

Achievements in 2017/18

Our Commitment: *We will deliver improvements for customers and communities*

Communities: *Resilient, health and engaged communities*

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

Appendix A

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

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

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

Appendix A

- ❖ Processed xxx new benefit claims within an average of xxx days per claim

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

Place (Growth and Prosperity)

Newhaven Enterprise Zone – Designation of 8 sites within Newhaven as part of the Enterprise Zone. Phase 1 of new business units at Eastside South completed. New Programme Manager appointed in October.	Completed
Newhaven town centre: Masterplan of a redeveloped town centre completed including provision for a new hotel.	Completed
Artwave Festival 2017: Another successful Festival. Other notable events delivered during the year include Gin & Fizz.	Completed
Lewes Business Awards 2017	Completed
Develop a new arts and culture brand and tourism offer in conjunction with Eastbourne as a shared service	Completed

Place (Clean and Green)

Waste Strategy – Co-mingled recycling introduced in the district resulting in a positive impact on recycling rates.	Completed
Neighbourhood First launched: A new Council service which has advisors working within towns and villages inspecting streets,, open spaces and recreation grounds to ensure the environment is well-maintained.	Completed

Delivered

- ❖ Our recycling rate in April 2018 was 33.6% compared with 27.57% in April 2017.

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

Value for money

Shared Services - Property and IT services now shared with EBC - external shared IT supplier to deliver shared network and telephony	Progressing
Joint Transformation Programme launched – Aim to deliver up to £2.79m savings by 2019/20; reduction of up to 79 FTE posts; Phase one staff restructure – delivering £1.05m savings,	Progressing

Appendix A

- JTP Phase 2 (service delivery) restructuring phase completed –mobilisation and transition phase underway– target efficiency savings circa £545k.
- Delivered single IT infrastructure across LDC and EBC

Work plans for 2018/19

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

Appendix B

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

Housing and Development- Delivering sustainable housing and infrastructure

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

Growth and Prosperity- Prosperous Economy

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

Appendix B

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

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