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17 April 2019

Dear Councillor,

A meeting of **CABINET** will be held in the **COUNCIL CHAMBER** at these offices on **MONDAY, 29TH APRIL, 2019 at 4.00 pm** when your attendance is requested.

Yours sincerely,  
KATHRYN HALL  
Chief Executive

**A G E N D A**

	<b>Pages</b>
1. To receive Declarations of Interest from Members in respect of any matter on the Agenda.	
2. To receive apologies for absence.	
3. To confirm Minutes of the meeting held on 11 March 2019.	<b>3 - 8</b>
4. To consider any items that the Leader agrees to take as urgent business.	
5. Quarter 3 Performance Report	<b>9 - 52</b>
6. Installing Electric Vehicle Charging Points (EVCPs)	<b>53 - 58</b>
7. Dolphin Leisure Centre Improvement Proposals	<b>59 - 64</b>
8. To consider whether to exclude the Press and Public from the meeting during consideration of the following items in accordance with Section 100A of the Local Government Act 1972 on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the said Act.	
9. To confirm Exempt Minutes of the meeting held on 11 March 2019.	<b>65 - 68</b>

10. Questions pursuant to Council Procedure Rule 10 due notice of which has been given.

To: **Members of Cabinet:** Councillors G Wall (Chairman), J Ash-Edwards (Vice-Chair), J Llewellyn-Burke, A MacNaughton, G Marsh, M Thomas-Atkin and N Webster

**Minutes of a meeting of Cabinet  
held on Monday, 11th March, 2019  
from 4.00 pm - 4.43 pm**

**Present:**

J Ash-Edwards (Vice-Chair)

J Llewellyn-Burke      M Thomas-Atkin  
A MacNaughton        N Webster

**Absent:**              Councillors G Wall and G Marsh

**Also Present:**      Councillor Binks

**1. TO RECEIVE DECLARATIONS OF INTEREST FROM MEMBERS IN RESPECT OF ANY MATTER ON THE AGENDA.**

Councillor Ash-Edwards declared that he is the Chairman of Sussex Learning Trust and is a Member of Haywards Heath Town Council therefore had a prejudicial interest in items 7 and 9. It was agreed that Councillor Webster would act as Chairman for those items.

**2. TO RECEIVE APOLOGIES FOR ABSENCE.**

Apologies were received from Councillors Wall and Marsh.

**3. TO CONFIRM MINUTES OF THE MEETING HELD ON 11 FEBRUARY 2019.**

The minutes of the meeting held on 11 February were agreed as a correct record and signed by the Deputy Leader after it was noted that Councillors Clarke and Chris Hersey were present at the meeting.

**4. TO CONSIDER ANY ITEMS THAT THE LEADER AGREES TO TAKE AS URGENT BUSINESS.**

None.

**5. STRATEGIC RISKS 2019-20.**

Kate Wilson, Business Unit Leader for Community Services, Policy and Performance introduced the report. She commented that the report considers the Council's key strategic risks for the coming year and an annual review of the risk management policy. A range of risks had been considered and three proposed strategic risks were highlighted. The Business Unit Leader referred to Appendix A which showed the likelihood and impact of each risk on a matrix. She also advised that fuller descriptions of each risk along with risk management plans could be found at Appendix B. The Business Unit Leader noted it was the responsibility of Heads of Service and Cabinet Members to monitor risks throughout the year. She noted

corrections in Appendix C to page30 paragraph 1 the title should read Cabinet Member for Finance and Performance and paragraph 3, where the responsible officer is the Head of Corporate Resources.

The Cabinet Member for Customer Services expressed concern about the funding of West Sussex County Council and its potential impact on this council.

The Cabinet Member for Housing and Planning commented that the County Council was a key partner for work within his portfolio.

The Cabinet Member for Finance and Performance advised that the Council should continue to forge a good working relationship with West Sussex County Council to achieve a suitable environment for public especially vulnerable people.

The Cabinet Member for Community showed concern over a possible reduction in Housing Support services planned by the County Council. He noted the evidence presented to the Health and Adult Social Care Select Committee (HASC) by Sussex Police on this matter. He expressed regret that it had not been heeded. He was proud of the work at this Council to set aside funding for temporary housing within the district to reduce the negative impact of homelessness.

The Deputy Leader and Cabinet Member for Economic Growth commented that risk management was firmly embedded into the Council's Policy and it was essential that the Council and County Council work well together.

The Deputy Leader noted that no other Members wished to speak so took them to the recommendation contained in the report, which was agreed unanimously.

## **RESOLVED**

Cabinet resolved to:

- (i) Agree the strategic risks for 2019/20 and management plans set out at appendices A and B; and
- (ii) Agree the existing Strategic Risk Management Policy, as set out at Appendix C with the only amendment being Officer and Member titles.

## **6. COURT BUSHES COMMUNITY BUILDING PROPOSED LEASE DISPOSAL.**

Kate Wilson, Business Unit Leader for Community Services, Policy and Performance introduced the report. She noted that the Council has a long standing policy of supporting the provision of good quality, accessible community buildings across the district.

The building works at Court Bushes had been completed and the Parish Council committed to managing the building for the benefit of the community in line with the proposed heads of terms. She confirmed that there had been no objections to the advertisement in the local newspapers outlining the proposal to lease the land, a requirement of the Local Government Act 1972.

The Deputy Leader noted that the Council had worked hard to have the building ready for public use.

The Cabinet Member for Finance and Performance queried how the rate of affordable rent had been agreed. The Business Unit Leader advised that the rent was negotiated.

The Head of Corporate Resources confirmed that £54,000 of Section 106 money had been spent on Community Facilities as detailed in the Cabinet report. He also confirmed that a lease of 35 years had been agreed through negotiation with the Parish Council. The Head of Regulatory Services noted that a lease of at least 28 years was necessary to apply for grants.

The Deputy Leader noted that no other Members wished to speak so took them to the recommendation contained in the report, which was agreed unanimously.

## **RESOLVED**

Cabinet resolved to:

- a) authorise the Head of Corporate Resources and the Head of Regulatory Services to grant a lease of the land and building at Court Bushes, Hurstpierpoint (shown edged in red on the plan in Appendix A) to Hurstpierpoint and Sayers Common Parish Council for purposes of operating the Property as a Community Building on the terms set out in paragraph 4 of this report and upon such other terms as the Head of Regulatory Services considers appropriate.
  
- b) award Hurstpierpoint and Sayers Common Parish Council a Revenue Grant of up to £6,200 per annum for the first three years of operation toward the overhead costs.

The Deputy Leader and Councillor Binks left the Chamber at this stage and Councillor Webster acted as Chairman for the following items.

### **7. LAND AT HURST FARM, HURSTWOOD LANE, HAYWARDS HEATH.**

Peter Stuart, the Head of Corporate Resources introduced the report and noted that the decision to dispose of four pieces of land at Hurst Farm had been advertised. The Head of Regulatory Services confirmed that objections had been received as set out in the Appendix and in relation to Section 123 (2) of the Local Government Act 1972 the sale was compliant.

The Cabinet Member for Customer Services said she had read all the papers carefully and noted that the community would benefit from increased accessibility to the open space and supported the project.

The Cabinet Member for Housing and Planning confirmed that all representations received had been carefully considered. The project would improve access to the public open space which is in the Haywards Heath Neighbourhood Plan and he supported the project.

The Cabinet Member for Finance and Performance noted the representations and was grateful for the comprehensive nature of the report.

The Cabinet Member for Community confirmed that he supported the provision of allotments, Country Park, burial ground, school and improved access to open space.

**8. TO CONSIDER WHETHER TO EXCLUDE THE PRESS AND PUBLIC FROM THE MEETING DURING CONSIDERATION OF THE FOLLOWING ITEMS IN ACCORDANCE WITH SECTION 100A OF THE LOCAL GOVERNMENT ACT 1972 ON THE GROUNDS THAT IT INVOLVES THE LIKELY DISCLOSURE OF EXEMPT INFORMATION AS DEFINED IN PARAGRAPH 3 OF PART 1 OF SCHEDULE 12A OF THE SAID ACT.**

The Cabinet Member for Community proposed that the Press and Public be excluded from the meeting during consideration of the exempt Appendix F in the agenda and this was seconded by the Cabinet Member for Housing and Planning. This was agreed.

**RESOLVED**

That the public and press be excluded from the meeting during consideration of the following item in accordance with Section 100A of the Local Government Act 1972, on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the said Act.

The Cabinet Member for Community brought the meeting back into open session on the completion of exempt business.

**LAND AT HURST FARM, ON EAST SIDE OF HURSTWOOD LANE, HAYWARDS HEATH**

As no more Members wished to speak the Cabinet Member for Community took them to the recommendations contained in the report, which were agreed unanimously.

**RESOLVED**

Cabinet resolved to:

- a) note and consider the responses to the statutory advertisements placed in the Mid Sussex Times on 3<sup>rd</sup> and 10<sup>th</sup> January 2019 giving notice of the Council's intention to dispose of the Primary School Land shown coloured in pink on the plan, the Burial Ground Land shown coloured in blue on the plan, the Allotment Land shown coloured in yellow on the plan and the Country Park Land within the black line boundary shown coloured in green on the plan attached at Appendix D; and
- b) authorise the Head of Corporate Resources and the Solicitor and Head of Regulatory Services to dispose of the Primary School Land to West Sussex County Council on the basis set out in the Exempt Appendix F to this report and on such other terms as the Solicitor and Head of Regulatory Services recommends to protect the Council's interests; and
- c) authorise the Head of Corporate Resources and the Solicitor and Head of Regulatory Services to dispose of the Burial Ground Land, the Allotment Land and the Country Park Land to Haywards Heath Town Council on the basis set out in the Exempt Appendix F to this report and on such other terms as

the Solicitor and Head of Regulatory Services recommends to protect the Council's interests; and

- d) subject to agreeing appropriate terms for the future management and maintenance, authorise the Head of Corporate Resources to procure the provision of an access road and car park on the Access Road and Car Park Land.

The Deputy Leader returned to the meeting.

The Deputy Leader proposed that the Press and Public be excluded from the meeting during consideration of the exempt items 10 to 12 in the agenda and this was agreed by the Cabinet Members.

- 9. LAND AT HURST FARM, ON EAST SIDE OF HURSTWOOD LANE, HAYWARDS HEATH - EXEMPT APPENDIX F.**
- 10. LAND AT MAPLE DRIVE, BURGESS HILL.**
- 11. PROPOSED DEVELOPMENT OF LAND AT HAMMONDS RIDGE, BURGESS HILL.**
- 12. TO CONFIRM THE EXEMPT MINUTES OF THE MEETING HELD ON 11 FEBRUARY 2019.**
- 13. QUESTIONS PURSUANT TO COUNCIL PROCEDURE RULE 10 DUE NOTICE OF WHICH HAS BEEN GIVEN.**

None.

The meeting finished at 4.43 pm

Chairman

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## PERFORMANCE MONITORING FOR THE THIRD QUARTER OF 2018/19

REPORT OF: HEAD OF CORPORATE RESOURCES  
Contact Officer: Neal Barton, Policy and Performance Manager  
Email: [Neal.Barton@midsussex.gov.uk](mailto:Neal.Barton@midsussex.gov.uk) Tel: 01444 477588  
Wards Affected: All  
Key Decision: No  
Report to: Cabinet  
29<sup>th</sup> April 2019

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### Purpose of Report

1. This report provides Cabinet with information about the Council's performance for the third Quarter 2018/19 from October to December 2018 using the bundle of performance indicators previously agreed by the Scrutiny Committee for Leader, Resources and Economic Growth. The report also updates Cabinet on progress with the Council's flagship activities identified in the 2018/19 Corporate Plan and changes to the bundle of performance indicators to be monitored by the Committee in 2019/20.

### Summary





2. Performance in the third quarter of 2018/19 has been good overall, with no indicators at red (10% or more off target) and most services performing at or close to target. In the small number of cases where service targets are not being fully met, the reasons for this are clearly understood and appropriate action is being taken.

### Recommendations

3. **The Cabinet is recommended to:**
    - (i) **Note the Council's performance and progress with flagship activities in the third quarter of the year and identify any areas where further reporting or information is required; and**
    - (ii) **Note the changes to the bundle of performance indicators to be monitored in 2019/20.**
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### Introduction

4. This report has previously been considered by the Scrutiny Committee for Leader, Resources and Economic Growth on 12<sup>th</sup> March 2019. Issues raised by the Committee are set out in paragraphs 65 to 67. The Committee also agreed the proposed changes to the performance indicators to be monitored in 2019/20, which are summarised in paragraph 68 of this report.
5. One of the functions of the Scrutiny Committee for Leader, Resources and Economic Growth is to regularly monitor the performance of the Council's services, with a view to determining whether any additional scrutiny is required of services, particularly if performance is not at a satisfactory level. To do this, the Committee is provided with performance information on a quarterly basis.

