The Council continues to deliver great services and projects for residents, despite challenging finances and constant change locally, regionally, nationally and internationally. In surveys and statistics in recent years, Eastleigh often performs better than expected for a borough of this size and with a mixed demographic that has more socioeconomic challenges than the average for the South East. While the retail sector across the country suffers significant threats from out-of-town and online shopping, Eastleigh town centre remains resilient, and continues to attract shoppers and visitors. Unemployment is low but there is a need for higher paid jobs and improved skills. The difference in life expectancy across the borough is decreasing, but there remains a need to tackle pockets of social isolation, deprivation and mental illness. Congestion and air quality issues persist. Levels of open space and
high quality biodiversity are good with new areas of open space being made accessible. The Borough remains a leader in Hampshire for recycling, but has not been enabled to make further progress. Challenges remain for our residents: the housing market is still unaffordable and insecure for many; rates of unhealthy weight and physical inactivity need further improvement and uncertainty around Brexit continues to affect many business sectors.

The Council is more than ever focused on outcomes for residents, businesses and visitors to the Borough. To do this, and to meet significant funding pressures, we have embarked on the biggest structural and cultural change for over 20 years: Future Eastleigh. We have reduced the staff headcount and restructured services to meet our customers’ needs, making us more efficient and ensuring our finances are secure. We have introduced new systems and processes but there is still much to do, which is why we are investing further in staff skills and in digital technology to create the culture of a truly modern Council. This will enable us to deliver ‘more with less’, and to engage more easily with our customers, listening to their views, delivering services to meet their needs and helping them to take action themselves to improve life for themselves and their neighbourhood. The Council is reaffirming its approach to localism; 2019/20 will see a range of local improvement projects delivered and Local Area Committees better able to scrutinise and support the quality of services in their areas.

This Council understands that results for residents and businesses often cannot be delivered by the Council alone. So we will continue to look outward to partners in our region and within the borough: Solent LEP (Local Enterprise Partnership) and our PUSH (Partnership for Urban South Hampshire) partners; other local authorities; central government and its departments; NHS organisations; the voluntary sector; and residents and businesses themselves.

In 2018 the Council finalised, consulted on and submitted its Local Plan. 2019 will see the public examination of the Plan and the conclusion of
the independent inspector’s assessment of the Plan. This sets out a clear approach to deliver homes and more employment land while enhancing and creating communities, minimising increases in traffic, and protecting the most precious environments and assets of the Borough. Following the success of the Woodside Avenue development and the completion of 800 additional homes in 2018/19, the Council’s ambitions for improving the affordability and security of housing will continue with an increasing programme of housing delivery projects.

Despite pressures, the Council’s finances are fundamentally sound, due to our innovative and prudent approach to property investments over many years which gives the Council around £10m net income each year. The Council will continue with this approach, gradually increasing net income from this activity, to keep Council Tax low and to invest in front-line services and projects that we know benefit residents. The Council will develop its commercial approach further to increase income from some discretionary services so that our parks and theatres can continue to deliver health and wellbeing benefits to all our residents. The Council will also use its commercial skills and experience to select and deliver infrastructure and regenerative projects in our town centres and across the Borough; two new Cabinet portfolios have been created to lead and support this, working together with colleagues to ensure health, environmental and economic benefits are realised.

Despite pressures, the Council’s finances are fundamentally sound

The actions listed below demonstrate the Council’s continuing determination to deliver for residents and businesses of the Borough, to maintain the Borough’s significant role in the region and to help improve the quality of life for all, in line with the Council’s Corporate Action Plan 2019/2020.
Plan 2015-2025. The Council will continue to deliver key statutory and discretionary services for residents and businesses. The list below shows the projects, services and initiatives that Cabinet members and Local Area Committees will particularly champion during 2019/20 and beyond; many deliver direct benefits, some also take a long term view – initiatives that give us evidence, insight, technology and skills to take the right actions for residents in the future. The Council’s Medium Term Financial Plan and Budget for 2019/20 support all these actions.

