

***As one council***

We will:

- be driven by the needs of our residents, businesses and communities and focus on our four priority outcomes;
- be democratic, open and honest about our decision making;
- work with all our partners to make sure there is a shared view of priorities and that we make the most of opportunities and resources available in East Sussex;
- work effectively with the community and voluntary sector;
- work well as a single organisation;
- provide the best quality service we can within the resources we have available;
- compare our cost and performance against others to make sure we provide value for money;
- learn from others to improve outcomes for residents;
- ensure that as much money as possible is directed towards front line services;
- lobby hard to protect and promote the interests of East Sussex.

***Customer Service***

We will:

- respond to formal complaints and statutory information requests;
- seek to provide information and services online wherever possible.

The proposed change from our current offer is that:

- we will expect people to use the online resources available and will provide automated responses wherever possible, so people may not always get an individualised reply to enquires.

***Protecting and supporting vulnerable people***

***Children at risk***

We will:

- provide a statutory social care offer to safeguard children at risk of harm. This includes: protecting children; looking after children who are in care, helping care leavers become successful adults and managing efficient and effective fostering and adoption services;
- we will provide an Early Help Service for 0-19 year olds where it helps us manage the demand for higher cost services, including an integrated service with Health Visitors for 0-5 year olds;
- we will work with partners to prevent young people from offending and to respond effectively when they do.

The proposed change from our current offer is that:

- we will reduce the training and preventative services that social workers can use to work with children and families. Though not statutory, these services are an important contributor to preventing children requiring a child protection plan or being taken into care;
- a reduction in the Early Help offer to families. A review, which will include consultation, is underway. Consideration will be given to working with fewer families and focussing our support to those families most at risk of social care intervention and the problems that are most likely to lead to crisis (mental health, substance misuse and domestic violence).

## **Special Education**

We will:

- carry out statutory assessments of children with Special Education Needs (SEN), where there are significant barriers to learning;
- use our best endeavours to secure the right educational provision for those with the greatest need;
- fulfil our statutory duties to safeguard and promote the welfare of disabled children who meet the threshold under the Continuum of Need;
- where possible, work to build capacity in Early Years settings to ensure vulnerable pupils can attend a pre-school setting from 2 years old and can be supported to attend and succeed in mainstream schools.

The proposed change from our current offer is that:

- there will be a reduction in the timeliness of our response to assessment of SEN;
- we will set up fewer annual review meetings, including post 16 students, which may mean that fewer plans are ceased and costs within plans may increase;
- there will be a reduction in the preventative activity that we undertake with schools to support children with additional needs to be successful and remain in mainstream education.

## **Adults**

We will:

- provide information and advice for all those seeking care and support;
- assess need and arrange help for individuals and their carers who are eligible for support from Adult Social Care;
- provide support that reduces the need for social care in the longer term and/or prevents the need for a more expensive service;
- continue to ensure that we safeguard vulnerable adults who are at risk of harm or abuse.

The proposed change from our current offer is that:

- we will remove the subsidy we currently give to meals in the community;
- we will review support plans for working age adults to ensure they continue to deliver high outcomes and represent best practice and value for money.

## **All Children**

### **Schools**

We will:

- operate a light-touch monitoring of the performance of maintained schools. We will use our best endeavours to intervene when a school is at high risk of failure;
- encourage the Regional Schools Commissioner to intervene where academies in East Sussex are under-performing;
- use our best endeavours to improve the outcomes of pupils vulnerable to under-achievement;
- promote post-16 participation in education and training, including provision and support for young people with learning difficulties/disabilities.

The proposed change from our current offer is that:

- we won't offer a school clerking service;
- we won't offer our current programme of support to schools to help them to improve;

- we will reduce the support to develop school partnerships, federations or move to academy status.

### **School planning and access**

We will:

- plan to have enough Early Years and school places where they are needed;
- co-ordinate and administer the admission process;
- provide home to school transport where we have a statutory duty to do so.

### ***Universal offer to all residents***

### **Highways and Transport**

We will:

- maintain roads, pavements, bridges, structures, highway drainage and verges and carry out repairs to our current standards;
- investigate road accident sites and take measures to prevent recurrence where this is possible;
- carry out safety audits of proposed highways improvement schemes;
- manage the national concessionary fares scheme and provide limited bus subsidies where they provide access to vital services, education and employment for communities which would otherwise be cut off;
- enforce civil parking restrictions where they are in place;
- carry-out strategic planning of the highways network to help to ensure the County's transport needs are met now and in the future;
- provide footpath clearance on priority and popular rights of way routes, maintain the Definitive Map and respond to public requests for footpath diversions and searches.

The proposed change from our current offer is that:

- we will reduce our maintenance of rights of way and expect landowners to maintain footpaths on their land.

### **Economy and Trading Standards**

We will:

- provide access to high quality employment to reduce avoidable reliance on public services by acting as a strategic economic authority that intervenes, in partnership, decisively and cost effectively where it can make a difference, especially by leveraging in external funding;
- carry out food sampling and food inspection where the risk is high; carry out reactive animal health disease control and take enforcement action where necessary.

The change from our current offer is that:

- there will be a reduction in our preventative and support work, to business, to people vulnerable to scams and the reduction in routine inspection may increase public health risks.

### **Waste Management**

We will:

- dispose of waste collected by the borough and district councils and provide sufficient waste sites to meet national guidance.

The proposed change from our current offer is that:

- there may be further reductions in the number of household waste recycling sites in the county.

## **Planning & Environment**

We will:

- fulfil our statutory duties on planning, development control, flood risk and environmental management, including specialist environmental advice where required;
- provide emergency planning services.

## **Libraries**

We will:

- provide a library service which meets our assessment of current and future needs.

The proposed change from our current offer is that:

- we will keep our Needs Assessment and Accessibility Analysis under review, and as a result we may in future provide a reduced library service.

## **Public Health**

We will:

- provide a core service to Clinical Commissioning Groups;
- provide nationally mandated functions: currently these are sexual health services, drugs and alcohol treatment, NHS health checks and the national child weight management programme;
- fulfil our health protection duties;
- deploy the Public Health resources to improve health and wellbeing in support of the County Council's agreed priority outcomes.

## **Archives and Records**

We will:

- manage the records which we are required to keep by law. We will meet our basic statutory duties as a Place of Deposit for public records at The Keep including a basic level of public access to those records.

The proposed change from our current offer is that:

- We will not be able to provide the same level of support to customers of The Keep when requesting archive material, both in person and online and we will not provide an educational outreach offer.

## **Gypsies and Travellers**

We will:

- manage our current portfolio of permanent and transit sites.

## **Registration Service**

We will:

- fulfil our duties to register births, deaths and marriages.

## **Community Safety**

We will:

- deliver our local Community Safety priorities, commission effective substance misuse and domestic abuse support services and fulfil our statutory duties in relation to Prevent; Modern Slavery and the Crime and Disorder Act.

## **Support Services**

We will:

- work in partnership with others to provide the best value for money, ensuring professional and modern support to front line services as efficiently as possible so maximum resource is focussed on front line delivery;
- manage our assets and central financial resources, including Treasury Management, capital and reserves prudently and effectively to support the County Council's business and sustainability.