6. Performance information is presented in a standard format across all services. Performance measures have been developed to capture the core areas of each service. Where possible a target is set for the year against which performance is measured. Some performance measures do not have targets as these measures are “health checks” and for monitoring purposes only.
7. Performance information for the third quarter is provided at Appendix A. This is set out in tabular form using a traffic light system as explained below:
-  red – 10 percent or more off target
  -  amber – slightly off target (less than 10 percent)
  -  green – on or exceeding target
  -  health check - indicator for information only

### Overall Performance

8. Performance has continued to be good across the Council in the third quarter, with a small number of exceptions of which more details are provided later in the report. The third quarter position in comparison with the previous financial year is summarised below:

Quarter 3	 Green	 Amber	 Red	 Health check	Total
2018/19	37 (90%)	4 (10%)	0	15	56
2017/18	32 (76%)	5 (12%)	5 (12%)	13	55

9. Not all aspects of the Council’s work can be measured by formal indicators and in some cases the Council has little or no influence over performance. Therefore this work is measured using health check indicators which are included in Appendix A. These are intended to provide Members with a holistic view of the Council’s work.

### Performance meeting or exceeding targets (green)

10. Of the 41 indicators with targets, 37 met or exceeded their target. This section of the report provides more information about some of these performance achievements.

#### Percentage of undisputed invoices paid within 10 days of receipt

11. Performance in the third quarter of 2018/19 was 97.7% compared to the target of 95% with 1,234 invoices paid. Performance in the same quarter of last year was 98% out of the 1,274 invoices received paid within the target period. 99.8% of the invoices received in the quarter three of 2018/19 were paid within 30 days.

#### Speed of processing Housing Benefit and Council Tax Support claims

12. At December 2018, the total number of claimants was:

Housing Benefit Working Age	3,432
Housing Benefit Elderly	2,638
Total	6,070

Council Tax Support Working Age	3,008
Council Tax Support Elderly	2,484
Total	5,492

Universal Credit Claims	1,455 of which:
Not in employment	820
In employment	633

13. The Council has achieved processing times at or close to target levels for all four indicators in quarter 3 of 2018/19. The average speed of processing new Council Tax Support claims was at the target level of 22 days. The speed of processing changes of circumstances for Housing Benefit and Council Tax Support claims were both better than the target of 9 days at 8 and 7 days respectively. Processing of Housing Benefit claims at 23 days was just outside of the target of 22 days.
14. It should be noted that the ongoing roll out of Universal Credit, which went live in Mid Sussex on 6<sup>th</sup> June 2018, is having significant implications for the Council's Benefits administration, particularly dealing with new Housing Benefit claims. This includes the impact on processing times for Housing Benefit claims as the simpler cases switch to Universal Credit, leaving fewer but more complex cases for the Council to assess. There are also significant increases in the number of changes in circumstances to be dealt with. Overall, the Department of Works and Pensions (DWP) has reported that over 6 months into implementation, the vast majority of Universal Credit payments in Mid Sussex have been made on time.
15. As reported to the Committee previously, the Council's Benefits Team are being proactive in working with partner organisations to provide the necessary financial support and advice for people who are awarded Universal Credit. The Council is in receipt of a small DWP Grant to provide a specified number of sessions on Personal Budgeting Support and Assisted Digital Support for those vulnerable people in receipt of Universal Credit. This has been allocated to Citizens Advice, with whom the Council has a partnership agreement for 2018/19, to provide personal budgeting support and assisted digital support to those that need it.
16. Citizens Advice employed a part time adviser in Mid Sussex in order to support the core generalist service in providing this. As at the end of January 2019, there had been 72 referrals to the Personal Budgeting/Assisted Digital Support Service taken up. 33 were for Personal Budgeting Support and 39 for Assisted Digital Support. A breakdown of the numbers supported by quarter is shown below.

	Personal Budgeting Support	Assisted Digital Support
Quarter 1	1	4
Quarter 2	16	16
Quarter 3	9	14
Quarter 4 (to 31/1/19)	7	5
Total	33	39

17. From the 1 April 2019 the DWP have commissioned Citizens Advice nationally to use the local network of citizens' advice across the country to deliver the new Help to Claim service for Universal Support from April 1<sup>st</sup> 2019, so the Council will not be responsible for delivering this new service in 2019/20. As the Citizens Advice already delivers support for Universal Credit claimants for the Council there will be no impact for Mid Sussex.

18. The Council wishes to build on the performance of all of its services with a particular focus on further improving customer experience. One of the Council's flagship activities for 2019/20 is to support vulnerable people to maximise take up of Universal Credit and Support, including implementing a simplified Council Tax Support Scheme. The Council will continue to ensure that local vulnerable people are fully supported, including financially.
19. Whilst there continues to be no known negative publicity in the implementation of Universal Credit locally, there is evidence of increased use of local foodbanks. This has been accepted by the DWP Secretary of State, who has made a number of recent improvements to Universal Credit. Officers will continue to monitor this and report back to Members. The Citizens Advice service also continues to collect evidence of those cases where Universal Credit has caused a negative experience to individuals and uses this in their research and campaigns work both nationally and locally to influence policy decision makers for positive change.
20. The Council has also successfully applied to the DWP'S Flexible Support Fund for a new post of Employment Coordinator to be funded for one year, based in the Benefits Service, working closely with the Housing Team to prevent homelessness. The post will work with other partners such as the Job Centre and foodbanks to link up with hard to reach people who are currently not utilising the Universal Credit financial help. This links to one of the aims of Universal Credit of making work pay.

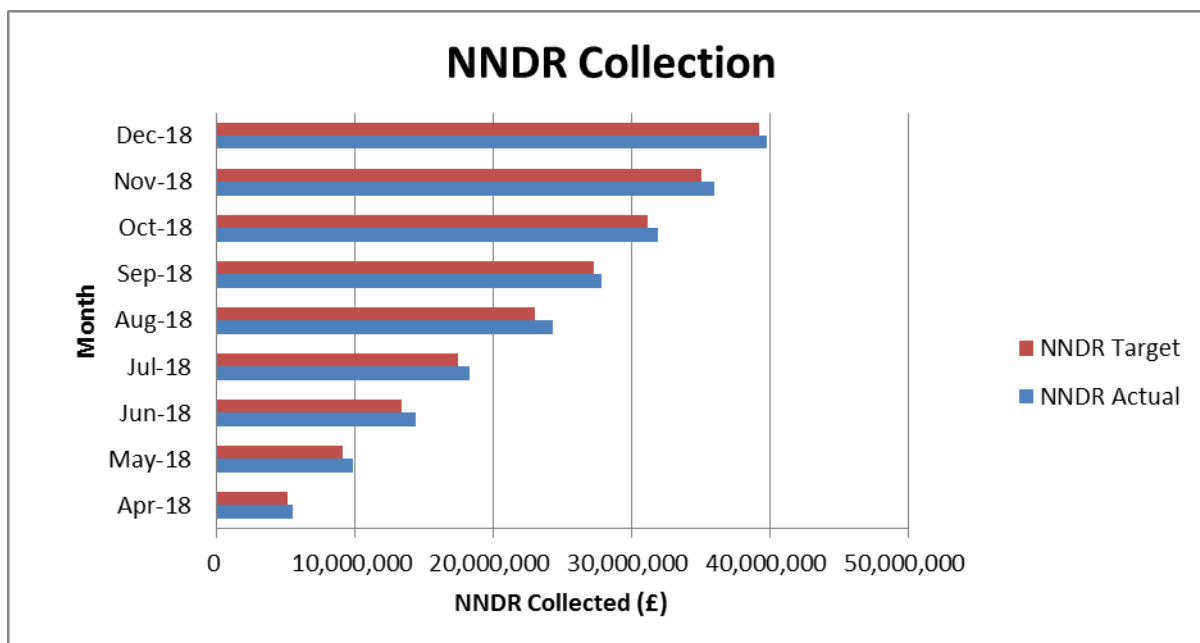
#### Overpayment Error and Accuracy in Benefit Assessments

21. The move away from the CenSus Partnership and the establishment of the Council's own Revenues and Benefits service has seen a greater emphasis on the accuracy of assessment. This aims to get the right benefit to the right person at the right time, which is key to minimising the level of overpayment error and preventing the Council losing Housing Benefit Subsidy from the Department of Works and Pensions. At the end of the third quarter overpayment error for the 2018/19 Subsidy Claim was well below the threshold of £114,000 at £63,293.
22. For the accuracy of assessment of benefit claims, performance in the second quarter was at 95% against the target of 97%. This is a very challenging target and accuracy of processing is being monitored against all benefit cases processed rather than just the ones selected for accuracy testing.

#### Percentage of Non-Domestic Rates Collected

23. Collection of Non-Domestic Rates (NDR) at the end of the third quarter had reached 84.6% against the target of 83.4%, compared to 81.9% in quarter 3 of 2018/19. In monetary terms, £39.8 million had been collected to the end of quarter 3, which is similar to the same period last year. Increased collection has been achieved through a continued focus on more proactive engagement with Business Ratepayers in enforcement and greater flexibility in making payment arrangements.
24. West Sussex has been announced as one of the 15 new 75% Business Rate Retention pilots for 2019/20 in the Local Government Finance Settlement. This will give further importance to attracting businesses to the area and ensuring that the Council's NNDR database is kept up to date to maximise revenue.

Figure 1 below shows monthly collection against targets for the year to date



#### The percentage of rent due collected

25. In quarter three, 97% of the rent due from the Council's property portfolio was collected, which was at the target level and with £508,202 collected. This compares to the same quarter last year, when the collection rate was 99% with £384,849 collected. Part of the reason for the increased level of rent is the additional income coming from the Council's purchase of the freehold of the Wickes site in Burgess Hill.

#### Average waiting time to speak to a customer service officer

26. This indicator refers to the average waiting time in seconds to speak to a customer services officer for all services in the Customer Services Centre, including the switchboard. Calls are answered in the Centre for nine Council services direct lines, including Building Control, Electoral Services, Parking Services and Waste Management. Performance in the third quarter of 2018/19 was an average 18 seconds compared to the target of 30 seconds and with 19,229 calls answered. In the same quarter of 2017/18 the average waiting time was 17 seconds with 18,959 calls answered. Changes to refuse collection routes in the quarter contributed to the number of calls.
27. The general trend is for a reduction in calls to the Customer Services Centre as customers move to other means of resolving service requests. Widening the range of the Council's digital services is one of the Council's flagship activities for 2018/19 and further information is included at Appendix B. In addition to telephone callers, the Customer Services Centre dealt with 8,104 personal callers to reception in quarter 3 of 2018/19. This compares to 9,777 in the same quarter of last year.

#### Percentage of complaints responded to within published deadlines

28. 100% of complaints were dealt with within the deadline. Generally the deadline is to deal with complaints within 10 working days of sending an acknowledgement to the complainant. This relates to 47 complaints received in the 3rd quarter compared to 38 in the same period of the previous year. A breakdown of the main services in receipt of complaints in quarter 3 is shown below, together with an indication of the nature of the complaints received.

- Waste and Outdoor Services- 18 (misplaced bins following collection, missed bin collections, alleged poor driving of Serco vehicles, street cleansing)
- Development Management – 7 (handling of planning applications, planning enforcement action taken, lack of enforcement action on new development)
- Parking – 4 (enforcement action taken, parking machines, lack of response to illegal parking report))
- Corporate Estates and Facilities – 4 (condition of public toilets, mud on road following refurbishment work)
- Revenues – 4 (unfair recovery action, handling of NNDR demands)
- Planning Policy and Economy- 2 (handling of planning applications)
- Landscapes – 2 (lack of hedgerow cutting, parking on Council land)
- Democratic Services – 2 (election canvasser, electoral correspondence).

#### Monthly customer satisfaction scores and number of compliments received

29. Customer satisfaction is being measured by phoning back a sample of customers who had previously called the Customer Service centre to gain their feedback on how they felt that their call had been dealt with. Feedback from those surveyed was 100% positive. Callers had contacted the Council regarding a variety of services including waste, benefits, elections, parking, building control and taxi licensing.
30. In addition to surveys of customers, the number of compliments received is also an indicator of customer satisfaction. There were 102 compliments received in the third quarter. The main services in receipt of compliments were:
- Customer Services and Communications- 29
  - Development Management - 25
  - Waste and Outdoor Services 16
  - Legal- 6
  - Benefits – 5
  - Building Control – 4
  - Landscapes - 3
  - Parking – 3.

