Part A – Appendix 2

Achievements against 2020 – 2024 Corporate Plan

Set out below are some of the main key highlights achieved within the first two years of the corporate plan;

<u>Customer charter</u>

- Delivered **consistently high levels of customer service** – including throughout the pandemic
- **Delivered Community Hub Helpline** and related wraparound services during Covid – including working DEFRA to provide priority shopping slots
- Successfully implemented systems to pay **CV-19 Business Grants** paying out £22.3m to 4,400 businesses, and **Retail, Hospitality and Leisure Business Rate Relief** to 858 businesses totalling £39,038,750 since 2019/20
- **Test and Trace Support Payments** scheme paying out £347,000 to 694 residents
- **Developed Community Directory** to support Covid response
- Establishment of the **Social Value Charter**

<u>Growth and prosperity</u>

- **Congress theatre reopened** along with new **Welcome Building** to provide comprehensive conferencing space
- Restoration of **Victoria Mansions**
- **Delivered Fishermen's Quay at Sovereign Harbour**
- **Phase 2a of the Eastbourne Town Centre Movement & Access Package -** In partnership with ESCC agreed detailed design of scheme which runs from Bankers Corner to Bolton Road and Langney Road
- **REVO Award –** EBC won the Re:generate Gold Award for the regeneration of Eastbourne Town Centre for its unprecedented transformational change
- **Levelling Up Fund –** 'Linking Town Centre Regeneration with a Strengthened Visitor Economy @Victoria Place and @Towner' - £19.8m funding
    - **£7.623m to convert Victoria Place into a vibrant, pedestrianised cultural district**, including new green energy infrastructure, with awnings, lighting and heating; with excellent independent cafés and restaurants serving high quality, locally sourced food and drink all year round, also developing a night-time economy.
    - **£1.037m investment in the Towner's Centenary project**, creating a number of legacy public artworks across the town that will provide an arts trail connecting the Seafront, Town Centre and SDNP, as well as enhancing gallery facilities to support the education and outreach programmes that will Eastbourne's most disadvantaged communities.
    - **£11.186m to create a world-class culture and education centre at Black Robin Farm**, a former dairy farm set on the Downs above the town, connecting the SDNP with the Town Centre and Seafront and providing a new destination for c.100,000 visitors per year, space for

new businesses and work placements for young people during both the construction and operational phases.
- **Welcome Back Fund –** delivered a wide range of projects, events and initiatives with a total spend of £248k including:
  - Pop-up Park in Victoria Place, Town Centre Planters, Destination Boards, Afterlight Festival, Spring Rise Festival, LED Christmas Tree, Christmas Lighting Scheme, Son et Lumiere Music and Light Show, Winter Lantern Event, Arts Trail, 3D Heritage Trail.

Housing and development

- **335 homes developed across the town** (between April 2020 & March 2022), whilst 296 are under construction and a further 984 have planning permission.
- **Twelve affordable homes completed** (in 2021/22), including **10 x new homes as part of the grant funded Rough Sleepers Accommodation** Programme. A further 49 affordable homes with planning permission.
- **Reduced the numbers of homeless households** having to stay in emergency accommodation by almost a third – 116 household at the end of March 2022, compared to 148 households in March 2020
- **Solar Together scheme (autumn of 2021**)- to enable the installation of PV panels, battery storage and EV chargepoints within the able to pay private-sector housing market – likely to result in 60 PV installations, 25 domestic batteries and 20 EV chargepoints.

Quality environment

- **introduction of alternate weekly waste/recycling collections** - resulting in reduced waste fleet on the road and increased recycling rates (from a low of 31% in 2019/20 to a high of 41% in 21/22)
- **Electric vehicle charge point contract** in final stages of procurement
  - to install approximately 18 7kW charge points by the end of 2022 for the use of residents and medium/long-stay visitors.
- **15 new wildflower seed areas**, including turning an unused bowling green, into a wildflower meadow
- **Pevensey Bay to Eastbourne Coastal Management Scheme** (Environment Agency in partnership with EBC) - 100 million flagship coastal flood and erosion risk management project for Pevensey Bay to Eastbourne - will deliver protection to an estimated 10,000 residential properties as well as key infrastructure, local businesses, heritage sites and nature conservation areas.
- **Biodiversity strategy adopted in 2021**
- **Introduction of Reduce, Reuse, Recycle monthly bulletin** to 15,000 local mailboxes to influence recycling behaviours
- **Treebourne –** working with local residents to increase the number of trees in the borough

Thriving communities

- **Benefit processing times -** Average time to process new claims was 19 days in 2020/21 which was the best result in over five years as was the six day average time taken to process changes.

- **Council tax Hardship scheme** - awarded c£900k
- **Delivery of Sovereign Harbour Community Centre**
- **Changing Places Facilities Funding** – secured £140k to deliver facilities in The Congress Theatre, Sovereign Harbour Community Centre and Langney Shopping Centre
- **Walking Festival** held in September 2021
- **Litter and fly-tipping reduction strategy implemented**
- **£420k Safer streets fund project delivered** in Devonshire ward. Further funding awarded for Gildridge Park for 2022.
- **Distributed £233k Household Support Fund** between Dec 21 & March 2022, providing direct financial assistance to help over 1,000 residents through the cost of living crisis
- **Delivered access audits on council buildings and open spaces** and made access improvements as a result
- **Introduced ward level Community Safety action groups**

Best use of resources

- **Recovery and Reset programme** established to deliver savings and essential digital improvements
- **Implemented Chatbot digital assistant** on the councils' website