018	Progressing
2. Prosperous Economy KPIs			
Theme	Ref	Outcome	Action for 2017/18
A great destination for tourism, arts, heritage & culture	2.1	More than 30,000 Bandstand Patrons	No change
	2.2	More than 15,200 visitors to the Redoubt Fortress	Reduce Target to 8,500
	2.3	At least 4.87m visitors to Eastbourne	Added annual target
	2.4	At least £300m Total Tourist Spend in Eastbourne	Added annual target
	2.5	At least £129m Day visitor spend in Eastbourne	Added annual target
	2.6	At least £171m spend on holiday accommodation	Added annual target
Investing in Housing & Economic Development	2.7	More than 241 homes delivered	set more challenging target of 245 homes
	2.8	More than 30 affordable homes delivered	No change
Providing opportunities for businesses to grow & invest	2.9	Vacant retail space in the town centre is reduced below national average	No change

3. Quality Environment - Actions & Projects

Theme	Ref	Outcome	Action for 2017/18
A range of transport options	3.1	Eastbourne cycling & walking strategy development with ESCC	Progressing
Excellent Parks & Open Spaces	3.2	Conservation & enhancement of Eastbourne Park completing 2020	Progressing
	3.3	Hampden Park Improvements completing summer 2017	Progressing
	3.4	Parks and Open Spaces Signage completing winter 2017	Progressing
	3.5	Allotment Improvements	Completed
High Quality Built Environment	3.6	Support town centre public realm improvements completing 2019	Progressing
	3.7	Commence Conservation Area appraisals (2 per year)	New Action 2017-18
Less Waste & a low carbon town	3.8	Set up a Joint Venture for Energy & Sustainability by summer 2017	Progressing
	3.9	Explore potential for joint waste contract with LDC in summer 2017	New Action 2017-18

4. Quality Environment - KPIs

Theme	Ref	Outcome	Action for 2017/18
Clean & Attractive Town	4.1	Reported fly-tipping incidents under 1,500	set more challenging target of 600
	4.2	Enhance and/or bring back to use at least 30 difficult properties	no change
High Quality Built Environment	4.3	Process 60% Major planning applications within 13 weeks	no change
	4.4	Process 80% Minor planning applications within 8 weeks	no change
	4.5	Process 80% other planning applications within 8 weeks	no change
	4.6	Over 35% of household waste sent for reuse, recycling and composting	no change
Less Waste & a low carbon town	4.7	Reduce the carbon footprint of council buildings & vehicles	no change

5. Thriving Communities - Action Plan

Theme	Ref	Outcome	Action for 2017/18
Improved Health & Wellbeing	5.1	Deliver the Active Eastbourne Strategy	Progressing
	5.2	Deliver a new Leisure Centre to replace the Sovereign Centre by 2020	Progressing
	5.3	Support delivery of Health & Housing projects across East Sussex	Progressing
	5.4	Deliver improvements to Parks and Playgrounds (Seaside & Old Town Rec & Tugwell Path)	Completed
	5.5	Deliver a new Skate Park in Shinewater by summer 2017	Progressing
Keeping Crime & Anti social behaviour low	5.6	Eastbourne Community Safety Partnership delivery plan	Progressing
Meeting Housing Needs	5.7	Deliver the Housing & Economic Development Programme	Progressing
	5.8	Explore options for the delivery of housing services across EBC and LDC	Completed
Putting the Customer First	5.9	Creation of joint EBC and LDC customer contact teams by Feb 2018	New Action 2017-18
	5.10	Launch new shared website with LDC by summer 2017	New Action 2017-18
	5.11	Enable more self-serve options for customers	New Action 2017-18
	5.12	Introduce a new aligned complaints policy across LDC/EBC by Jan 2018	New Action 2017-18
Resilient & Engaged Communities	5.13	Deliver the annual action plan to support young people	Progressing
	5.14	Support delivery of a Community Centre for the Sovereign Harbour Neighbourhood by 2018	Progressing
	5.15	Support community groups to self-manage their facilities	Progressing
	5.16	Manage the changes to benefits as part of the Welfare Reform Act	Progressing
	5.17	Deliver a new Community Lottery for Eastbourne by March 2018	Progressing

6. Thriving Communities KPIs

Theme	Ref	Outcome	Action for 2017/18
Keeping Crime & Anti social behaviour low	6.1	Higher than 4th ranking for low levels of crime (compared to similar areas).	No change
Meeting Housing Needs	6.2	No more than 30 households living in temporary accommodation	No change
	6.3	EHL Property Lettings – No more than 25 days to let a property	New indicator
	6.4	EHL Rent Collection – At least 98% of rent collected	New indicator
	6.5	EHL Safety Compliance Indicators for Fire & Gas (tbc)	New indicator
Putting the Customer First	6.6	At least 80% of calls to the contact centre answered within 30 seconds	No change
	6.7	No more than 5% of calls to the contact centre are abandoned	No change
Improved Health & Wellbeing	6.8	No more than 100 days to deliver disabled adaptations	No change

7. Sustainable Performance - Action Plan

Theme	Ref	Outcome	Action for 2017/18
Working in partnership	7.3	Deliver the Joint Transformation Programme with LDC. In 2017 complete Phase 2 (service delivery) restructure - resulting in the majority of functions shared across LDC and EBC	Progressing
	7.5	Set up a Joint Corporate Landlord Service with LDC	Completed

8. Sustainable Performance - KPIs

Theme	Ref	Outcome	Action for 2017/18
Delivering a balanced budget	8.1	Collect at least 96.75% of Council Tax in the year	set more challenging target of 97%
	8.2	Collect at least 98% of business rates in the year	no change
Managing our People & Performance	8.3	No more than 5.8 employee days lost through sickness absence	no change