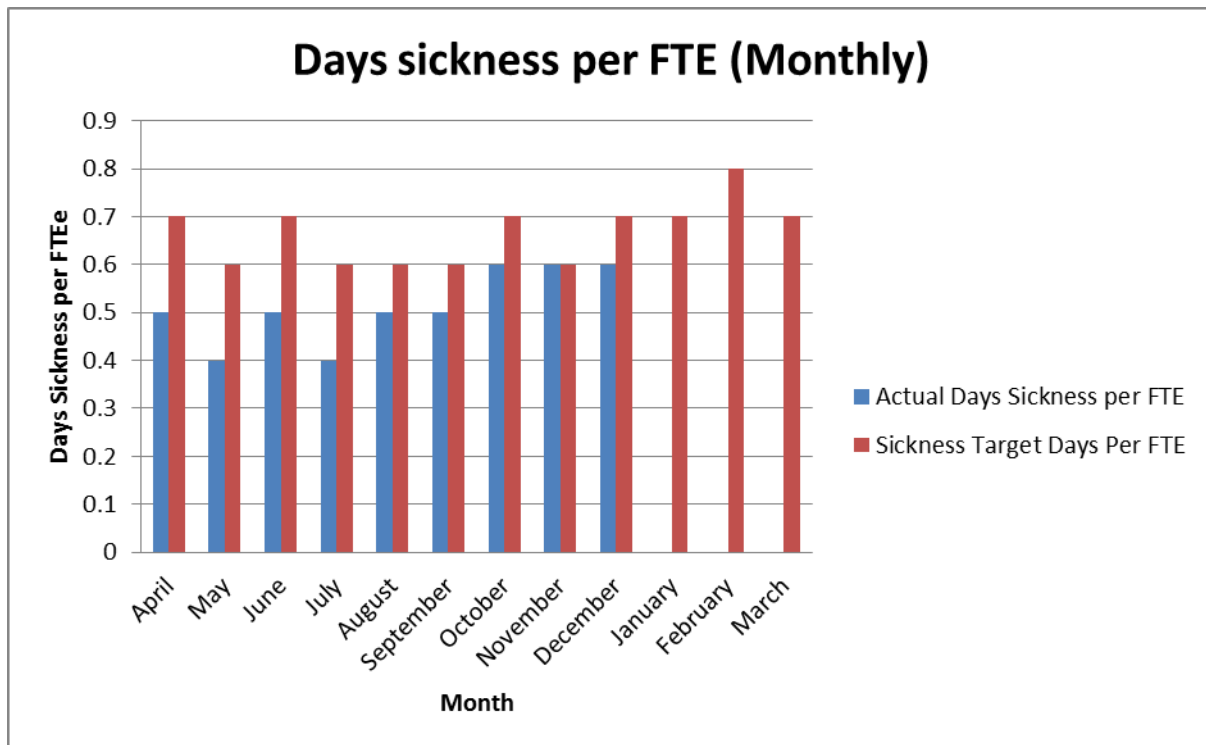
#### Staff turnover

31. Staff turnover can be affected by a number of factors, many of which are out of the control of the Council. Staff turnover in the year to December was 3.3% compared to the target of 11.25%. This relates to 5 voluntary leavers in the quarter and 10 in the year to date.
32. Staff turnover is largely a reflection of the state of the local economy and job market. Exit interviews continue to indicate that there is a high level of satisfaction with being employed by Mid Sussex District Council. Based on exit interviews the reasons for people leaving the Council were personal (4) and career progression (1).

#### Staff sickness absence rate

33. The cumulative staff sickness rate at the end of quarter 3 was 4.6 days per full-time equivalent (FTE), which is better than the target of 5.8 days. This compares to 5.4 days at the end of the same quarter last year. Improved performance reflects a reduction in the number of medium and long-term absences. It is also the result of back to work interviews and promoting the availability of support to staff through measures such as the Employee Assistance Programme. Information has been obtained from six neighbouring councils regarding their staff sickness rates and comparable figures for the end of the 3<sup>rd</sup> quarter were 4.39, 4.78, 4.80, 6.10, 7.57 and 7.85 days respectively.

Figure 2 below shows the monthly figures for sickness rates against the target.



The percentage of ICT help desk service requests completed within the target time agreed with the customer

34. During the third quarter of 2018/19, 96% of the 1,378 service requests to the ICT help desk service were dealt with in the target time, which was above the 87% target. This compares to 1,255 service requests and performance of 95% in the same quarter of last year.

The number of visits made to the Leisure Centres and Civic Hall

35. The number of visits to the Council's Leisure Centres and Clair Hall continues to exceed targets, with 421,055 visits in the third quarter compared to the target of 385,153. Improvements to the Triangle leisure pool flumes and water play have been completed, which has boosted attendance levels. Further information is included in the Flagships Update at Appendix B.

The percentage of enquiries relating to enforcement within Parking Services which are dealt with within 10 days

36. Performance in the third quarter was 100%, with 836 items of correspondence dealt with over the three month period. This compares to 99% in the same quarter last year and 654 items of correspondence. The introduction of cashless payment options for parking is one of the Council's flagship activities for 2018/19, with further information included at Appendix B.

Amount of waste per household which is disposed of in landfill sites (kilos)

37. In the third quarter of 2018/19, 101kgs of waste per household was sent to landfill compared to the target of 107kgs. The third quarter figure for 2017/18 was 108kgs. Further information relevant to this service is included in paragraphs 59 to 61.

Number of health and wellbeing interventions

38. The Wellbeing service supports and advises people who wish to make improvement to their lifestyle, such as losing weight, taking more exercise, improving their diet, reducing alcohol consumption or stopping smoking. Across the third quarter the service delivered 495 interventions against the target of 462. These figures include interventions delivered through the Wellbeing service's pilot outreach service through local GP practices. This is a flagship activity for 2018/19 with further information provided at Appendix B.
39. Of the people who responded to requests for feedback in quarter 3, 94% of those assisted by the Wellbeing service reported a health improvement against a target of 75%. These calls are made 3 months after the intervention to monitor whether the intervention has led to a sustained improvement.
40. West Sussex County Council Public Health has announced that funding for the Wellbeing service in Mid Sussex in 2019/20 will be £247,850, which is unchanged from 2018/19. The Annual Report on the Wellbeing Service will be considered by the Scrutiny Committee for Community, Housing and Planning on 3<sup>rd</sup> July 2019.

Proportion of Environmental Health service requests which are actioned and resolved within 3 months of receipt

41. Performance in the third quarter of this year was 98% against the target of 96%, with 806 requests actioned and resolved. This compares to the same quarter last year when performance was at 97%, with 703 service requests actioned and resolved. The number of service requests has increased by 15%. Also the service has had additional workloads arising from the introduction of new regulations relating to Animal Welfare and the requirement from October 2018 to license a greater number of Houses in Multiple Occupation in the District.

Environmental Health service requests that are responded to within five working days

42. 98% of service requests were responded to within five working days in the third quarter of 2018/19 against the target of 97% and relating to 982 service requests. This compares to the same quarter last year when performance was at 99% with 976 service requests received. Requests for service cover the range of Environmental Health activities, including licensing, housing standards, environmental protection and food hygiene.

Building Control site inspections carried out within 24 hours of date requested

43. This was at the target level of 98% for the third quarter and relates to 1,954 inspections. This compares to the same quarter of 2017/18 when there were 1,892 site inspections carried out.



The percentage of plans received by Building Control which are checked within 15 working days

44. Performance was at 91% for quarter 3 2018/19 compared to the target of 87%. This relates to 263 plans checked. In the same quarter of 2017/18 performance was 89% with 276 plans received.

Processing of planning applications

45. The speed of determining planning applications remains good, with performance exceeding targets in the third quarter for majors, minors and other planning applications. This is despite a continuing high level of planning applications with 1,925 received in the year to date compared to 2,045 in 2017/18.
46. During the third quarter of the year, performance in processing major planning applications within 13 weeks (or with an agreed extension of time) was 100% compared to the target at 80%, with 17 major applications processed. In the same quarter of last year performance was at 94% with 18 major applications processed.
47. For processing of minor applications, performance was at 99% compared to a target of 85%. This relates to 84 out of 85 applications within 8 weeks. In quarter 3 of 2017/18, performance was at 95% with 111 out of 117 minor applications processed within 8 weeks.
48. All 260 "other" applications were processed within 8 weeks, with performance at 100% compared to the target of 94%. "Other" planning applications refers mainly to residential development by householders. Performance in quarter 3 of 2017/18 was 97% with 286 out of 295 applications processed within target.

Validation of planning applications within 5 working days

49. In order to support Development Management in meeting their targets for processing planning applications, the Council aims to validate planning applications within 5 working days of submission in 98% of cases. Performance in the third quarter of 2017/18 was 99%, with 584 applications received. This compares to the same quarter of last year when performance was 98% with 697 applications received.

Number of households accepted as homeless

50. The number of households accepted as homeless by the Council is 15. This is good news as it is below the anticipated number of 20. For the financial year so far, there have been 40 households accepted as homeless, compared to 25 in the same period last year. As reported to the Committee previously, implementation of the Homelessness Reduction Act is increasing the workload of the Housing Needs Team. 677 households have been provided with face-to-face housing advice in the year to date compared to 690 in the same period in 2017/18.
51. National rough sleeping statistics have recently been released. These relate to a rough sleeper count undertaken on a single night in November. Most councils, including Mid Sussex, carry out an estimate based on collating evidence from partner agencies, rather than a physical count as this is found to be more reliable. For Mid Sussex the figure for November 2018 was 10, compared to 8 in the previous year. The numbers of rough sleepers recorded for adjoining Sussex councils were as follows, Horsham 11, Crawley 28, Wealden 3, Lewes 9, Brighton and Hove 64. Mid Sussex District Council commissions Turning Tides, a voluntary organisation, to support rough sleepers in the District.

#### Number of households living in temporary accommodation

52. The number of households in temporary accommodation was 40 at the end of December 2018, compared to the target of 85. At the end of 2017 the number was 54 households. Where households need to be placed into temporary accommodation, the priority is to limit their length of stay there. This means providing the necessary support to secure longer term housing
53. The project for the Council to procure its own temporary accommodation is progressing. Seven properties have already been purchased with a further 5 scheduled for completion by the end of March. One of the properties is now let and various works and compliance checks are continuing to the other properties to bring them up to a lettable standard. Further potential purchases are being evaluated including a two bedroom bungalow that will provide wheelchair accessible temporary accommodation for which there is a frequent need.

#### Number of households assisted to access the private rented sector

54. Nineteen households were helped into private rent homes in the third quarter of 2018/19, which was at the target level. This compares to 13 in the same quarter of 2017/18. The Council's Rent in Advance and Deposit Guarantee Scheme helps those without access to sufficient funds to rent privately and has a budget of £4,785.
55. Since April 2018, the Council has a Private Sector Tenancy Negotiation and Sustainment Officer in post, who works with private landlords to increase the supply of private rented properties available to households the Council are assisting.

#### The percentage of Local Authority Searches replied to within 5 working days

56. Performance in the third quarter of 2018/19 was 100% of searches replied to within five working days compared to the target of 96%. This relates to 667 searches. Performance in the third quarter of 2017/18 was 100% with 516 searches received. The Council's Local Land Charges Team operates in a competitive market, with personal search companies delivering an alternative search product to solicitors. The service has achieved a 29% increase in searches compared to last year following a successful marketing campaign to highlight the speed and quality of the service.

#### **Performance slightly below target (amber)**

57. Four of the indicators fell only slightly below their targets (within 10%) in the third quarter of 2018/19. Two of these relate to the Benefits service and have already been referred to in this report – see new Housing Benefit claims processing paragraphs 13 to 14 and accuracy in assessment paragraph 22. Information about the remaining amber indicators is set out in this section of the report.

#### Council Tax Collection

58. The collection rate in quarter 3 was 85.4% compared to the target of 86.1%. The amount collected in cash terms has increased by £5.6 million to £89,805,473 from £84,247,984 at quarter 3 last year, when the collection rate was 86.0%. The level of in year collection is affected by a greater number of people electing to pay over 12 months. Also, a Single Person Discounts review has been completed, which has identified nearly 1,000 discounts that are no longer applicable. This has led to some £450,000 in additional Council Tax back dated liability to be collected in 2018/19.

#### Percentage of household waste sent for reuse, recycling and composting

59. In the third quarter 40.6% of waste was recycled compared to the target of 44%. This is largely due to the seasonal reduction in the amount of green waste collected and a higher contamination rate of recyclables in December caused by wet paper and cardboard. The percentage of household waste sent for reuse, recycling and composting in quarter 3 of 2017/18 was 42.8%.
60. The pilot project with the British Heart Foundation to provide kerbside recycling of textiles and small electrical equipment to 20,000 Mid Sussex properties took place between November 2017 and September 2018. The business case for a district wide service is being considered, with further information included in Appendix B. One of the Council's flagship activities for 2019/20 is to reduce residual waste collection and increase recycling (including considering food waste) by working with the West Sussex Waste Partnership.
61. The Government has recently published a Resources and Waste Strategy. The proposals contained in the document include measures to encourage sustainable production, making firms that produce materials responsible for the costs of their disposal and helping consumers take more considered action. Specific proposals made in the Strategy relevant to the Council are:
- Improving recycling rates by ensuring a consistent set of dry recyclable materials are collected from all households and businesses. This would involve the Government specifying a core set of materials to be collected by all local authorities and waste operators.
  - Determining whether separate collection of recyclables (e.g. paper and glass) would improve recycling quality.
  - Reducing greenhouse waste emissions by ensuring that every householder and appropriate businesses have a separate food waste collection, subject to consultation.
  - Consulting on the provision of free garden waste collection for households with gardens and seeking views on the impact and costs for local authorities.
  - Investigating amending the recycling credits system used by two-tier authorities. The strategy states that the current system no longer provides sufficient incentive for many waste collection authorities to put in place services such as separate food waste collection.
  - The overarching aims are for at least 65% of waste by weight to be recycled by 2035, with no more than 10% ending up in land fill. Also to work towards eliminating all food waste to landfill by 2030.

