

Local Service Agreements How are we doing?

Performance from April 2017 to March 2018



Introduction

This document gives an overview of how the Council is performing and provides more detail about the Council's Vision and Priorities as set out in the Corporate Strategy 2017-23.

What are the priorities?

- To Provide Housing Choices 
- To Protect and Enhance the Environment 
- To build Strong, Safe, Inclusive and Healthy Communities 
- To Maintain and Extend Prosperity 
- To provide a range of Leisure Opportunities for Health and Fun 
- To be a Dynamic, Prudent and Progressive Council 

What are Local Service Agreements?

Each priority has a number of measurements that allow the Council to monitor how well it is performing from year-to-year. These are known as Local Service Agreements and they allow the Council to be open and transparent, by making its performance available to the residents of the Borough.

The Council also carries out 10/10 surveys in a number of service areas. Every quarter, randomly selected customers are asked to score the service they received out of ten. They are also asked how we could improve the service. The overall scores for the year are included in this document.



Providing Housing Choices



What is this priority about?

We will work with our partners to enable and support a diverse housing market so that residents have access to good quality housing that is affordable and offers a choice of tenures. We will take positive steps to prevent homelessness and assist individuals and families in finding good quality accommodation.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2023 are to:

- Enable the delivery of Welborne Garden village, providing thousands of new homes, new jobs, new schools and new leisure facilities;
- Prepare a new Local Plan, which will plan for the provision of new homes, and employment space across the Borough up to 2036;
- Prepare and implement a new Housing Strategy to include affordable options



What else are we doing?

Supporting and enabling an affordable housing market

- Enabling access to rented homes for people on low incomes and people who are homeless or vulnerable.
- Ensuring that there is enough land for housing development across the Borough.
- Ensuring that all sectors of the community are able to be housed appropriately.
- Working with landlords to maintain housing standards.
- Offering advice and grants to help reduce energy costs.
- Providing home safety and security checks.
- Providing grants to adapt homes to enable people with disabilities to live independently.

Preventing homelessness

- Providing advice and assistance to prevent homelessness.
- Ensuring that good temporary accommodation is available for homeless people in priority need.

Providing access to affordable housing

- Providing affordable homes for people in housing need.
- Providing a support and advice service to the Council's tenants.
- Repairing and improving the Council's housing.
- Consulting and involving the Council's tenants in the way the service is delivered.



Maintaining the Borough's rented housing stock

- Assessing local housing conditions.
- Providing advice on the legal standards for rented housing.
- Improving standards of Houses in Multiple Occupation (HMOs).
- Reducing the level of hazards under the Housing Health and Safety Rating System.
- Improving home energy ratings under the Standard Assessment Procedure (SAP).
- Bringing empty properties back into use.
- Reducing the number of vulnerable households living in sub-standard homes.
- Working closely with private sector landlords to improve housing conditions and standards of management and maintenance.



How did we do in 2017/18?



Providing Housing Choices

9.9 

Based on our *10/10 surveys the **Housing allocations service** received a score of 9.9 out of 10

£10m 

in Government funding secured for vital road improvements at Welborne Garden Village

8.6 

Based on our 10/10 surveys the **planning service** received a score of 8.6 out of 10

£4.8m 

sheltered housing scheme, Sylvan Court opened

8 Days 

on average to complete a housing repair. This is a decrease of 2.1 days from 2016/17. The council also attended **90% of appointments on time**, which is an improvement of 1.1% on the previous year.

54 
affordable homes have been provided in the Borough

 **9.7**

Based on our 10/10 surveys the **housing repair service** received a score of 9.7 out of 10

£725,000 

in funding secured to support the work to bring forward Welborne

*10/10 surveys are one of the main ways that the Council gauges the level of resident satisfaction with our services.

Protect and Enhance the Environment



What is this priority about?

We will make sure that our heritage and natural environment are conserved and enhanced for future generations. We will also minimise the impact on the environment by reducing our use of natural resources; maximising the collection of recyclable materials.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2023 are to:

- Transform fields and woodland across the borough to create exciting new areas of public open space;
- Deliver major coastal defence schemes at Portchester and Hill Head;
- Reduce the quantity of household waste and maximise the amount that is reused or recycled.



What else are we doing?

Planning the future shape of the Borough

- Preparing plans that guide the future use and development of land within the Borough.

Ensuring high quality development

- Providing planning advice to applicants seeking to undertake development in the Borough.
- Ensuring planning applications meet the Council's policies.

Conserving and improving public spaces

- Protecting historic buildings and areas, trees and wildlife areas.
- Undertaking environmental improvements in public spaces.

Managing the coast and responding to climate change

- Keeping the beaches clean.
- Looking after coastal and flood defences.
- Preparing for and adapting to a changing climate.
- Helping residents to improve home energy efficiency.

Enabling easy access to well managed public and open spaces

- Providing and maintaining parks, open spaces, woodlands and allotments for your enjoyment.
- Mowing the grass.

Improving local air quality and ensuring land is free from contamination

- Improving air quality through the local air quality action plan.
- Continuously monitoring air quality.
- Investigating land for contamination.
- Ensuring local businesses do not pollute the environment.

