



Economy, Environment & Culture

Working with partners to support economic growth and maintain an attractive, connected, and well run city

Our annual report for 2016-17
and our plans for 2017-18 and beyond

Introduction

Watch this short video to hear from our lead councillors and executive director reflecting on the past year and their ambitions for the year ahead.



Councillor Warren Morgan
Chair of the Policy, Resources and Growth Committee



Councillor Alan Robins
Chair of the Tourism, Development and Culture Committee



Councillor Gill Mitchell
Chair of the Environment, Transport and Sustainability Committee



Nick Hibberd
Executive Director
Economy, Environment and Culture

Working for residents, businesses and visitors

105,000
tonnes

waste disposed each year



See our film about
the new garden
waste collection
service

APSE Street
Cleansing
Service Team
Award 2016



in the
Outdoor
Events
Programme

10.5
million

visitors to the
city, delivering an
economic impact
of £850m+



£12.5
million

annual income for
our commercial
and agricultural
assets



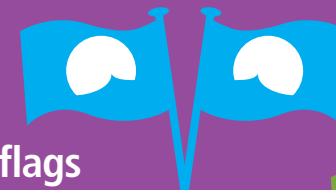
More than

480,000

visits to museums



2



blue flags
for seawater
bathing quality



and **7** Green Flags

Improving the city as a place to live

624km
of roads and...

1026km

of pavements maintained.
Transport Authority of
the Year for the third time.

339

housing completions
5 new homes
projects complete
under New Homes
for Neighbourhoods
programme.

See our film



1.6
million
visits to sports
facilities

Recycling wheelie
bins delivered to

45,000

households

147 parks,

53 play areas,

14,000

acres of semi natural habitat

549

school visits to
museums, reaching over

22,000

children and

398

events in museums

Your city – our achievements

Highest
recycling
levels for five years

95%
of minor and

100%
of major planning
applications determined
on time or with an
agreed extension

25%

improvement on missed
refuse bin collections and ...



20%

improvement on missed
recycling collections compared
to the previous year



420

additional school places
designed and constructed



Helping to bring forward

£1 billion

investment along our

12km of seafront

See our film of the
Shelter Hall project



Residents views - What we want to do better

We actively seek the views of our customers, and use their feedback to improve our services

- Recorded compliments about our staff and services rose by 38%
- Complaints fell by 10% but the proportion that went on to the next stage increased from 8.7% to 9.6%
- 15 cases went to the Local Government Ombudsman



See our film
about the new
Darwell Court
development

- We want to continue increasing satisfaction with the refuse and recycling service
- We want to improve air quality through our local transport plan
- We want to continue our good progress with the planning service making it easier and more efficient for customers
- We want to improve sport and leisure facilities through securing new external investment
- We want to take advantage of more opportunities to secure new affordable homes for sale or rent.

Residents views - What we want to do better

We actively seek the views of our customers, and use their feedback to improve our services

- **64%** satisfaction with waste services (36% in 2014)
- **65%** satisfaction with street cleansing (47% 2014)
- **60%** satisfaction sport & leisure facilities
- **86%** satisfaction with parks & open spaces (71% 2014)
- **86%** rated their museum visit as "good" or "excellent"

"I've always been impressed by the exhibitions here at Hove Museum – children and grandparents are so impressed too – amazing!"



"I recommend VisitBrighton to anyone who is thinking of opening or taking over a business in Brighton. The annual fee is worth every penny."

Herve Guyat, Proprietor, The New Steine Hotel, Bar & Bistro, Gulliver's Hotel & Kemp Town Trading Post

Supporting the city's economy

We're ensuring residents and local business benefit from the regeneration of the seafront.

See our film about the i360 landscaping works



100% of delegates rated the council's Ride the Wave Business Support Programme as "excellent" or "good";
84% said they were in a better position to grow their business

£1.5 million



generated from conferences and £850k from entertainment events held at the Brighton Centre

Our property team secured

£8.5 million

capital receipts received from property disposals to be reinvested into council services

Our plans for 2017/18 and beyond

Getting the basics right with services that benefit everyone

- We'll use new technology and grow our income generating services to deliver an effective and efficient waste, recycling and street cleansing service. We also aim to increase recycling by 30% and support initiatives to tackle litter.
- We'll be introducing new customer service standards for planning and improving our digital offer to customers. We'll also be consulting the city on to prepare for new homes and jobs in the City Plan Part 2.
- We will improve the environment and infrastructure in one of the busiest areas of the city by delivering the Valley Gardens scheme.
- We'll use our expertise and influence to ensure the city is affordable for residents on low incomes by delivering new affordable homes and establishing a Living Wage Joint Venture.
- We'll take forward the Open Spaces Strategy so that our parks and open spaces are protected for public use, making best use of funding opportunities.