### **Other Performance Information**

#### Resolved anti-social behaviour cases as a percentage of those referred

62. For the third quarter of 2018/19 70% of the cases referred to the Council's Anti-Social Behaviour Officer were resolved. There are a number of youth related on-going cases of anti-social behaviour where the Council is working with the Police and other partners to agree Acceptable Behaviour Contracts, supported by parents and carers. Cabinet on 11<sup>th</sup> February 2019 agreed the Council's adoption of new powers from the Anti-Social Behaviour, Crime and Policing Act 2014 to help combat anti-social behaviour issues in the District. These powers include the use of Public Space Protection Orders, Community Protection Notices and Criminal Behaviour Orders.

### **Progress to Flagship Activities for 2018/19**

63. Progress with the flagship activities in the third quarter is reported in Appendix B. Good progress is being made with all of the flagship activities for 2018/19. A number

of the activities have been completed, including the introduction of cashless parking, achievement of the Green Flag award for St John's Park. Burgess Hill and completion of the pilot scheme for the kerbside recycling of textiles and small electrical goods with the British Heart Foundation.

64. The new set of Flagship Activities for 2019/20 was included in the Budget and Corporate Plan Report and is shown at Appendix C. The Scrutiny Committee will receive monitoring reports on progress to these activities starting at the meeting on 12<sup>th</sup> June 2019, together with an end of year report on the 2018/19 flagships. This will also include the outturn 2018/19 performance report. Cabinet will consider the report on 8<sup>th</sup> July 2019.

### **Consideration of the Performance Report by the Scrutiny Committee for Leader, Resources and Economic Growth at its meeting on 12<sup>th</sup> March 2019**

65. The Committee discussed progress with the introduction of Universal Credit in Mid Sussex and the assistance being provided to vulnerable people through Citizens Advice. This included support to claimants with organising their finances and digital assistance with on-line claims. It was noted that the DWP will be commissioning Citizens Advice to provide this service nationally.
66. Anti-Social Behaviour was discussed and the new measures being introduced by the Council to counter this, including the use of Community Protection Notices and Public Protection Notices. The Committee requested that information is included in future reports on the use of the new powers.
67. With regard to progress with the flagship activities for 2018/19, the Deputy Leader discussed the work of the Economy and Inward Investment Team in implementing the Economic Development Strategy. He also updated on progress with the Burgess Hill town centre redevelopment and delivery of the new Lidl store.
68. In addition to looking at the Council's performance in the third quarter, the Committee agreed the recommendations from the Member Performance Indicator Review Working Group for changes to the performance indicators to be monitored in 2019/20. The rationale for the changes are included at Appendix D and summarised below:

#### Indicators to be deleted

- Non-Domestic Rates (this is the net collectable figure after rates and exemptions have been applied).
- Adherence to the agreed work plan for all regular scheduled grounds maintenance work in the District.
- Dry recycling rate which goes towards the PI percentage of household waste sent for reuse, recycling and composting.
- Composting rate which goes towards the PI percentage of household waste sent for reuse, recycling and composting.

#### New Indicators to be monitored

- Total new business floorspace in the District granted permission.
- Micro business grants – funds awarded compared to total grant received.
- Footfall in the shopping centres of the District's three main towns.
- Usage of Council owned electric vehicle charging points in public car parks.
- Greenhouse gas emissions from Council buildings.
- % of Freedoms of Information Requests responded to within 20 working days and the number received.
- Satisfaction with the grounds maintenance service

- % of pay and display transactions made by cashless payments
- Number of missed bin collections per 100,000
- % of relevant land assessed as having below acceptable levels of litter
- % of relevant land assessed as having below acceptable levels of detritus
- % satisfied with refuse collection, recycling collection and street cleansing
- The average time taken to process planning applications.
- Average number of households in nightly paid temporary accommodation.
- The % of policy compliant section 106's signed in the year on sites that meet the affordable housing threshold.

#### Indicator to be amended

- The average time that households are spending in temporary accommodation (weeks) changes to  
The average amount of time a household has spent in temporary accommodation overall when they leave following the acceptance of a full homelessness duty (days).

It was noted that the new set of performance indicators will be included in the first quarter 2019/20 performance report, to be considered by the Scrutiny Committee at its meeting on 4<sup>th</sup> September and at Cabinet on 16<sup>th</sup> September 2019.

#### **Conclusions**

69. The Council's services continued to perform well in the third Quarter of 2018/19 despite sustained levels of demand in many services areas. Where performance is below target, corrective action aimed at improvement has been planned and is being delivered.

#### **Risk Management Implications**

70. There are no risk management implications. Performance across the Council was seen as a strategic risk in the past but the Council has a proven track record in performance management and it is no longer seen as a risk.

#### **Equalities Implications**

71. There are no direct equality implications contained within this report. Equality impact assessments are undertaken within each individual service when appropriate

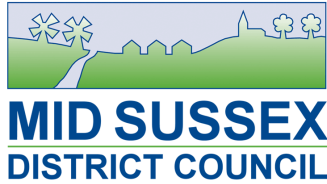
#### **Financial Implications**

72. There are no direct financial implications contained within this report.

#### **Background papers**

None.

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**Quarter 3 2018-19 Performance Report for Cabinet**

PI Status			
	OK – on target		Alert – off target (10% or more)
	Warning –slightly off target (up to 10%)		Data Only

**Finance and Performance Portfolio**

**Finance**

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
Percentage of undisputed invoices paid within 10 days of receipt <i>There were 1,234 invoices paid in the quarter</i>	97.1%	95.0%		99.0%	95.0%		97.5%	95.0%		97.6%	95.0%		97.7%	95.0%	

Revenues and Benefits

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
Speed of processing - new Housing Benefit claims <i>113 new claims processed in in quarter 3</i>	24	22		24	22		22	22		22	22		23	22	
Speed of processing - new Council Tax Support claims <i>347 new claims processed in quarter 3</i>	23	22		22	22		22	22		24	22		22	22	
Speed of processing - changes of circumstances for Housing Benefit claims <i>2,783 changes in details processed in quarter 3</i>	8	9		7	9		8	9		8	9		8	9	
Speed of processing - changes of circumstances for Council Tax Support claims <i>2,929 changes in details processed in quarter 3</i>	07	09		07	09		07	09		08	09		07	09	
Percentage of Council Tax collected <i>£89,805,473 collected at the end of quarter 3</i>	67.1%	67.5%		76.4%	76.8%		85.4%	86.1%		57.5%	57.7%		85.4%	86.1%	
Percentage of Non-Domestic Rates Collected <i>£39,790,143 collected at the end of quarter 3</i>	67.5%	65.9%		76.2%	74.2%		84.6%	83.4%		58.9%	57.7%		84.6%	83.4%	
LA Overpayment Error	£57,853	£87,000		£59,166	£102,00		£63,293	£114,00		£47,418	£76,000		£63,293	£114,00	
Accuracy in Assessment	92.1%	97.0%		95.0%	97.0%		95.0%	97.0%		93.4%	97.0%		95.0%	97.0%	



**Deputy Leader and Resources and Economic Growth Portfolio**

**Economic Development**

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
Non Domestic Rates (this is the net collectable figure after rates and exemptions have been applied)	£45.69 m			£45.71 m			£45.51 m			Not measured quarterly			Not measured quarterly		

**Property and Asset Maintenance**

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
The percentage of rent due collected <i>The amount of rent collected in the quarter was £508,202</i>	98%	97%		98%	97%		96%	97%		96%	97%		97%	97%	

**Customer Services Portfolio**

Customer Services and Communications

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
Number of Complaints received	17			20			10			46			47		
Average waiting time (in seconds) to speak to a customer services officer for all services answered in the Customer Contact Centre, including switchboard.  <i>The number of calls answered in the quarter was 19,229.</i>	25	30		17	30		13	30		31	30		18	30	
Percentage of enquiries resolved at point of Contact	86%	75%		86%	75%		88%	75%		92%	75%		87%	75%	
Number of Compliments received	32			36			35			142			103		
Number of e-forms submitted directly by the public	2,896			2,405			1,428			6,776			6,729		
Monthly customer satisfaction scores	100%	80%		100%	80%		100%	80%		100%	80%		100%	80%	
Percentage of complaints responded to within published deadlines	100%	100%		100%	100%		100%	100%		97%	100%		100%	100%	

Human Resources

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
Staff sickness absence rate (Cumulative)	3.4	4.5		4.0	5.1		4.6	5.8		2.8	3.8		4.6	5.8	
Staff turnover	0.99%	1.25%		0.33%	1.25%		0.33%	1.25%		1.66%	7.5%		3.31%	11.25%	
Ethnic Minority representation in the workforce - employees	3.3%			3.3%			3.3%			3.3%			3.3%		
Percentage of Employees with a Disability	6.3%			6.2%			6.5%			6.2%			6.5%		

ICT

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
The percentage of ICT help desk service requests completed within the target time agreed with the customer 1,378 service requests received in quarter 3	97%	87%		96%	87%		96%	87%		96%	87%		96%	87%	
Percentage of ICT helpdesk calls outstanding	13%	20%		14%	20%		20%	20%		14%	20%		16%	20%	

**Legal and Member Services**

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
The percentage of agendas which are published on the website 5 days before a meeting	100%	100%		100%	100%		100%	100%		100%	100%		100%	100%	
Number of legal cases which are live as at the end of each month	348			307			319			257			319		

**Service Delivery Portfolio**

**Landscapes**

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
Adherence to the agreed work plan for all regular scheduled grounds maintenance work in the District	Not measured monthly									95%	95%		95%	95%	

**Leisure Operations**

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
The number of visits made to the Leisure Centres and Civic Halls	150,951	148,845		148,626	133,428		121,478	102,880		436,059	417,258		421,055	385,153	

**Parking Services**

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
The percentage of enquiries relating to enforcements within Parking Services which are dealt with within 10 days. 836 items of correspondence in quarter 3	100%	100%		100%	100%		100%	100%		98%	100%		100%	100%	
The percentage of car park machines repaired within 2 days (there are 55 parking machines in the District)	100%	97%		99%	97%		99%	97%		98%	97%		99%	97%	
Cancellation rate of Penalty Charge Notices	7%	8%		8%	8%		7%	8%		8%	8%		7%	8%	

**Waste and Outdoor Services**

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
Amount of waste per household which is disposed of in landfill sites (kilos)	35	36		34	36		33	36		102	107		101	107	
Percentage of household waste sent for reuse, recycling and composting	43.3%	45%		41.1%	44%		36.4%	43%		43.2%	45.5%		40.6%	44%	
Dry recycling rate which goes towards the PI Percentage of household waste sent for reuse, recycling and composting	26.8%			27.8%			29.2%			27.8%			28.1%		
Composting rate which goes towards the PI Percentage of household waste sent for reuse, recycling and composting	16.51%			13.28%			7.18%			15.49%			12.49%		
Number of subscriptions to green waste composting	18,918			19,001			19,011			Not measured quarterly			Not measured quarterly		

**Community Portfolio**

**Community Services, Policy and Performance**

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
Resolved anti-social behaviour cases	Not measured monthly									9%			70%		
Overall Crime Rate per 1000	04.10			03.96			N/A			11.13			11.89		
Number of health and wellbeing interventions delivered	195	191		212	191		88	80		422	463		495	462	
Proportion of health and wellbeing interventions resulting in health improvement	95%	80%		95%	80%		88%	80%		94%	80%		94%	80%	
Closed cases of families worked with by the Early Intervention Family Project where outcomes are met or partially met	Not measured monthly									33.0%			50.0%		

**Environmental Health**

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
Proportion of Environmental Health service requests which are actioned and resolved within 3 months of receipt <i>806 service requests received in quarter 3</i>	97%	96%		97%	96%		98%	96%		98%	96%		98%	96%	
Percentage of Environmental Health service requests that are responded to within five working	100%	97%		98%	97%		98%	97%		99%	97%		98%	97%	

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
82 service requests received in quarter 3															

**Housing and Planning Portfolio**

**Building Control**

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
The percentage of plans received by Building Control which are checked within 15 working days <i>263 plans checked in quarter 3</i>	94%	87%		85%	87%		100%	87%		94%	87%		91%	87%	
Building Control Site inspections carried out within 24 hours of date requested. <i>1,954 site inspections in quarter 3</i>	98%	98%		98%	98%		98%	98%		98%	98%		98%	98%	

Development Management

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
Validation of planning applications within 5 working days <i>584 applications received in quarter 3</i>	100%	98%		98%	98%		100%	98%		98%	98%		99.33%	98%	
Costs awarded against the Council where the decision of the Council is overturned at Planning appeal	£0			£0			£0			£4000			£0		
Processing of planning applications: Major applications <i>17 applications processed in quarter 3</i>	100%	80%		100%	80%		100%	80%		90%	80%		100%	80%	
Processing of planning applications: Minor applications <i>85 applications processed in quarter 3</i>	100%	85%		100%	85%		96%	85%		97%	85%		99%	85%	
Processing of planning applications: Other applications <i>260 applications processed in quarter 3</i>	100%	94%		100%	94%		100%	94%		99%	94%		100%	94%	
Planning appeals allowed	15%	33%		15%	33%		19%	33%		20%	33%		21%	33%	

Housing

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
Number of households assisted to access the	Not measured monthly									24	19		19	19	



Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
Private rented sector															
Number of households accepted as homeless	06	06		05	07		04	07		15	20		15	20	
Number of households living in temporary accommodation	55	85		46	85		40	85		54	85		40	85	
The average time that households are spending in temporary accommodation (weeks)	31			32			34			33			34		