Keeping streets and open spaces clean and tidy

- Cleaning the streets.
- Providing litter bins.
- Removing abandoned vehicles.
- Fining people for littering, dog fouling and fly tipping.
- Providing clean toilets for public use.
- Removing graffiti.

Providing a sympathetic and caring burial service

- Maintaining cemeteries.
- Arranging burials and working in partnership to run Portchester Crematorium.

Collecting waste

- Collecting household, garden, health care waste and recyclable materials.
- Providing assisted collections for households in need.
- Providing chargeable collections for bulky household waste, trade waste and commercial recycling.



How did we do in 2017/18?



Protect and Enhance the Environment

100%



of offensive graffiti was removed within 5 working days. An increase of 5.6% on the previous year

83%



of abandoned vehicles were removed within 5 working days. An increase of 21.5% on the previous year

£500,000



Government funding secured to help improve air quality

100%



of fly-tipped waste was removed within 5 working days

33%



of household waste was sent for refuse, recycling and composting. A decrease of 0.6% on the previous year



Completion of new **£1m sea wall** at Hill Head

Strong, Safe, Inclusive and Healthy Communities



What is this priority about?

We will work with others to continue to provide an environment where people of all ages feel safe. We will give people greater influence and power over the decisions that affect their lives and build more inclusive communities by providing easy access to information and services provided by the Council. We will also ensure that measures are in place to protect the health and safety of people who live, work or visit the Borough.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2023 are to:

- Promote and support the delivery of a Garden Village at Welborne, as part of a planned sustainable new community to come forward over the next 20 years;
- Build 400 new graves as an extension to Holly Hill cemetery to increase the number of burial plots available to those living in the west of the Borough;
- Review our approach to Community Safety, including analysis of CCTV, street lighting and landscaping to ensure that we make the Borough as safe as possible;
- Explore the best approaches to improving air quality in areas where the levels of NO2 exceed national guidelines.

What else are we doing?

Reducing crime and disorder

- Providing CCTV coverage across the Borough in partnership with Gosport Borough Council.
- Providing community lighting for the safety of pedestrians on the public highway, parks and open spaces.

Protecting the health and safety of people

- Controlling pests and preventing the spread of infectious diseases.
- Collecting stray dogs and encouraging responsible dog ownership.
- Controlling the pollution of air, land and water.
- Ensuring businesses comply with food safety and health and safety legislation.
- Licensing and checking of premises, vehicles and people to ensure activities are undertaken and provided safely.
- Using powers to ensure residents live in satisfactory housing conditions.
- Ensuring public safety and protecting the community against the consequences of major incidents.
- Providing an emergency out-of-hours service.
- Protecting public health and preventing nuisance.

Managing highways, traffic and parking

- Assisting Hampshire County Council to manage traffic and keep the highways safe.
- Managing car parks and residents' parking schemes, applying traffic regulations, and taking action against parking offences.

Promoting good health

- Working with Fareham and Gosport Clinical Commissioning Group to improve access to health facilities.

Ensuring new and existing buildings are safe

- Ensuring building works comply with building regulations and safety standards.
- Providing residents with pre-application advice on construction related projects.
- Providing a 24 hour emergency response service for unsafe buildings.
- Ensuring the safe demolition of buildings.



- **Building stronger communities**
- Providing opportunities for local people to get involved in their neighbourhoods.
- Ensuring customers can make their views known to the Council.

Building inclusive communities

- Making sure all customers can access the Council's services.

Enabling people to play an active part in society

- Helping vulnerable or disadvantaged people to become involved in community activities and use community facilities.
- Planning and providing community and leisure facilities.
- Providing grants to voluntary organisations.
- Ensuring that people who are eligible to vote are registered to vote.

Paying housing and Council Tax Support

- Providing a housing benefit and council tax benefits service.
- Investigating all allegations of benefit fraud.



How did we do in 2017/18?



Strong, Safe, Inclusive and Healthy Communities

9.9



Based on our 10/10 surveys, the average score of **benefits service** was 9.9. Every customer gave a score of 10, except one who gave a score of 9.

20



grants worth **£103,123** were paid out in community funding.

6 Days



it took on average to deal with **new benefit claims**.

250



Vehicles were licensed

339



Environmental Health Inspections

2 Days



it took on average to deal with **changes of circumstance claims**



Supported the completion of Newgate Lane, Peel Common roundabout, St Margarets roundabout and the station roundabout to Gudge Heath lane.

Maintain and Extend Prosperity



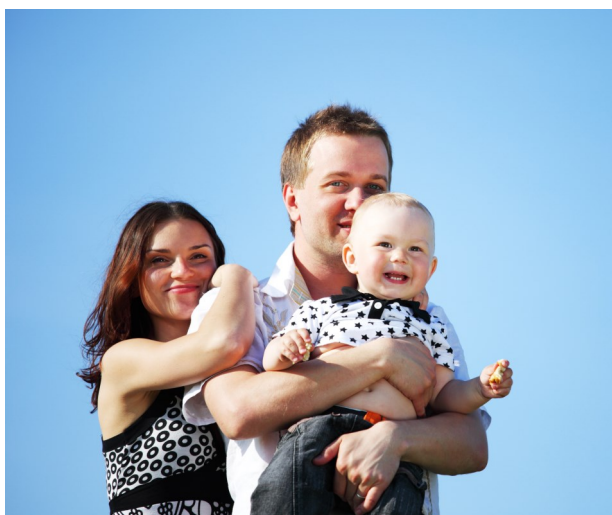
What is this priority about?