The ten highest priority actions for the Council in 2019/20 are:

- Oversee progress of the Local Plan 2016-2036 (subject to Planning Inspectorate timescales)
- Support a traffic study on Bishopstoke Road leading to a scheme including improvements at the Chickenhall Lane junction
- Review of the Council’s waste policy and introduce further measures to help residents recycle more
- Boost affordable housing provision in the Borough through an affordable homes programme and review of Council land and assets
- Complete a Borough wide Air Quality Strategy and Action Plan
- Implement a range of campaigns to encourage more physical activity and fitness, tackling unhealthy weights and on social inclusion
- Identify ways in which we can help residents in areas of relative deprivation access all of the services and support that is on offer
- Carry out Masterplanning for sustainable new communities including the west of Horton Heath development
- Complete construction of hi-spec office accommodation at Eastleigh’s gateway site (former magistrates court and civic offices site)
- Deliver a business advice service to meet the needs of SMEs (small and medium-sized enterprises) including Wessex House residents
### Environment: To develop green infrastructure, minimise waste and create an excellent environment for all we will:

<table>
<thead>
<tr>
<th>Action</th>
<th>Measure</th>
<th>Milestones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review of the Council’s waste policy and introduce further measures to help residents recycle more</td>
<td>Increased percentage of waste recycled in Eastleigh Borough</td>
<td>Updated waste policy signed off by June 2019</td>
</tr>
<tr>
<td>Implement delivery of electronic or paper welcome packs for new households</td>
<td>Percentage and number of new households who receive welcome pack</td>
<td>Designed by end February, full implementation by December 2019</td>
</tr>
<tr>
<td>Implement a marketing campaign to relaunch the food waste service</td>
<td>Increased tonnage of food waste collected per household</td>
<td>Launch of campaign in Summer 2019</td>
</tr>
<tr>
<td>Carry out the Biodiversity Action Plan annual assessment</td>
<td>Completed assessment</td>
<td>By end March 2020</td>
</tr>
<tr>
<td>Review progress on zero carbon targets and create a plan on renewable energy</td>
<td>Completed review and plan</td>
<td>2019/20</td>
</tr>
</tbody>
</table>
### Transport: To tackle congestion and associated pollution we will:

<table>
<thead>
<tr>
<th>Action</th>
<th>Measure</th>
<th>Milestones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support a traffic study on Bishopstoke Road leading to a scheme including improvements at the Chickenhall Lane junction</td>
<td>Completed study and scheme implementation. Improved traffic flow</td>
<td>Commence 2019/20 (subject to HCC)</td>
</tr>
<tr>
<td>Range of actions to promote sustainable travel e.g. through new developments</td>
<td>Usage of sustainable travel</td>
<td>Annual improvements</td>
</tr>
<tr>
<td>Optimise the routes and operations of the Council’s waste fleet</td>
<td>Route restructuring completed. Decreased fuel consumption by fleet</td>
<td>Optimisation completed by July 2019</td>
</tr>
<tr>
<td>Support the Botley bypass infrastructure project</td>
<td>Progress against Hampshire County Council’s delivery plan for Botley bypass</td>
<td>Bypass infrastructure construction expected to commence summer 2019</td>
</tr>
<tr>
<td>Complete a Cycling and Walking Strategy</td>
<td>Report Completed</td>
<td>By Autumn 2019</td>
</tr>
</tbody>
</table>

**Transport Portfolio Holder**

Councillor David Airey
**Health: To enable healthier lifestyles and wellbeing we will:**

<table>
<thead>
<tr>
<th>Action</th>
<th>Measure</th>
<th>Milestones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implement priority actions of the three Eastleigh Health and Wellbeing Board (EH&amp;WB) sub groups</td>
<td>KPIs from the action plans</td>
<td>EH&amp;WB Strategy to be implemented by March 2019.</td>
</tr>
<tr>
<td>Implement a range of campaigns to encourage more physical activity and fitness, tackling unhealthy weights and on social inclusion</td>
<td>Engagement in the campaigns. Improved health outcome measures</td>
<td>Through 2019/20</td>
</tr>
<tr>
<td>Implement a wellness café pilot project in Hedge End (with Hedge End Town Council)</td>
<td>Number of visitors and sessions delivered.</td>
<td>Opening of café May 2019</td>
</tr>
<tr>
<td>Deliver SportWorks and Healthworks programmes of physical activity and wellbeing projects</td>
<td>Number of attendances/visits for all sport. Number of sessions delivered.</td>
<td>Programme delivered throughout 2019/20</td>
</tr>
<tr>
<td>Manage and support key leisure facilities to improve mental and physical wellbeing</td>
<td>Attendances/participation at leisure centres, parks and theatres</td>
<td>Throughout 2019/20</td>
</tr>
</tbody>
</table>
**Social Policy**: To tackle deprivation we will:

<table>
<thead>
<tr>
<th>Action</th>
<th>Measure</th>
<th>Milestones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set up a network of key partners to help tackle health inequality/deprivation, for example food bank, DWP, CitA, community groups, Fledge etc</td>
<td>Breadth and quality of the partnership</td>
<td>September 2019</td>
</tr>
<tr>
<td>Implement a new housing and homelessness strategy</td>
<td>Strategy produced</td>
<td>July 2019</td>
</tr>
<tr>
<td>Develop a volunteer strategy for Council staff to support community programmes</td>
<td>Number of Council staff volunteering</td>
<td>December 2019</td>
</tr>
<tr>
<td>Identify ways in which we can help residents in areas of relative deprivation access all of the services and support that is on offer</td>
<td>A developed plan of actions</td>
<td>October 2019</td>
</tr>
<tr>
<td>Explore ways of supporting former and current Armed Forces personnel and families</td>
<td>A developed plan of actions</td>
<td>October 2019</td>
</tr>
<tr>
<td>Develop and promote a holistic offer for the Passport to Leisure card, involving new providers</td>
<td>Number of new members registered with a Passport to Leisure card</td>
<td>June 2019</td>
</tr>
</tbody>
</table>
Housing delivery: To increase provision and a more diverse mix of housing we will:

<table>
<thead>
<tr>
<th>Action</th>
<th>Measure</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Raise the Council’s profile as a leading authority in housing delivery and property investment. Submit funding bids for external support</td>
<td>Feedback from other Councils and sector representatives. Bids submitted</td>
<td>Throughout 2019-20</td>
</tr>
<tr>
<td>Oversee progress of the Local Plan 2016-2036 (subject to Planning Inspectorate timescales)</td>
<td>Successful completion of the Plan’s Examination in Public</td>
<td>Adoption of the Plan during 2019/20.</td>
</tr>
<tr>
<td>Carry out Masterplanning for sustainable new communities including the west of Horton Heath (WOHH) development</td>
<td>Monthly meetings of Project Board and progress updates</td>
<td>WOHH masterplanning completed and early implementation during 2019/20</td>
</tr>
<tr>
<td>Take a leading role in project planning and delivery of a new community north of Bishopstoke and Fair Oak</td>
<td>Community engagement</td>
<td>Early in 2019/20</td>
</tr>
<tr>
<td>Action</td>
<td>Measure</td>
<td>Milestones</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
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<td>------------------------------------------------</td>
</tr>
<tr>
<td>Boost affordable housing provision in the Borough through an affordable homes programme and review of Council land and assets</td>
<td>Expenditure of New Homes Bonus on additional affordable housing</td>
<td>Programme of affordable housing from 2019/20 to 2021/22</td>
</tr>
<tr>
<td>Support affordable routes to home ownership through rolling out the ‘Eastleigh route to home ownership’ offer</td>
<td>Policy agreed, adopted and implemented</td>
<td>Adoption by April 2019</td>
</tr>
<tr>
<td>Commission study of older people’s accommodation needs</td>
<td>Completed study</td>
<td>2019/20</td>
</tr>
<tr>
<td>Improve the range of services available to applicants of householder planning applications</td>
<td>New services</td>
<td>2019/20</td>
</tr>
<tr>
<td>Build new homes and accommodation for One Community and Age Concern on site at Romsey Road</td>
<td>49 flats for sale, charities rehomed</td>
<td>Start Spring 2019, completion 2022</td>
</tr>
<tr>
<td>Secure consents for new homes on 3 town centre sites: Hanns Way, 91B The Crescent, Nightingale Avenue</td>
<td>Consents achieved</td>
<td>June 2019</td>
</tr>
<tr>
<td>Take possession of completed units at Stoneham, ongoing construction including local centre</td>
<td>Units handed over (total 146 units)</td>
<td>2019/20</td>
</tr>
<tr>
<td>Support construction of 200 (including 70 affordable) new homes at Bursledon and start on Windhover Meadows country park</td>
<td>Scheme milestones including handing over of 45 units to Aspect Building Communities Limited</td>
<td>2019/20 (expected completion of scheme 20/21)</td>
</tr>
<tr>
<td>Start construction on site at Pembers Hill</td>
<td>245 units</td>
<td>Completion est 2023/24</td>
</tr>
</tbody>
</table>
Regeneration: To support the environment, health and wellbeing, housing delivery and the economy through regeneration we will:

<table>
<thead>
<tr>
<th>Action</th>
<th>Measure</th>
<th>Milestones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete construction of hi-spec office accommodation at Eastleigh’s gateway site (former magistrates court and civic offices site)</td>
<td>Completion</td>
<td>By end of 2019/20</td>
</tr>
<tr>
<td>Consolidate Phase 1 improvements at Itchen Valley Country Park and finalise long term plan</td>
<td>Increased visitor numbers</td>
<td>2019/20</td>
</tr>
</tbody>
</table>
### Economy: To improve skills and employment, infrastructure and to reinvigorate town and local centres we will:

<table>
<thead>
<tr>
<th>Action</th>
<th>Measure</th>
<th>Milestones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install Geo-sense footfall analytics to Eastleigh Town Centre (with the Eastleigh Business Improvement District (BID) and Local Area Committee)</td>
<td>Installation and use. Monitoring feedback reports from the BID</td>
<td>By March 2020</td>
</tr>
<tr>
<td>Deliver the EU funded Pontoon project to promote women currently outside the workforce with digital skills</td>
<td>50 women in the beneficiary cohort supported into employment</td>
<td>By March 2020</td>
</tr>
<tr>
<td>Work with Wessex House to increase occupancy, support residents and deliver a move on strategy for residents (Wessex House2)</td>
<td>Occupancy levels. Move on levels</td>
<td>December 2019</td>
</tr>
<tr>
<td>Deliver the ‘Primary Engineer’ programme in primary schools to promote STEM (Science, technology, engineering and mathematics) skills</td>
<td>Number of schools enrolled and participating in the programme</td>
<td>September 2019</td>
</tr>
<tr>
<td>Deliver a Business advice service to meet the needs of SMEs (including Wessex House residents)</td>
<td>Programme started and SMEs accessing the service</td>
<td>September 2019</td>
</tr>
<tr>
<td>Deliver a business engagement conference focusing on the ‘Made in Eastleigh’ brand providing a showcase for local business excellence and a forum for our bespoke business groups</td>
<td>Conference held and well attended. Made in Eastleigh stands. Bespoke business group involvement</td>
<td>October 2019</td>
</tr>
<tr>
<td>Promote the new Hampshire Community Bank as a lending option for growing Borough businesses</td>
<td>Loans issued to Eastleigh businesses</td>
<td>September 2019</td>
</tr>
</tbody>
</table>
Responsibilities of the Local Area Committee

- Decide local priorities
- Manage local budgets
- Determine local levels of council services such as Streetscene and traffic management
- Work with the local community
- Champion the local area
- Decide planning applications

Responsibilities of the Local Area Manager

- Act as a link between the Council and local people
- Support local Councillors
- Manage the local revenue budget and the capital programme/major projects
- Work with the Council to improve local services and to ensure value for money
- Identify local needs and priorities
- Work closely with Parish Councils, schools and community groups

Key Projects & Priorities

- Major planning applications – maximise community benefits from current sites at North Stoneham Park (including new affordable housing, school, nursery, community building, shops, parks, play areas and public art) and Woodside Avenue (including new park, play area and public art)
- Deliver open space improvements – at the Campbell Road play area, convert Market Street MUGA into a community garden, complete Grantham Green scheme, commence the new Pirelli Park project
- Refurbish the bus station toilets