Land Charges

Performance Indicator name	Monthly data									Q2 2018-19			Q3 2018-19		
	Oct 2018			Nov 2018			Dec 2018			Q2 2018/19			Q3 2018/19		
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
The percentage of Local Authority Searches replied to within 5 working days <i>667 searches received in quarter 3</i>	100%	96%		100%	96%		99%	96%		100%	96%		100%	96%	

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Cabinet 29<sup>th</sup> April 2019

### Quarter 3 monitoring of progress to Flagship Activities 2018/19 under the Council's Priorities

Council Priorities and Flagship Activities	Service Head	Cabinet Member	Monitoring arrangements
<b>Effective and responsive services</b>			
<b>Increase levels of recycling by completing a pilot project with the British Heart Foundation for the kerbside collection of textiles and small electrical equipment for 20,000 properties in the District.</b>	Judy Holmes	Gary Marsh	<p>Tonnage collected and number of households participating in the pilot monitored and reported.</p> <p>Contribution of pilot to recycling %, and amount of household waste sent for residual treatment measured and reported.</p> <p>Written report to Scrutiny Committee in January 2019 detailing project outcomes and making recommendations for future provision.</p>
<p><u>Progress</u></p> <p><i>The trial took place in three phases between November 2017 and October 2018 and successfully met the objectives, with a total of 47 tonnes of textiles and small electrical equipment collected for reuse and recycling from participating households with just over half of the materials collected being suitable for resale.</i></p> <p><i>A full report, summarising the results of the pilot; and setting out proposals to develop a business case for a district-wide service was considered by Scrutiny Committee for Customer Services and Service Delivery on 23<sup>rd</sup> January 2019. This business case will be taken back to Scrutiny for further consideration in June 2019.</i></p>			
<b>Help our disabled residents live more independently in their homes by implementing a new model for awarding more disabled facility grants.</b>	Tom Clark	Norman Webster	<p>Performance indicator for the number of Disabled Facilities Grants awarded.</p> <p>Written report on progress</p>
<p><u>Progress</u></p> <p><i>Under our new Disabled Facilities Grant Policy the Council has approved 129 grants for residents in Mid Sussex. This year's budget of £1,230,291.00 was enhanced by the Government in January 2019 by £114,000 taking our annual budget to £1,344,696.</i></p> <p><i>By the end of February we will have fully committed our budget and completed over 120 Disabled Facility Grants. A 36% increase from last year (completed 88). To date we have spent £770,000 with a further commitment of a £566,000 for grants that we have approved but where works have not finished on site. We anticipate that we will have paid out about £1 million by the end of March</i></p>			

with all remaining funds committed. A similar budget is expected in 2019/20, but this will not be finalised until May 2019.

Of the 120 cases that have been completed this year we have provided:

- 55 adaptations to bathrooms to provide access to washing facilities e.g. wet room, level access showers.
- 12 stair lifts.
- 4 extensions to provide access to a bedroom and ground floor shower room with toilet.
- 2 adapted kitchen for the disabled person to live independently.
- 9 accessible toilet facilities.
- 4 door openers so the disabled person is able to access their home independently.
- 15 improved access /ramps/step lifts to assist with people accessing their home.
- 9 patients supported with a hospital discharge grant - cleaning, heating, hot water for washing facilities etc.
- 1 safe space for a child to play at home.
- 10 warm home assistance grants towards providing heating and hot water.

<p><b>Introduce cashless parking as one of an increasing number of digital services.</b></p>	<p>Judy Holmes</p>	<p>Gary Marsh</p>	<p>Project timeline drafted and agreed by June 2018.</p> <p>Project to be implemented in three phases from July to September 2018.</p> <p>Following project implementation, monthly and quarterly analysis of consumer behaviour will be undertaken to include; number of pay and display transactions, payment methods and transaction charges, to track the success of the project.</p> <p>Report to Scrutiny Committee with findings in March 2019</p>
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Progress

Cashless parking was introduced in all 3 towns in July. The new service has been well received by customers.

On-going monitoring of the impact of the cashless parking project is taking place. After the first 6 months of operation, 24% of all pay & display transactions were made by cashless methods. 23% via the pay & display machine and 1% via pay by phone which is an encouraging start to the project.

At the end of Quarter 3, transaction charges for cashless payments accounted for 4% of the total income generated by pay & display transactions. This is in line with the predicted business case.

A full report will be considered by the Scrutiny Committee for Customer Services and Service Delivery on 13<sup>th</sup> March 2019.

<p><b>Celebrate the quality of our parks and green spaces by achieving Green Flag accreditation for St Johns Park,</b></p>	<p>Judy Holmes</p>	<p>Gary Marsh</p>	<p>Management Plans and applications submitted by the Green Flag deadline of the end of April 2018.</p> <p>Pre-meetings and site visits carried out</p>
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<b>Burgess Hill and work towards accreditation for a site in East Grinstead.</b>			with key stakeholders early June 2018 Judging takes place mid-June 2018 Awards announced August/ September 2018.
<p><u>Progress</u></p> <p><i>Applications for Green Flag status were successful at both Beech Hurst Gardens (where a flag was retained) and St Johns Park (where a new flag was awarded).</i></p> <p><i>An application has now been prepared, in partnership with East Grinstead Town Council, for East Court and Ashplats Wood, and has been submitted, together with repeat applications for Beech Hurst Gardens and St Johns Park for consideration in the 2019 judging round.</i></p>			
<b>Deliver enhancements and new attractions to the Leisure Pool at The Triangle Leisure Centre, to increase the number of visits to our leisure facilities and inspire residents to be more active.</b>	Judy Holmes	Gary Marsh	Detailed project plan developed and agreed. Regular Project meetings throughout development and implementation Monthly project progress reports produced for Portfolio Holder. Number of visits to the Leisure pool monitored pre-and post-implementation to assess impact of works. Leisure Centre membership numbers monitored pre-and post-implementation to assess impact of works.
<p><u>Progress</u></p> <p><i>The first phase of works at the Leisure Pool was completed in July, allowing the pool to re-open in time for the summer holidays.</i></p> <p><i>The new multi-person family slide has been installed and will be operational shortly.</i></p> <p><i>Since the completion of the works, membership and attendance levels have increased to above the levels experienced before the works began. Membership and attendance levels are monitored monthly and the impact of the works (and the future scheduled works) will continue to be assessed.</i></p>			

## Sustainable Economic Growth

**Support the roll out of Full Fibre ultrafast broadband to homes and businesses in Mid Sussex by working with local and national partners.**

Simon Hughes

Jonathan Ash-Edwards

Written report on progress.

### Progress

*The Council's £2.2m bid to the Local Full Fibre Network for Burgess Hill was successful and now the Department for Digital, Culture, Media and Sport (DCMS) programme of due diligence on the bid is underway. This is a process consisting of stages that monitor the bid through from planning, legal work through to implementation.*

*The Council recently passed through DCMS's Checkpoint A and grant conditions agreements have been drafted. Checkpoint B (pre procurement) is now scheduled for March 2019 following a successful supplier day and review of available procurement frameworks. The Cabinet has agreed a reserve to forward fund project work.*

*West Sussex has been selected as a 75% Business Rates Retention pilot in 2019/20 by the Ministry of Housing, Communities & Local Government (MHCLG). The joint bid with the County Council and all District & Borough Councils in West Sussex plans to use the funding to invest in digital infrastructure to accelerate the deployment of fibre and support 5G technologies to support our economy. This principally includes enabling county-wide open-access fibre. This will allow operators, communities, public and private sector to use different models and approaches to investment to provide fibre build out to towns and villages across the region. In turn this will enable connectivity to communities. The aspiration is that the extra capacity provided by the fibre will be able to support 5G and related technologies and will be the scaffold from which new or improved connections can be made. This overall aspiration and infrastructure will help to make a compelling case for further economic investment in our area.*

**Help make Mid Sussex a vibrant and attractive place for businesses and people to grow and succeed by establishing an Economy and Inward Investment Team that proactively attracts significant external investment.**

Judy Holmes

Jonathan Ash-Edwards

Written report on progress. Figure for the amount of inward investment attracted.

### Progress

*To ensure that the Council has the resources to effectively drive forward Economic Development across the district, the Council has invested £187,000 in establishing the new Regeneration and Economy Team. The team provides dedicated staffing resource to drive forward the delivery of the Economic Development Strategy and Action Plan, as well as providing the resource to deliver robust governance and management of key development projects and programmes across the district. The Team takes an active role in engaging with partners to help drive growth.*

As at October 2018, all of the posts within the team have been filled.

The Team's work in delivering the Economic Development Strategy is a highly collaborative enterprise, with many actions led or supported by partners including West Sussex County Council, the Local Enterprise Partnership (LEP) the Gatwick Diamond Initiative, the Greater Brighton Economic Board, Sussex Chamber of Commerce, local business associations, and many others. The team continues to build and maintain effective outward facing relationships with partners to promote Mid Sussex as a place to invest and do business.

Key achievements over the last quarter include:

- Finalising with Homes England the process to secure inward investment of £6.5 million from the Housing Infrastructure Fund (HIF) to support improvement works to the waste water treatment plant at Goddards Green. The completion of these works will unlock land at the western end of the Northern arc for the development of 256 additional homes, and will act as the trigger point to begin the first phase of the Northern Arc residential development
- Successfully completing the funding agreement with Coast to Capital to start to draw down the £4.5 Local Growth Funding (LGF) to match fund the Goddards Green project described above.
- Successfully agreeing the first funding claim for the LGF funding. This process included securing an agreement with Southern Water to accelerate the delivery of the project. As a result, work valuing more than £227,000 delivered as at Q3 against a profile of £140,000, securing agreement with Coast to Capital for the project to over-deliver for the whole 2018/19 financial year. This will mean the project will remain ahead of schedule and will reduce any risk to the start date of the Northern Arc development.
- Developing and submitting a bid in collaboration with the Sustainability Officer for £170,000 to the Gatwick Airport Transport Fund to deliver two EV charging points in key strategic locations. If successful, the bid will enable the establishment two new important links in a wider electric vehicle charging network that will support sustainable travel to Gatwick Airport for passengers and employees.
- Putting in place new business-wide monitoring arrangements for the new Economic Development Strategy. During the coming quarter and end-year report will be prepared to go to the Scrutiny Committee for Leader and Resources on 12<sup>th</sup> June.
- Making significant progress in the planning and delivery the 2018/19 Open4Business event. For this year the event's theme will be 'Skills and Apprenticeships', and to reflect that theme officers have successfully negotiated with the Education Skills Funding Agency the use of the Harlands Road college site for the event. Officers have also arranged for the County-led annual Apprenticeship Fair to take place as a companion event on the same day in a different part of the college. An events management partner has been engaged and exhibitors, speakers, and delegates are all currently being recruited. Speakers already agreed include senior managers of local and national businesses, Gatwick Diamond Business's new CEO (Jeff Alexander) and a speaker from the Sussex Innovation Centre.
- Successfully launching the new Independent Retailers Shop Front Improvement Scheme. Four training courses to help retailers maximise their impact on the high street have now been completed in Haywards Heath, East Grinstead, Hurstpierpoint, and Burgess Hill, with two more to take place over the coming weeks. Furthermore, five retailers in East Grinstead have been engaged to participate in the Shop Front Grant Scheme, and officers are presently working with them to agree how allocations of the £21,000 grant to maximise the impact for the individual shops and for the high street as a whole.

<b>Support Haywards Heath as an attractive retail destination by introducing new management</b>	Peter Stuart	Jonathan Ash-Edwards	Written report on progress.
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<b>arrangements and improved facilities at the Orchards Shopping Centre.</b>			
<p><u>Progress</u></p> <p><i>The retail environment is challenging nationally, however the centre is presently 95% tenanted. Most of the leases have been re-gearred to give longer terms. Some of the retailers are requesting more modern and larger units in order to futureproof their trading models.</i></p> <p><i>Investment in the fabric of the centre is ongoing and includes renovation of the flat roofing and consideration of the installation of a new changing places public toilet.</i></p> <p><i>The Orchards Reserve Fund is being enhanced to assist with development opportunities within the centre and to act as a buffer in the event of tenant incentives being needed when leases are renewed etc. In 2019/20, this will also be used to develop outline and then detailed masterplanning and planning design, for a limited development of the centre to accommodate a leisure use, with increased and improved car parking. Discussions are to be held with consultants to further advise on the scheme. The masterplan for the development of the Orchards Shopping Centre will also look to diversify the tenant mix. This will involve community consultation over the summer.</i></p>			

<b>Strong and resilient communities</b>			
<b>Help our communities feel safer and aid the detection of crime by putting in place new and improved CCTV arrangements, in partnership with Sussex Police and the town councils.</b>	Peter Stuart	Norman Webster	Written progress update on progress from Partnerships Manager.
<p><u>Progress</u></p> <p><i>Led by Sussex Police, the installation of new cameras and infrastructure is due to be completed across Mid Sussex by April 2019 as part of a project covering 17 local authority areas in Sussex and Surrey.</i></p> <p><i>The current cameras are located across the three main towns in the District, with some owned by Mid Sussex District Council and others by Burgess Hill and East Grinstead Town Councils. Following consultation, new CCTV cameras were identified for installation at:</i></p> <ul style="list-style-type: none"> <li><i>• St Johns Park, Burgess Hill;</i></li> <li><i>• Victoria Park, Haywards Heath;</i></li> <li><i>• George's Field, East Grinstead;</i></li> <li><i>• Holtye Avenue, East Grinstead.</i></li> </ul> <p><i>Phase 1 was completed at the end of December, with the new High Definition (HD) upgrades performing excellently. Historically, CCTV images were not recorded in real time and did not always produce clear images. This meant that identification of suspects could sometimes be difficult. The upgrades have provided crystal clear imaging, real time footage and enhanced zoom</i></p>			



capabilities. These positive outcomes will support the Police and Local Authorities in keeping residents safe and supporting the prosecution of offenders.

