

Appendix B

Cabinet 10 July

Monitoring Arrangements and updates on progress to Flagship Activities 2017/18 under the Council's Priorities

Council Priorities and Flagship Activities	Service Head	Cabinet Member	Monitoring arrangements
Effective and responsive services			
Improving our customer service with more enquiries dealt with at the first point of contact	Simon Hughes	Mandy Thomas-Atkin	New Performance Indicators are being monitored in 2017/18, including % of enquiries resolved at first point of contact and customer satisfaction scores.
<p><u>Progress</u> <i>Monitoring of % of enquiries resolved at first point of contact has commenced through a combination of:</i></p> <ul style="list-style-type: none"> • <i>the number of the automatic forms available on our website (such as Building control site inspection request forms, bulky waste collection form) which are submitted successfully and therefore the service accessed at first point of contact.</i> • <i>the number of calls that are dealt with by the contact centre against those that are forwarded on and answered by another department. This as a percentage of calls through the contact centre being forwarded on and not being answered which results in either the contact centre or the customer having to make another action (usually calling back/leaving a message).</i> <p><i>Customer satisfaction is being measured through a sample of return calls where the customer is asked to conduct a short survey having accessed the council or its services recently.</i></p>			
Increasingly digitising our services to make them more customer friendly by improving efficiency	Simon Hughes	Mandy Thomas-Atkin	New Performance Indicators are being monitored for 2017/18, such as the number of e-forms submitted directly by the public.
<p><u>Progress</u> <i>There were 2,815 e-forms submitted in April 2017. This includes on-line benefit claim forms, which is an example of where digitising our services can improve efficiency by shortening the time taken to process applications.</i></p>			
Sustainable economic growth			
Progressing the Town Centre redevelopment at Burgess Hill	Peter Stuart	Jonathan Ash-Edwards	Written report on progress.
<p><u>Progress</u> The Town Centre redevelopment continues to make progress following the granting of a planning permission in 2016. New River have completed the acquisition of the old gas-holder site on Leylands Road (to become the new home for Lidl) and have started site clearance works. Discussions to finalise the various lease agreements are close to conclusion, as are discussions in relation to the library. New River remain confident that they will be on-site in the town centre in summer 2017.</p>			

Redevelopment of the station quarter at Haywards Heath including the opening of the new Waitrose store and also work on East Grinstead Town Centre	Peter Stuart	Jonathan Ash-Edwards	Written report on progress.
<p><u>Progress</u> <i>The new Waitrose store in Haywards Heath opened on 30 March and forms part of the £35m station quarter redevelopment that also includes two other smaller retail units, a new three-level multi storey car park with an additional 230 spaces,(total 1,057 spaces)and a new foot bridge linking the car park to all platforms</i> <i>The Council's Planning Authority has granted planning permission for the demolition of the existing retail premises along Queens Walk and replacement with a mixed use scheme comprising new retail and 129 residential apartments.</i></p>			
Working towards the provision of new business parks at Burgess Hill	Judy Holmes	Jonathan Ash-Edwards	Written report on progress.
<p><u>Progress</u> The first Reserved Matters application has been received for the "Hub" business park to the south of the A2300. Discussions are ongoing with the Northern Arc developers (who are responsible for the remaining 10 hectares of employment land south of the A2300) regarding the type of employment space that is needed to meet demand from local businesses.</p>			
Providing Economic Development Grants to support business	Judy Holmes	Jonathan Ash-Edwards	Written report on progress, including updates on awards under the Micro-Business Grants Scheme through the Cabinet Grants Panel.
<p><u>Progress</u> The micro-business grant scheme (grants of a maximum of £2,000 aimed at businesses with less than 10 employees who are looking to expand and/or take on an apprentice) has been very successful with virtually all £83,000 committed by June 2017. The scheme has supported applications from around 40 businesses.</p>			
Production of a new Economic Development Strategy	Judy Holmes	Jonathan Ash-Edwards	Written report on progress with developing a new strategy. The new Economic Development Strategy will be considered by the Scrutiny Committee on 8 November 2017. There may be new Performance Indicators coming out of the Strategy.
<p><u>Progress</u> <i>A Member Working Group has been established to oversee the production of the new strategy. The Economic Profile of Mid Sussex is being updated to confirm the issues to be addressed. A Member consultation event took place on 9th May and with Town and Parish Councils on 15th May. There are a series of consultation events planned with the business community. (See report elsewhere on the agenda for further information on Economic Development progress).</i></p>			

Strong and resilient communities

Continue to support our community through grants to local organisations

Peter Stuart

Norman Webster

Written report on progress from Community Leisure Officer, including Cabinet Grants Panel awards. Meetings scheduled for 18 April, 5 June. 8 August.

Progress

Meetings of the Cabinet Grants Panel were held on 18 April and 5 June. Twenty-one grant applications were received and a range of Facility, Community and Economic Development awards were made amounting to over £250,000 to voluntary sector groups, community organisations and sports clubs. Grants are intended to support the provision of local services, activities, events and facility improvements which benefit Mid Sussex residents and meet the Council's Corporate Priorities. Specific funding has been allocated to provide small grants of £250 for Silver Sunday events in October. Ongoing monitoring of partnership agreements with HAMSVA, Citizens Advice, Action in Rural Sussex, Age UK East Grinstead and Age UK West Sussex ensures key services are delivered. A Spotlight grant round is open to applications each Autumn, with the theme chosen by the Cabinet Grants Panel to encourage small one-off grants of £500 for equipment and special events.