Council Services - Local Variations

- Enable the transfer of land assets to Chandler’s Ford and Hittingbury and Allbrook and North Boyatt Parish Councils
- Countryside sites - deliver improvements at Lakeside Country Park by improving the park extension land, car parks and signage
- Town Centre – deliver a programme of events in partnership with the Eastleigh Business and Improvement District
- Air Quality – develop a new Air Quality Management Strategy
- Employment – open a job club at the Cableworks Learning Centre

Key Partnerships

- Allbrook Parish Council
- Chandler’s Ford and Hittingbury Parish Council
- Eastleigh Business and Improvement District
- Health providers
- Local youth service providers
- Local community building management boards
- Eastleigh schools and colleges
- Local residents associations
- Local housing associations
- Hampshire Cultural Trust
Cllr Louise Parker-Jones  
- Local Area Chair  
louise.parker-jones@eastleigh.gov.uk

Bishopstoke, Fair Oak & Horton Heath (BIFOHH)

Key Projects & Priorities

▶ Y Zone – Delivering youth provision in 2019/20
▶ Pembers Hill – Maximise the delivery of community benefits and facilities in partnership with the local parish council
▶ Strategic Growth Option for BIFOHH – Members will work tirelessly to protect the environment, and ensure any development has regard to the views and well-being of existing residents, communities, wildlife and countryside – whatever the outcome of the planning inspector
▶ St Paul’s Church Community extension – Provide community space for the east side of the Bishopstoke village
▶ Memorial Hall feasibility – Undertake a detailed feasibility with costed options to decide the future of the Memorial Hall
▶ Public Art – Deliver relevant public art projects that reflect the history and essence of the local villages

Responsibilities of the Local Area Committee

▶ Champion the local area
▶ Decide local priorities
▶ Manage local budgets
▶ Determine local levels of council services such as Streetscene and traffic management
▶ Work with the local community
▶ Decide planning applications

Responsibilities of the Local Area Manager

▶ Support local Councillors
▶ Work closely with Parish Councils, schools and community groups
▶ Identify local needs and priorities
▶ Act as a link between the Council and local people
▶ Manage the local revenue budget and the capital programme/major projects
▶ Work with the Council to improve local services and to ensure value for money

Andy Thompson  
- Local Area Manager  
andrew.thompson@eastleigh.gov.uk  
023 8068 8357

Local Area Action Plan 2019/20

Key Partnerships

▶ Bishopstoke Parish Council
▶ Fair Oak & Horton Heath Parish Council
▶ BIFOHH Community Safety Action Group
▶ Horton Heath Development Forum
▶ Twynams
▶ Memorial Hall Committee
▶ Y Zone

Council Services - Local Variations

▶ Local Plan Team
▶ Direct Services
▶ Corporate Communications
▶ Locality Team (Local Engagement Officers)
▶ Development Management
▶ Property Services
▶ Y Zone
Responsibilities of the Local Area Committee

- Decide local priorities
- Manage local budgets
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- Work with the local community
- Champion the local area
- Decide planning applications

Responsibilities of the Local Area Manager

- Act as a link between the Council and local people
- Support local Councillors
- Manage the local revenue budget and the capital programme/major projects
- Work with the Council to improve local services and to ensure value for money
- Identify local needs and priorities
- Work closely with Parish Councils, schools and community groups

Key Projects & Priorities

- Hiltingbury Lakes regeneration – feasibility study, work programme and long-term management plan.
- Ramalley Scout hut replacement
- Reprovision of the Arch youth theatre building
- Comprehensive review of cycleways and links between them

Council Services - Local Variations

- Country Parks and Land Management – Hiltingbury Lakes, Ramalley Copse, Cuckoo Bushes, Hocombe Mead, Pine Cemetery
- Support Services – Community Grants
- Y Zone youth work team
- Direct Services – additional leaf clearance, hanging baskets and plant towers, Ramalley Cemetery