Phase 2 commenced in the second week of January with Mid Sussex District Council and its partners identifying suitable locations for the five new cameras. It is expected that installation works will commence in March, and the project concluding towards the end of April 2019.

**Launch the Wellbeing service pilot at local GP practices to work with residents who need advice and support to lead and maintain healthier lifestyles.**

Peter Stuart

Norman Webster

Written update and existing PIs- Number of health and wellbeing interventions delivered and proportion of health and wellbeing interventions resulting in health improvements.

Progress

The Wellbeing service has established three regular outreach services sessions at Ouse Valley, Handcross, The Dolphin Practice, Haywards Heath and Ship Street Practice, East Grinstead. The outreach takes place once a week at each practice, apart from Ship Street where the outreach is every other week. The aim of the practice outreach is to offer a patient based service. Patients will be supported on a 1-2-1 basis and signposted to community services. This can be on any issue such as; social isolation, housing, or debt advice. The advisor will help identify the service needed and help support the client to take charge of their health and wellbeing, reducing inappropriate appointments for GPs and nurses. It is estimated that 20% of GP patient issues are for social welfare matters.

The Team is seeing patients with lifestyle related issues and is successfully helping them to access services outside of primary care to improve their mental and physical wellbeing. The feedback from practices and patients has been very positive so far and requests to extend the service with one practice are being discussed. During the period April to December 2018, the Wellbeing service had helped 254 clients to lose weight, improve their mental and emotional wellbeing, get more active, eat healthier, drink less and deal with issues from housing and debt. 79% of the requests for support concerned weight management, healthier eating and becoming more active.

**Engage and involve our communities in the development and delivery of community facilities and playgrounds, including the Skate Park refurbishment at Victoria Park, Haywards Heath; new community building for the Keymer Brick and Tile development at Burgess Hill; and improving recreational facilities for the Stone Quarry estate at East Grinstead.**

Peter Stuart

Jonathan Ash-Edwards

Written report on progress with schemes.

## Progress

Work has started at the Keymer Brick and Tile (Phase 2) and construction of the community building is scheduled to start in March / April with a delivery date around late Summer 2020. Information about the new facility was publicised through the Burgess Hill Town Council website, leaflets to local householders and at two public exhibitions in September 2018. Members of the public were invited to provide feedback, volunteer and make suggestions for activities to help develop a community programme.

Following the successful launch of the new Skatepark in Haywards Heath, Creatives Across Sussex, in partnership with the Council and Clarion Futures delivered a programme of arts based activities in July 2018. This included workshops over a weekend and a main event at the Skatepark in Victoria Park. This event had many activities including live music, DJ workshops, creative writing and creative arts and professionals teaching young people to skateboard. Approximately 60 young people attended the event.

Work to improve the skatepark in East Grinstead, King George's Field is now in the planning stages. An opportunity was provided at the East Grinstead Playday for residents to view and comment on the planned improvement to the skatepark. Future enhancements to the park may include public art and will include improvements to the playground.

A Skatefest event was held in Court Buses, Hurstpierpoint in partnership with Clarion and included a DJ, circus skills, basketball sessions and free refreshments. This was part of a series of events in the Willow Way area focusing on establishing better community cohesion, establishing stronger links with the rest of Hurstpierpoint, youth engagement and enabling local residents to be part of decision making to improve the area. This is linked to the development of the community hub referred to below.

The Council is working in partnership with Hurstpierpoint Parish Council to create a new community hub for local people at the site of the former Ex Serviceman's Club at Court Buses Recreation Ground, Hurstpierpoint. The club has been empty since December 2017 and was seriously damaged by fire. The new community building will be a flexible space that can be used in different ways by local community groups. Building work started in September and is due for completion in Spring 2019. The Council has advertised its intention to lease the site to the Parish Council who has submitted a proposal to take on the day to management of the facility.

Positive discussions with local residents group 'Stone Quarry Crew', Clarion Futures Housing and the West Sussex County Council community development team are ongoing to develop a proposal for a community recreational space at Spring Copse, Stone Quarry in East Grinstead. Clarion Futures have commissioned a landscape design company to produce a costed design proposal and this is currently in development. Discussions are also taking place between the Council and Clarion Futures around potential funding and future site management options. It is anticipated that the final design will be agreed in March 2019.

The Council is working to improve the facilities at Janes Lane Recreation Ground, Burgess Hill. Cabinet agreed at its meeting on 24<sup>th</sup> September to the award of the contract for the installation of a changing places toilet facility at Janes Lane pavilion using joint funding from Mid Sussex District Council and Lewes District Council through a S106 contribution.

<b>Install new electric vehicle charging points at key community locations, to expand and improve our sustainable transport network in the</b>	Peter Stuart	Jonathan Ash-Edwards	Written report on progress. Sustainability Strategy PI- number of MSDC owned electric vehicle charging points in the District. Number of registered charging point users.
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<b>District.</b>			
<p><u>Progress</u></p> <p><i>The temporary loss of the charging points in Hazelgrove and Cyprus Road car parks due to supply and charging point operator issues has highlighted the need for an expanded and resilient network of charging points in Mid Sussex.</i></p> <p><i>Desktop feasibility has been carried out by an installer through the Central Southern Framework that the Council signed up to and the final report is awaited. District Network Operator (DNO) approval was granted for all sites submitted.</i></p> <p><i>Further feasibility for the installation of rapid charging points at the Triangle Leisure Centre, Clair Hall and Kings Leisure Centre has also been carried out. All sites are technologically viable for the provision of rapid charging and DNO approval has been granted. The Corporate Electric Vehicle Project Group will outline findings to date and funding options for the charging points highlighted will be submitted following the feasibility submissions.</i></p> <p><i>A recent resident survey had 190 responses and identified a lack of public charging points as being one of the main barriers to electric vehicle ownership.</i></p>			
<b>Financial Independence</b>			
<b>Generate income from the sale of surplus land for the development of new homes, to support future investment in other community assets and infrastructure.</b>	Peter Stuart	Jonathan Ash-Edwards	Written update on progress. Number of new homes enabled on Council land.
<p><u>Progress</u></p> <p><i>The Cabinet Member for Resources and Economic Growth agreed in principle in March to the disposal of six identified sites and authorised the Head of Corporate Resources to investigate the status of each parcel of land and to test the market. Good progress has been achieved with the marketing of these sites.</i></p> <p><i>A Cabinet Member decision for the sale of Bolnore Road Depot was made on 14<sup>th</sup> June 2018, with development of the site providing for 18 units, 9 of which (50%) are to be affordable. Cabinet on 13<sup>th</sup> August agreed the sale of council land at Imberhorne Lane Car Park East Grinstead, for residential development comprising 30 units, 12 of which (40%) are to be affordable. Both these sites will provide affordable housing at above the 30% District Plan requirement.</i></p> <p><i>Cabinet agreed at its meeting on 24<sup>th</sup> September to the disposal of surplus land at Paddockhall Road and Bentswood Crescent, Haywards Heath and Brighton Road, Handcross for residential development subject to the granting of satisfactory planning permission. The Paddockhall Road site in particular is expected to provide the opportunity for the provision of further affordable housing.</i></p> <p><i>The disposal of surplus council land at Brighton Road, Handcross for residential development was agreed at the meeting of Cabinet on 11<sup>th</sup> February.</i></p>			
<b>Manage our costs</b>	Simon	Jonathan	Written report on progress.

<p><b>effectively through a variety of projects, including providing a wider range of digital services.</b></p>	<p>Hughes</p>	<p>Ash-Edwards</p>	<p>Cashable savings delivered.</p>
<p><u>Progress</u></p> <p><i>Our approach to IT and digital continues to be to enable the Council's services to be redesigned to better meet our customers' needs, as efficiently as possible.</i></p> <p><i>Network infrastructure within Oaklands is being renewed and at the same time upgraded to enable faster data transfer demanded by new applications. This will also allow network administration to be simplified as patching and updating the new hardware is part of a managed service delivered by the suppliers. This will, when finally implemented, free up staff time to focus on service redesign and process improvement within services using the technology sets we have developed.</i></p> <p><i>The queuing system has been replaced and is now fully security compliant and can be easily supported and developed by the existing team. This has reduced support and equipment costs as it uses consumer technology. This is principally cost avoidance as upgrading the existing system would have cost £11k with additional ongoing support costs of £2,300. The new system provides enhanced information on customer contacts at the front desk.</i></p> <p><i>Wifi points are being placed around Oaklands to provide full coverage. This is a precursor to the hardware refresh and implementation of Windows 10 which will allow more flexible working. For example, in assisting customers to complete on-line forms.</i></p> <p><i>The website redesign went live in April 2018 scheduled with its move to cloud hosting. This has delivered a number of efficiency gains. Website analytics for comparable periods pre and post redesign have assessed the effectiveness of the redesign. The Quality Assurance and Digital Certainty Index scores have all increased significantly when the website was updated and have continued to improve. These have resulted in reductions in calls to the contact centre in the first quarter of its launch.</i></p> <p><i>Calls to the contact centre have decreased since the introduction of the new CRM. From 2014/15 baseline call volumes have decreased by over 23,000 calls. This represents approximately a £68,200 recurring efficiency gain for the customer services team in reduced calls.</i></p> <p><i>The Waste Services System has been developed in tandem with the CRM and is built on the same software, Salesforce. The focus of this development has been to reshape the Waste Services System to reflect the shift of the Contracts team away from transactions to managing and developing the contract with SERCO, meaning that response times are improving:</i></p> <ul style="list-style-type: none"> <li>• <i>Access Issues – these are now reported directly by Serco to the Customer Contact Centre. This has reduced the process time from one and a half hours to real time and significantly reduced process errors where the Contact Centre was not notified.</i></li> <li>• <i>Bin deliveries, upgrade/downgrades, replacements have now been amended on the system and all changes are dealt with on one report. This has enabled SERCO to respond more quickly to these requests by, on average, reducing response times by two and a half days.</i></li> <li>• <i>Assisted collections are now managed with workflows for new customers, changes, and cancellations. This is a service enhancement.</i></li> </ul> <p><i>The Revenues and Benefits system (Academy) has moved to a virtualised infrastructure running</i></p>			

*the more common and cheaper to support RedHat Linux operating system. The system now has storage issues resolved. Batch job run times, for example annual billing, have decreased between 25% and 75% depending on job type. This enabled the Council to complete annual billing in significantly fewer hours, reducing overtime costs, with reduced downtime for staff and customers. In previous years, annual billing had overrun from the weekend into Monday morning taking 39 hours, up until lunchtime / early afternoon. In 2018/19 billing was completed within 19 hours.*

<p><b>Increase planning fees to provide a more efficient and effective planning service to support economic growth and support financial independence.</b></p>	<p>Judy Holmes</p>	<p>Andrew MacNaughton</p>	<p>Report the level of income from Planning fees. Planning speed of processing PIs and the average time taken to process planning applications. Accuracy of processing.</p>
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Progress

*The Cabinet Member for Housing and Planning agreed to the national increase of planning application fees by 20% from 17 January 2018 with the additional income generated to be invested in the planning service. The offer is conditional on the additional income being invested into the planning service.*

*A recruitment and retention Business Plan has been implemented and has secured the appointment of: two planning officers; a Senior Planning Officer; and a Trainee Planning Officer in the Development Management (DM) Team. In addition, two part-time DM Senior Planning Officers and the Conservation Officer are now working additional hours. An additional part time Conservation Officer is now in post. Resources in the Planning Policy Team have also been increased through increased working hours and the appointment of a Trainee Planning Officer. In addition we have been successful in recruiting an additional Senior Policy Planning Officer. Finally, the recruitment of a dedicated officer on a three year contract to deliver the Northern Arc has been successful and the post holder started in early December. The overall effect of this is to improve the capacity, capability and resilience of the Development Management and Planning Policy service to deliver development in an effective and efficient manner.*

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## Flagship Activities for 2019/20

### Effective and responsive services

- Support vulnerable people to maximise take up of Universal Credit and Support, including implementing a simplified Council Tax Support Scheme.
- Reduce residual waste collection and increase recycling (including considering food waste) by working with the West Sussex Waste Partnership.
- Implement the County-wide policy and funding for Disabled Facilities Grants in 2019/20 to enable people to stay in their own homes and return home sooner after a hospital stay.