See our film about plans to restore Stanmer Park.



Our plans for 2017/18 and beyond

Supporting our economy

- We'll be developing and delivering a new Economic Strategy and introducing Business Ambassadors to showcase the city region to businesses and help bring investment to the city.
- Our teams will work with private developers to bring forward building on key sites such as Preston Barracks, New England House, Patcham Court Farm and the Royal Pavilion Estate.
- We'll explore every fundraising opportunity to bring forward the redevelopment of the Victorian Madeira Terrace on our seafront.
- We'll establish a cultural trust for Brighton and Hove which will continue to deliver the council and city priorities for the Royal Pavilion and Museums service.
- We'll pool our property resources with other local authorities to save money and ensure best value for management of the public's assets.
- We'll support our staff to work collaboratively with customers, develop their skills, and ensure they have the right resources to deliver change.

See our film about the Madeira Terrace crowdfunding campaign.



Our plans for 2017/18 and beyond

Making best use of council resources to deliver better outcomes and value for money

- We'll be establishing a cultural trust for Brighton & Hove which will continue to deliver the council and city priorities
- We'll be modernising the Planning & Building Control Service
- We'll be working with Orbis Property to agree the Inter Authority Agreement for Orbis and develop a plan for greater collaboration and integration

Developing and engaging with staff to deliver change within the directorate and across council services

- We'll be developing the directorate into a big team working collaboratively for the good of our customers
- We'll be ensuring staff feel valued by the organisation
- We'll be leading, managing and supporting change in an open way

How we are doing things differently

We are modernising our services

- Moving the Royal Pavilion & Museums into a cultural trust for Brighton & Hove
- Establishing a Living Wage Joint venture with Hyde Housing Association to buy land and build new low-cost homes for local people
- Working with Orbis Property partners to offer value for money support services such as estate and buildings management

We are using new technologies

- Installation of 100 Big Belly Bins with sensor technology reducing the number of collections needed
- Investing £7 million in energy efficient LED street lighting with upgraded control systems
- Providing online parking payment for customers through PayByPhone
- Developing an 'intelligent transport system' for better traffic management and improved air quality

Finding ways to generate income, be more efficient and make limited resources go further

- Making best use of council-owned buildings; we have achieved better use of office space in Hove Town Hall which has enabled us to sell Kings House
- We're combining specialist knowledge and funds with partners at Brighton Dome & Brighton Festival, the Heritage Lottery Fund and Arts Council England to regenerate the Royal Pavilion Estate
- Successful bids for £1.485m from the Department for Transport has supported sustainable travel projects and £1.16 million from Coast to Capital Local Economic Partnership for the 450 vehicle bike share scheme
- Cityclean, our refuse and recycling service, has introduced new services to bring in income – garden waste collections, commercial waste collections and textiles recycling
- We are exploring new ways of maintaining our parks facilities through our Open Spaces Strategy, drawn up with the help of the public through the Big Conversation
- The seafront team found a sponsor which enabled them to replace their first response vehicle.



See our film about the sponsored seafront truck

Find out more

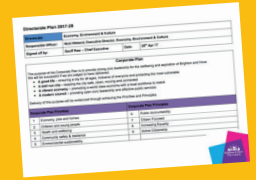
Economy, Environment & Culture – who we are

Brighton & Hove City Council website

- www.brighton-hove.gov.uk/environment
- www.brighton-hove.gov.uk/business-and-trade
- www.brighton-hove.gov.uk/planning
- www.brighton-hove.gov.uk/council-property
- www.brighton-hove.gov.uk/parking-and-travel
- www.brighton-hove.gov.uk/improvingtheseafront
- www.brighton-hove.gov.uk/events-filming
- www.brighton-hove.gov.uk/leisurecentres
- www.brightonmuseums.org.uk

Related plans

- **EEC Directorate Plan**



- **Parking Annual Report**



- **Royal Pavilion & Museums Annual Review**



Thank you to all our staff for making the city a great place to live, work and enjoy. Love Our City – Brighton & Hove.