Key Partnerships

- Chandler’s Ford Parish Council
- Hiltingbury Community Association
- Fryern Community Association
- Eastleigh Borough Council/Test Valley Borough Council Liaison Group
- Conservation volunteers and Friends of Hocombe Mead
- Community groups and organisations (according to issue)

Min Partner - Local Area Manager

min.partner@eastleigh.gov.uk  023 8068 8357

Alan Broadhurst - Local Area Chair
alan.broadhurst@eastleigh.gov.uk

Chandler’s Ford & Hiltingbury (CFH)
Local Area Action Plan 2019/20
Responsibilities of the Local Area Committee

- Decide local priorities
- Manage local budgets
- Determine local levels of council services such as Streetscene and traffic management
- Work with the local community
- Champion the local area
- Decide planning applications

Responsibilities of the Local Area Manager

- Act as a link between the Council and local people
- Support local Councillors
- Manage the local revenue budget and the capital programme/major projects
- Work with the Council to improve local services and to ensure value for money
- Identify local needs and priorities
- Work closely with Town and Parish Councils, schools and community groups

Key Projects & Priorities

- Major planning applications - maximise community benefit from current sites at Boorley Park, Boorley Gardens, Woodhouse Lane, Winchester Street, St. John’s Phase 1 and 2, Hedge End and Hatch Farm
- Itchen Valley Country Park - produce master plan for Phase 2 onwards
- Wildern swimming pool roof/spectator seating - feasibility study
- Public art at the Berry Theatre entrance; Moorgreen hospital site; Welcome to West End signage and green routes in Hedge End
- Former Budgens’ site, Hedge End

Council Services - Local Variations

- Country Parks, Land Management and Corporate Communications – Itchen Valley Country Park
- Direct Services and Corporate Communications - sponsored roundabouts Direct Services and Locality Team – car parks at Itchen Valley Country Park and Hedge End Train Station
- Support Services - Community and Youth Grants

Key Partnerships

- Hedge End Town Council
- West End Parish Council
- Botley Parish Council
- Hampshire County Council
- Boorley Green Working Group including Community Development Officer
- Wildern Academy Trust
- HEWEB Community Schools Network
- Hampshire Cricket in the Community
- HEWEB Youth Partnership
- HEWEB Business Group
Responsibilities of the Local Area Committee

- Decide planning applications
- Champion the local area
- Manage local budgets
- Decide local priorities
- Work with the local community
- Determine local levels of council services such as Streetscene and Traffic Management

Responsibilities of the Local Area Manager

- Act as a link between the Council and local people
- Support local Councillors
- Manage the local revenue budget and the capital programme/major projects
- Work with the Council to improve local services and to ensure value for money
- Identify local needs and priorities
- Work closely with Town and Parish Councils, schools and community groups

Matt Blythe - Local Area Manager
matthew.blythe@eastleigh.gov.uk   023 8068 8311

Cllr Tonia Craig - Local Area Chair
tonia.craig@eastleigh.gov.uk

Bursledon, Hamble-le-Rice & Hound (BHH)

Local Area Action Plan

Key Projects & Priorities

- Major planning applications
  - Maximise community benefit from current sites at Bursledon Car-Boot site, Kingfisher Grange, Monarchs Keep.
  - Bursledon Station car-park improvements – feasibility study
- Modern Hub – ensure the Service Level Agreement with Hamble Parish is effective.
- Air quality review and Travel Plan for the Peninsula
- Investigate the introduction of a youth partnership

Key Services (Internal)

- Country Parks and Land Management – Hamble Common
- Corporate Communications
- Direct Services – leaf clearance, benches, bins, fencing.
- Locality Area Services – car parks at Hamble Square, Netley and the Lowford Centre
- Support Services – Community Grants/Finance
- Specialist services – traffic regulation orders and traffic studies

Key Partnerships

- Bursledon Parish Council
- Hamble Parish Council
- Hound Parish Council
- Bursledon District Community Association
- Pilands Wood Community Association
- Hamble School and Sports Complex
- Primary schools
- Health centres
- Youth Options
- Hampshire County Council/ Hamble River Authority
- Hampshire Police
- Local Businesses including GE Aviation, BP and Coopervision