### Sustainable economic growth

- Devise a Strategic Plan for the future development of the Orchards Shopping Centre.
- Refresh the Council's Parking Strategy to support growth and improve the customer experience.
- Deliver the Economic Development Strategy and Action Plan 2019/20 – facilitating delivery of full fibre, delivering more electric vehicle charging points, a masterplan for Haywards Heath, a Conservation Area Appraisal, a Management Plan for East Grinstead and completing the Shop Front Improvement project.

### Strong and resilient communities

- Work with Homes England to determine the planning applications and delivery of community infrastructure associated with the Northern Arc Strategic Allocation.
- Prepare the Site Allocations Development Plan to identify new housing and employment sites across the District to meet the need identified in the District Plan. Identify and safeguard associated community infrastructure needs required to support this level of development, including GP surgeries, schools and community assets.
- Develop strategies for: investment in the Council's Playing Pitches, Playgrounds, Parks and Open Spaces, and in the Council's Community Buildings.
- To improve the health of our residents, develop and deliver a comprehensive community Wellbeing programme that meets the requirements of the new three year wellbeing service contract specification from WSCC Public Health.
- Focus on reducing crime and anti-social behaviour on a) public spaces and b) involving and affecting youth by contributing to the development and delivery of partnership projects agreed by the Community Safety Task and Finish Group.
- To get people to start or restart cycling, and scope and develop a Mid Sussex Cycle Network with the involvement of the Mid Sussex Cycle Forum.

### Financial independence

- Improve the provision of temporary accommodation for homeless households by acquiring temporary accommodation in the District to meet their housing needs.
- Invest in commercial property to generate a return that can be used to finance services in an era of reducing government subsidy.
- Deliver efficiency savings through the increased use of digital approaches to services by implementing Windows 10, increased use of mobile working and service and reporting apps.
- Invest in our assets to increase their income-earning potential.

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**Proposed Changes to the Performance Indicators to be monitored by the Scrutiny Committee for Leader, Resources and Economic Growth in 2019/20**

Service Area	Measure	Proposal and Reason for Change	Service Plan targets	
			18/19	19/20
<b>Economic Development</b>	NEW INDICATOR Total new business floorspace in the District granted permission – B1, B2, B8 (m <sup>2</sup> )	New indicator to reflect delivery of the Premises Theme of the Economic Development Strategy (to be reported annually)	3,180	3,817
	NEW INDICATOR Micro business grants – funds awarded compared to total grant received	New Indicator to reflect delivery of the Economic Development Strategy, specifically promotion and take up of the grants scheme.	100%	100%
	NEW INDICATOR Footfall in the shopping centres of the District's three main towns.	Measures number of visits to the District's main shopping centres and indicator of the wellbeing of High Street retailers.	N/A	N/A
	DELETED INDICATOR Non-Domestic Rates (this is the net collectable figure after rates and exemptions have been applied)	It is proposed to delete this indicator as it does not provide a meaningful measure of the prosperity of the local economy.		
<b>Sustainability</b>	NEW INDICATOR Usage of Council-owned electric vehicle charging points in public car parks (amount of energy used in kWh).	New indicator to monitor the level of success in increasing the use of existing charging points and addition of new ones. Progress with the Sustainability Strategy is reported annually to the Scrutiny Committee for Leader, Resources and Economic Growth.	8,000 kWh	50,000 kWh
	NEW INDICATOR Greenhouse gas emissions from Council buildings	New indicator to monitor delivery of the Sustainability Strategy. Council buildings include Oaklands campus, pavilions, public toilets, Bridge Road depot and Council car parks.	N/A	3% pa reduction
<b>Customer Services and Communications</b>	NEW INDICATOR % of Freedom of Information (FOI) Requests responded to within 20 working days. The number of FOI requests received per quarter will also be reported.	There is a requirement for the Council to respond to FOI requests within 20 working days. Reporting the number of request received will also provide Members with information regarding trends in their volume. This information is already provided on the Council's website.	99%	100%

<b>Landscapes</b>	DELETED INDICATOR Adherence to the agreed work plan for all regular scheduled grounds maintenance work in the District. Replace with: NEW INDICATOR Satisfaction with the grounds maintenance service.	The current indicator is based on compliance with a core schedule of tasks for routine maintenance of our parks and open spaces. The replacement indicator is more in line with the contract with idverde who are required to carry out satisfaction surveys as part of the specification. The new indicator is more outcomes focused.	N/A	95%
<b>Parking Services</b>	NEW INDICATOR % of pay and display transactions made by cashless payments	This monitors the volume of transactions moving to digital platforms following the introduction of cashless parking machines and the telephone app.	N/A	25%
<b>Waste and Outdoor Services</b>	NEW INDICATOR Number of missed collections per 100,000	Measures the efficiency of the refuse collection service in the collection of household bins.	19	18
	NEW INDICATOR % of relevant land assessed as having below acceptable levels of litter	Measures success of the contractor in keeping relevant land free of litter.	N/A	4%
	NEW INDICATOR % of relevant land assessed as having below acceptable levels of detritus	Measures the effectiveness of the contractor's road sweeping. Detritus includes dust, mud, stones, rotted leaves and plastic.	N/A	6%
	NEW INDICATOR % satisfied with refuse collection, recycling collection and street cleansing	An average of the customer satisfaction results for refuse, recycling and street cleansing to give an understanding of the level of satisfaction with Serco's services overall.	84%	87%
	DELETED INDICATOR Dry recycling rate which goes towards the PI Percentage of household waste sent for reuse, recycling and composting	Proposed to delete reporting of this indicator as it is covered under the PI for % of waste sent for reuse, recycling and composting.		
	DELETED INDICATOR Composting rate which goes towards the PI Percentage of waste sent for reuse, recycling and composting.	Proposed to delete reporting of this indicator as it is covered under the PI for % of waste sent for reuse, recycling and composting.		
<b>Development Management</b>	NEW INDICATOR The average time taken to process planning applications (days).	The existing processing indicators measure performance against national standards for majors (13 weeks), minors (8 weeks) and others (8 weeks). Especially with majors, the 13 week standard can be extended with the agreement of the applicant and still	60	65

		count as being within the target. Statutory definitions for the speed of processing PIs allow for agreed extension of time. This is a positive for the Council as it provides more freedom to negotiate better outcomes for development, turn refusals into approvals or 'acceptable' development into something more positive. The Council has a large number of applications that need S106's because they are 'majors' or within the 7km zone of Ashdown Forest. The proposed additional indicator measures the average actual processing times for all types of planning applications and is already monitored by the Development Management Team.		
<b>Housing</b>	NEW INDICATOR Average number of households in nightly paid temporary accommodation	The Council is trying to reduce the use of expensive guest house accommodation in favour of alternative provision through Register Provider stock and procurement of its own temporary accommodation. This indicator will gauge the level of success in limiting the use of guest house accommodation and will be reported in addition to the total number in temporary accommodation.	N/A	<17
	CHANGED INDICATOR The average time that households are spending in temporary accommodation (weeks) change to The average amount of time a household has spent in temporary accommodation overall when they leave following the acceptance of a full homelessness duty (days).	The current indicator measures the average time spent of all those in temporary accommodation. This indicator can be distorted if households cannot move on from temporary accommodation due to rent arrears or previous poor tenancy history leading to blocks on nomination to social housing. The new indicator measures the amount of time that those who have left temporary accommodation have actually spent there.	250 days	250 days
	NEW INDICATOR The % of policy compliant section 106's signed in the year on sites that meet the affordable housing threshold.	This indicator will measure the Council's level of success in achieving affordable housing policy compliance for schemes on all sites over the threshold. This is not always possible due to viability challenges by developers, some of which will be successful. This will be in addition to reporting the total number of affordable homes delivered.	85%	85%

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## Installing Electric Vehicle Charging Points (EVCPs)

REPORT OF: HEAD OF CORPORATE RESOURCES  
Contact Officer: Matthew Bird, Sustainability Officer  
Email: [matthew.bird@midsussex.gov.uk](mailto:matthew.bird@midsussex.gov.uk) Tel: 01444 4773710  
Wards Affected: Set out in report  
Key Decision: Yes  
Report to: Cabinet, Date of meeting Monday 29<sup>th</sup> April

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### Purpose of Report

1. To agree next steps on installing 26 electric vehicle charging points (EVCPs) in 13 sites across Mid Sussex including a proposal for an EVCP funded by Local Growth Funding at the Triangle Leisure Centre as part of the Place and Connectivity Programme.

### Summary

2. The report identifies the need for EV charging sites and the work currently being progressed across neighbouring authorities. It details 13 proposed sites (26 charging points) within the District, estimated costs and sustainable management for the sites. The proposals contribute to achieving the Council's on-going commitment to its Sustainability Strategy 2018-2023 (under the key theme; Sustainable Environment) which was adopted by Council on the 29<sup>th</sup> March 2018. It also remains a key flagship activity for the Council.

### Recommendations

3. **Cabinet is recommended to agree:**
    - (i) **That tenders be invited for the charging points at sites identified through feasibility, including the Triangle leisure centre.**
    - (ii) **The use of section 106 funding (£38,114) pending a successful Onstreet funding application.**
- 

### Background

4. Major changes are taking place in transport due to concerns about air quality, climate change, pollution and the knock-on impacts on health. The rising costs of diesel and petrol are contributing factors. The car industry is increasingly manufacturing electric vehicles and locating operations in markets that most support these ambitions. Demand for new electric vehicles now outstrips supply with waiting lists of up to a year for the most electric vehicles (EVs) currently available. The popularity of lower range vehicles for local and commuting journeys has led to an increasingly buoyant second-hand market.

5. To respond to this rising demand and the Council's Sustainability Strategy 2018-2023, the Mid Sussex District Council Corporate EV Project Group has used the Central Southern Framework (CSR) to commission a feasibility study on potential EVCPs sites. This has involved stakeholders such as neighbouring authorities, Government and UK Power Networks
6. Using the (CSR) framework enabled feasibility to be carried out on all sites identified by Joju (industry experts). This involved technical assessment, approval from the District Network Operator (UK Power Networks) and the development of indicative costs and return on investment. The sites initially put forward for feasibility have been filtered to car park sites that are owned and directly enforced by the Council. This is important in ensuring consistent availability for usage and the protection of any revenue. In addition, detailed feasibility including a site visit was carried out at the Triangle Leisure Centre and identified it as viable site for a rapid charging point. The location of the Triangle makes it a strategically important site in the wider EV charging network given its location to major arterial routes.

### **Policy Context**

7. The proposals set out in the report contribute to achieving the Council's on-going commitment to its Sustainability Strategy 2018-2023 (under the key theme; Sustainable Environment) which was adopted by Council on the 29<sup>th</sup> March 2018 and it remains a key flagship activity.
8. The proposals also align to the delivery of the District Plan 2014-31, to demonstrate how environmental and economic issues have been considered during the production of the plan with the aim of contributing to the achievement of sustainable development. The Northern Arc Masterplan has also set out clear principles and guidance for the installation of EVCPs.

### **National Context**

9. The Government's Clean Growth Strategy, its 25 Year Environment Plan, Automated and Electric Vehicles Act, and specifically the Road to Zero Strategy which sets out electric vehicle and low carbon transport ambitions to 2040 all support this approach. The Office for Low Carbon Vehicles (OLEV) also provides funding targeted at workplace charging, on-street charging, electric taxis and buses and innovation funding.
10. UK Power Networks (responsible for local electricity supply) are fully supportive of the take-up of electric vehicles. They have stated publically that there is more than enough grid capacity to meet current and future demand. 'Future Scenario' mapping has identified key strategies such as 'smart-charging' and 'vehicle-to-grid' charging in facilitating a major shift to EVs. Commercial providers are responding to these opportunities by consolidating forming and strategic partnerships. Examples include; Pod Point, Volkswagen and Tesco who have now all have increased EVCP roll out and market-share.

## Local Authority Progress

11. Sussex Councils progressing EVCP plans are at various stages of development. Brighton and Hove CC has been successful in attaining Onstreet Chargepoint funding and are rolling out lamppost EVCPs across the city. They have also been successful in funding targeted at rapid charging for electric taxis. East and West Sussex Councils have carried out a Resident's Survey and are considering feasibility for sites identified. Chichester DC has accessed the CSR Framework and is progressing with installation of EVCPs in their car parks by Joju with some funding from the Onstreet Charge Point Fund. The Parking Services Team there has just acquired two Renault Zoes.
12. West Sussex County Council has appointed Consultants to progress work including a Resident's Survey, (1339 responses) 15% of which were from Mid Sussex, set up a Task and Finish Group to advise Cabinet Members on EV strategy and intend to submit a draft strategy to Select Committee in November 2019. WSCC has also leased some electric vehicles for staff use.

## Other Options Considered

13. Mid Sussex have worked closely with Horsham DC and Crawley BC including joint meetings with OLEV and representatives from the CSR Framework. Mid Sussex DC are the first to receive the feasibility reports.
14. A national electric vehicle framework (ESPO) for the tendering of charging point installers is available to local authorities and provides more choice than the CSR framework utilised to access the feasibility studies. Joju are part of the ESPO framework.