Ensure that the "Think Family" community initiatives are delivered and supported

Peter Stuart

Norman Webster

Written update from Partnerships Manager.

Progress

It was agreed at the Mid Sussex Partnership (MSP) on 25th May that Think Family Neighbourhoods would join with the Strategic Joint Action Group (SJAG). The SJAG delivers the priorities for the MSP and early help/think family is one of these priorities. West Sussex County Council has confirmed there will be no more funding for Think Family Neighbourhoods, so the MSP has agreed to fund the newly developed approach for this financial year with £15k. This will involve a commissioning approach when there is an identified need in the District, for example low level mental health needs.

There are a number of projects that are running through this financial year through funding from the previous year. The key project for this financial year is the Targeted Intervention Project, which works alongside the Family Support Network. Where families are identified as high need, the project will support access to services that the family would not have been able to access due to financial restraints. There will be a range of providers (public/voluntary sector) that will be part of the scheme going forward.

The Early Intervention Project continues throughout this financial year funded by the PCCs Office. The Council's Early Intervention Officer is currently working with ten families.

Providing an effective Wellbeing Service that helps residents to make healthy lifestyle choices.

Peter Stuart

Norman Webster

Existing PIs- Number of health and wellbeing interventions delivered and proportion of health and wellbeing interventions resulting in health improvements.

Progress

The Wellbeing Team are currently delivering eight 12 week weight management groups and numerous workplace health interventions. The service sponsored and helped deliver the Mid Sussex Mile as part of the Mid Sussex Marathon, which received record entries. A Health and Wellbeing Network event was held on 5th April on social activities for young people and adults. The Wellbeing Team delivered 141 interventions in April 2017, with 100% of those providing feedback reporting a health improvement.

Enable the provision of 200 new affordable homes	Judy Holmes	Andrew MacNaughton	Existing PI- Number of new affordable homes delivered.
<p><u>Progress</u> <i>176 new affordable homes were delivered in 2016/17 and 13 in the first month of the new financial year. These relate to developments in Pease Pottage and Lindfield, with 7 properties for rent and 6 for shared ownership. The overall aim is to deliver a range of affordable tenures appropriate to housing need in the District.</i></p>			
Supporting communities with new facilities and playgrounds, such as Ansty recreations ground, Hickmans Lane, Lindfield and Finches Field, Pease Pottage	Peter Stuart	Jonathan Ash-Edwards	Written report on progress with the capital programme and S106 contributions.
<p><u>Progress</u> <i>For Ansty Recreation Ground, the project has Planning approval and Facility Grants have been awarded to Ansty Village Hall and Ansty Village Centre Trust toward the cost of a new sports and community centre. The community partners have a significant amount of fundraising to do to deliver this project so it has been delayed, with the Cabinet Grants Panel agreeing to extend the deadline to secure the funds until December 2017. A Facility Grant has been awarded to Slaugham Parish Council to enable them to build a new community and sports changing facility at Finches Field, Pease Pottage. The project has planning approval, the lease agreement with the Council has been drafted and they have selected a contractor to carry out the work which should commence in the Summer.</i></p>			
Financial independence			
The delivery of improvements to the leisure centres	Judy Holmes	Gary Marsh	Existing PI - The number of visits made to the Leisure Centres and Civic Halls. Written report on progress to the plan for implementation of leisure centre improvements.
<p><u>Progress</u> <i>Planned improvements to the Leisure Centres this year include a Clip n Climb facility, larger café, new extended exercise studio and new larger Gym at the Triangle, which are proceeding to schedule. Also the upgrading of health suite and changing facilities at the Dolphin due for completion by December 2017. Attendance figures continue to be above target with 153,553 visits in April 2017.</i></p>			
Extension of the green waste service to a further 2,000 users	Judy Holmes	Gary Marsh	New Performance Indicator for monitoring - number of green waste service subscriptions.
<p><u>Progress</u> <i>There were 16,830 subscriptions to the green waste service at 30 April 2017. Further promotion of the service is being carried out, with the aim to achieve 18,200 subscriptions by the end of the financial year.</i></p>			

Making best use of our land and commercial property holdings	Peter Stuart	Jonathan Ash-Edwards	Existing PIs the percentage of rental income collected and rate of return. Written report on progress.
<p><u>Progress</u> <i>The Council has identified the need to acquire strategic commercial properties in order to generate a better rental income stream, such as The Orchards Shopping Centre and Unit 3 Burrell Road in Haywards Heath, and 31 Victoria Gardens in Burgess Hill. These assets were previously held on long leasehold leases, and the income could not be relied to drive the Council's financial independence. The Council now benefits from an improved rental income and more opportunities will be exploited as and when they become available and will be reported to the Portfolio Holder accordingly.</i></p>			