## Financial Implications

15. According to the feasibility assessment carried out by Joju the total cost for all EVCPs is likely to be in the region of **£187, 243**
16. Funding from the Burgess Hill Place and Connectivity Programme can be utilised for those EVCPs falling within the Burgess Hill area and this has been agreed in principle by Programme governance. The estimated cost of EVCPs at Cyprus Road and Queens Crescent car parks in Burgess Hill is **£27, 807**.
17. It is proposed that Place and Connectivity Programme (Funding) can also cover EVCPs at the Triangle Leisure Centre site and this has been agreed in principle by Programme governance. Costs are yet to be specified but initial plans intend to install a rapid charging point and 2 fast charging points. This will help meet demand flowing from the A23 which is strategically important site in the wider EVCPs charging network.
18. For the remaining 11 sites, 75% of the funding (**£121, 436**) will come from the Onstreet Charging Point Fund. Early discussion has taken place with OLEV and the Energy Saving Trust who have indicated we would have a strong chance of a successful application.

19. Only fast EVCPs are eligible for this funding and they also need to be fully accessible by Residents who have no access to off-street parking. “OLEV is willing to consider applications for chargepoints situated in car parks owned by the Local Authority on a case-by-case basis where they meet the objectives of the scheme i.e. that the car park is suitably located in or near a residential area and provides an option for local residents looking to charge their car both during the day and overnight”. Up to 75% costs per EVCP (to a maximum of £7,500 per EVCP) will be funded.
20. The remaining 25% (£38,114 indicative costs) will need to be match funded from Council Section 106 funds pending Onstreet funding. As an alternative funding model the installer carrying out the feasibility has indicated that some sites qualify for full funding with a share of revenue going to the Council on the basis of a 15 year lease. The Section 106 funds would be authorised under Cabinet Member delegated powers.
21. The appointed installer may be able to assume operational and maintenance responsibility for the EVCPs in return for a share of charging revenue due to the Council. This is likely to vary depending on the business model provided by each installer in the course of the tender process. Based on estimates from the feasibility installer this could be in the region of £3 – 5K annually, however this is likely to vary between installers.

## 22. Funding Summary

Organisation	Proposed Allocation	Amount
Burgess Hill Place and Connectivity Programme (Local Growth Funding)	Cyprus Road and Queens Crescent car parks in Burgess Hill	<b>£27,807</b>
Onstreet Charge Point Fund	75% of total for the remaining 11 sites	<b>£121, 436</b>
Match funded from Council funds (Section 106)	Pending Onstreet funding.	<b>£38,114</b>
<b>Total</b>		<b>£187,243</b>

## Risk Management Implications

23. The approach to delivery will be to access the national framework for Electric Vehicle Charging Infrastructure (ESPO) and invite tenders from EVCP installers for the installation of 26 fast chargers at the 13 sites filtered from the Feasibility Study. This may provide further savings installation costs.

## Equality and Customer Service Implications

24. The EV driving experience varies according to need and this should be reflected in considering the provision of electric vehicle charging points.
25. Commuting and shorter journeys – Most EV drivers charge at home on off-peak electricity which is sufficient for shorter journeys. For drivers not able to charge at home, ‘destination’ electric vehicle charging points (EVCPs) or workplace EVCPs are necessary.



26. Commercial – Taxis, driving schools and other commercial vehicles wanting to go electric realistically need access to rapid EVCPs so as to be able to charge their vehicles in as short a time as possible
27. Longer journeys – Reliable, accessible and strictly enforced rapid EVCPs are a necessity for longer commutes and journeys.

#### **Other Material Implications**

28. There are no other material implications arising from the proposed actions contained within this report

#### **Background Papers**

29. Summary of feasibility assessment carried out by Joju located in appendices. Full report available on request.

## Appendices



### Executive Summary

Joju has undertaken a desktop feasibility study of sites to determine the opportunity for fast electric vehicle (EV) charging points (CPs) for Mid Sussex District Council. The analysis has been conducted in line with Joju's commitments under the Central Southern Framework. Table 1 below provides a summary of the EVCP opportunity across locations considered in the study pertinent to the Council (Contracting Authority). Please note that costs for Kings Centre Leisure Centre Car Park are confirmed.

**Table 1. Mid Sussex District Council EVCP Opportunity Summary**

Site	EVCPs	NOx g saved per annum vs 50% gasoline and 50% diesel cars	PM10 g saved per annum vs 50% gasoline and 50% diesel cars
Church Lane Car Park	2 x fast EVCPs	1725.421023	80.72198082
Upper East Court Car Park (ad	2 x fast EVCPs	1725.421023	80.72198082
Queensway Car Park	4 x fast EVCPs	3450.842046	161.4439616
The Arc	2 x fast EVCPs	1725.421023	80.72198082
Whitemans Green Recreation	2 x fast EVCPs	1725.421023	80.72198082
Rawson Hall	2 x fast EVCPs	1725.421023	80.72198082
The Triangle Leisure Centre	2 x fast EVCPs	1725.421023	80.72198082
Trinity Road Car Park	2 x fast EVCPs	1725.421023	80.72198082
Hazelgrove Road Car Park	2 x fast EVCPs	1725.421023	80.72198082
Clair Hall	2 x fast EVCPs	1725.421023	80.72198082
Millenium Village Centre	2 x fast EVCPs	1725.421023	80.72198082
Hickmans Lane Recreation Gr	2 x fast EVCPs	1725.421023	80.72198082
Cyprus Road Car Park	2 x fast EVCPs	1725.421023	80.72198082
Vicarage Car Park	2 x fast EVCPs	1725.421023	80.72198082
Franklynn Road Car Park	2 x fast EVCPs	1725.421023	80.72198082
Denmans Lane Car Park	2 x fast EVCPs	1725.421023	80.72198082
Queens Crescent Car Park	2 x fast EVCPs	1725.421023	80.72198082
Dale Avenue Car Park	2 x fast EVCPs	1725.421023	80.72198082
Brown Twins Road Car Park	2 x fast EVCPs	1725.421023	80.72198082
Broad Street Car Park	2 x fast EVCPs	1725.421023	80.72198082
Kings Centre Car Park	2 x fast EVCPs	1725.421023	80.72198082
Norton House Car Par	2 x fast EVCPs	1725.421023	80.72198082
Wivelsfield Train Station	2 x fast EVCPs	1725.421023	80.72198082
<b>Total (Yr 1)</b>	<b>48</b>	<b>41410.10455</b>	<b>1937.32754</b>

## DOLPHIN LEISURE CENTRE- PROPOSED IMPROVEMENT WORKS

REPORT OF: Assistant Chief Executive  
Contact Officer: Rob Anderton, Divisional Leader – Commercial Services & Contracts  
Email: [robert.anderton@midsussex.gov.uk](mailto:robert.anderton@midsussex.gov.uk) Tel: 01444 477374  
Wards Affected: *All Haywards Heath Wards*  
Key Decision: No  
Report to: Cabinet  
29<sup>th</sup> April 2019

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### Purpose of Report

1. To seek approval to carry out further investment in the Dolphin Leisure Centre, Haywards Heath, and to request that the 2019/20 capital programme be varied, allocating £198k from General Reserve towards jointly funding this project.

### Recommendations

2. **That Cabinet recommends to Council to:**
    - a. **approve the proposed works to the Dolphin Leisure Centre, which will be jointly funded by Places Leisure and the Council; and**
    - b. **agree a variation to the 2019/20 capital programme, allocating £198k towards this project from General Reserve.**
- 

### Background

3. Since the commencement of the current 15-year Leisure Management Contract in 2014, Places Leisure (formerly Places for People) and Mid Sussex District Council have implemented a jointly funded Leisure Investment Programme.
4. This programme concluded in January 2019, and has seen over £6m invested to date in new and improved facilities at all three Leisure Centres, including:
  - Improvements to the gyms
  - New lockers
  - A comprehensive programme of LED lighting installation
  - Improvements to reception areas and Cafes
  - Refurbished and upgraded changing Rooms and Health Suite facilities.
  - A new Clip n Climb facility at The Triangle
  - New exercise studios and spin studios
  - Improvements to the Leisure Pool at The Triangle

Some of this investment has resulted in a return for the Council. To date this has provided £82.5k p.a. income for the Council. However, not all investment will provide a return but clearly improves the Council's assets.

5. With this programme coming to an end in late January, Places Leisure approached the Council with a further proposed programme of works specifically to upgrade facilities at The Dolphin in Haywards Heath. The proposed works include:
- Improvements to reception and cafe to incorporate a Costa and a soft-play facility
  - Conversion of the existing studio into a new training room
  - Conversion of the old bar area into an additional treatment room
  - Improvements to the group cycle studio
  - Replacement tiling in the wet changing area
  - The upgrade of the ground floor toilets

These will not provide a return for the Council but will significantly improve the Council's asset.

6. Work on the ground floor toilets and the wet changing area (which is being funded by Places Leisure) has already commenced and is due to be completed by the end of April; the work to convert the studio and bar area is scheduled for completion by the end of May; and the works to the cycle studio, and incorporation of a soft play facility and Costa are planned to commence in September and be completed by the end of November 2019.

### Financial Implications

7. The total cost of the above works has been estimated at £526k.
8. Places Leisure is requesting that, in order to enable these works to take place, the Council provides a contribution of £198k. This variation is an increase in the cost of the Capital Programme 2019/20. It is intended that this additional cost is funded from the General Reserve

MSDC Contribution	£198,000
Places Leisure	£328,034
<b>Total</b>	<b>£526,034</b>

9. This proposal provides excellent value for money for this Council as the works will add value to the Council's asset as well as improve the offer for service users, as set out in the Capital Justification Form at Appendix 1.

### Risk Management Implications

10. An analysis of the potential risks associated with this project are identified in the Capital Project Justification Form at Appendix 1.

### Background papers

None

## Project Justification Details

### Improvement Works at The Dolphin Leisure Centre Haywards Heath

**Purpose of project :**

The Council's 15-year Leisure Contract with Places Leisure (formerly Places for People) commenced on 1st July 2014.

Since that time, Places Leisure and Mid Sussex District Council have implemented a joint-funded Leisure Investment Programme to provide new and improved facilities at all three Leisure Centres, including:

- Improvements to the gyms at all three centres
- New lockers across all three centres
- A comprehensive programme of LED lighting installation
- Improvements to reception areas and Cafes
- Refurbished and upgraded changing Rooms and Health Suite facilities.
- A new Clip n Climb facility at The Triangle
- New exercise studios and spin studios
- New and improved facilities at the Leisure Pool at The Triangle

With this programme at an end, Places Leisure have now approached the Council with a further proposed programme of works specifically to upgrade facilities at The Dolphin in Haywards Heath, for which they have secured some funding but require a contribution from the Council. The proposed works include :

- Improvements to reception and cafe to incorporate Costa and a soft-play facility
- Conversion of existing studio into a new training room
- Conversion of old bar area into an additional treatment room
- Improvements to group cycle studio
- Replacement tiling in wet changing area
- Upgrade of ground floor toilets

**Total Amount : £526,034**

Capitalised Salaries included in the project total : **Nil**

**Sources of funding :**

MSDC Contribution	£198,000
Places Leisure	£328,034
<b>Total</b>	<b>£526,034</b>

Revenue Implications : **Nil**

Places Leisure will be responsible for all ongoing revenue costs, covering repair/maintenance/replacement costs related to these improvements.

**Value For Money Assessment :**

The proposed works would be procured and managed by Places Leisure, and would be subject to a competitive tendering process.

The works will provide investment in the Council's asset and improve the offer at the Dolphin for service users.

**Business Unit/Service:** Commercial Services and Contracts

**Head of Service :** Judy Holmes

**Project/Budget Managers :**

Jo Reid – Business Unit Leader- Waste, Landscapes & Leisure

Glen Wilkinson – Leisure Contract Monitoring Officer

**Cabinet Members :** Cllr Gary Marsh

**Ward Members :** Cllr Jim Knight & Cllr Geoff Rawlinson

**This project contributes to achieving the Corporate Plan in the following ways :**

- Effective and responsive services- Providing an improved customer experience, delivering enhanced/ new attractions at the district's leisure centres and inspiring residents to be more active
- Financial independence- making the best use of our assets, maintaining/ increasing membership/ user numbers, securing the financial viability of the Leisure Management Contract

**Summary of discussions with Cabinet Member :**

The project has been discussed and agreed with the Cabinet Member Cllr Gary Marsh and with senior officers from both MSDC and Places Leisure. A detailed breakdown of the projects and their cost has been shared with Cllr Marsh and he supports the scheme.

**Previous Consideration at Scrutiny Committee**

N/A

**Risk Analysis :****Project Runs Over Time**

Detailed project and communications plans will be prepared for review and sign-off at a future Partnership Board meeting.

This will be expected to provide a realistic timeframe for delivery, with a sensible contingency period built in

If the projects took longer than planned for any reason it would not have any significant detrimental effect on the wider site or contract.

**Project Runs Over Budget**

The works will be put out to tender and the costs closely managed. However there is a 10% contingency figure built into the budget for any minor unforeseen issues.

**Works Disrupt the Operation of the Centres**

Works will be programmed and implemented in such a way as to keep disruption to a minimum. A detailed and robust communications plan will be put in place to ensure centre members and users understand the extent of the work and its likely impact.

**Likelihood / Severity**

All of the above risks are assessed as being of Low Likelihood and Low Severity therefore offering very little risk.

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# Agenda Item 9

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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