We will work with others to continue to support and promote the economic vitality of the Borough. Developing and improving vibrant town and district centres offering a range of shopping, leisure and employment opportunities, together with the delivery of an employment-led vision for Daedalus will be vital to achieving this.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2023 are to:

- Create attractive, vibrant town and district centres, providing new homes, and improvements to retail, leisure, entertainment and parking facilities;
- Continue to implement our vision for Daedalus by supporting the development of the airport and encouraging employers to relocate and grow their businesses on the site;
- Support the construction of major new highway schemes across the Borough.



What else are we doing?

Enabling employment opportunities

- Securing an adequate supply of land for business development in easy to get to locations.
- Encouraging new businesses and attracting well-paid jobs to the borough.
- Working with partners to enable residents to improve their workplace skills.
- Managing the Council's commercial land and properties.

Meeting transport and mobility needs

- Providing travel choices that are accessible and environment friendly.
- Supporting the provision of public and community transport.

Improving town and district centres

- Planning a district centre for Welborne and for maintaining the prosperity of Fareham town centre.
- Identifying new sites for business development.
- Carrying out environmental improvements.
- Working in partnership with the Fareham Town Centre Management initiative.
- Supporting the provision of markets.
- Providing a range of off-street parking choices.

How did we do in 2017/18?



Maintain and Extend Prosperity

0.8%



of working age residents in Fareham were claiming **Jobseeker's Allowance**.

The average for the South East for this period was 1.3%

£7m



Extension to Fareham Innovation Centre complete

600 new jobs

created at Daedalus since Council took control in 2015



88.9%



of shops were occupied, which represents a decrease of 2.6% from the previous year

Leisure Opportunities for Health and Fun



What is this priority about?

We will provide opportunities for residents and visitors of all ages to socialise with other members of our communities; participate in arts and entertainment activities; and improve their fitness and health.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2023 are to:

- Transform Westbury Manor Museum into a vibrant “culture stop” in Fareham Town Centre;
- Develop long term plans aimed at bringing the Ashcroft Arts Centre and Ferneham Hall together into a new and exciting single arts and entertainment venue;
- Provide new sports pitches and children’s play area at Coldeast;
- Provide a new allotment site in the Stubbington area;
- Improve the facilities at Cams Alders Recreation Ground to meet the needs of the sports clubs and encourage greater participation by the community.



What else are we doing?

Providing leisure and cultural opportunities

- Providing a balanced programme of arts and entertainments activities at Ferneham Hall.
- Providing play equipment to meet the needs of the local community.
- Providing swimming, indoor sport and fitness facilities at Fareham Leisure Centre.
- Providing opportunities for residents and visitors to the Borough to explore the local history



How did we do in 2017/18?



Leisure Opportunities for Health and Fun



69,965

people watched performances at Ferneham Hall. This is an increase of around 4,100 people on the previous year.

16,388



visited Westbury Manor Museum, an increase of 2,800 visitors on the previous year.

65%



of adults aged 16+ in Fareham, were considered to be active. Active is defined as doing at least 150 minutes of physical activity each week. This is higher than the national average of 60.6%.

1,146,160



visited either Fareham or Holly Hill Leisure Centre, an increase of 364,000 people on the previous year.

£264,000



Holly Hill play area opened

A Dynamic, Prudent and Progressive Council



What is this priority about?

We will make clear decisions that can be understood by all. Action will be taken to improve our openness in decision-making. Above all our priority is to offer good value for money by providing high quality services and maintaining high levels of customer satisfaction, whilst keeping council tax levels low when compared to other district councils.

What do we aim to achieve?

The improvement actions that we aim to achieve by 2023 are to:

- Continue to work within a balanced and sustainable budget, recognising the reduction in Government funding;
- Continue to implement the Vanguard Methodology across all Council services to ensure a customer focussed approach and the quick resolution of problems;
- Develop the Civic Offices to be an attractive working environment for existing and prospective tenants;
- Undertake a major review of all Council owned land and buildings to ensure that we are making the best use of our assets;
- Be alive to new opportunities for further investment in commercial properties to boost income and help meet corporate priorities;
- Continue to explore opportunities for shared services, partnerships and joint working with neighbouring Councils.

What else are we doing?

Managing the Council's resources

- Publishing a statement of the Council's accounts.
- Maintaining effective financial control and internal audit.
- Maximising the rate of Council Tax collection.
- Preventing, detecting and investigating fraud and corruption.
- Putting plans in place to keep our services going in an emergency.

Ensuring transparent decision making

- Supporting elected members to carry out their role.
- Providing timely access to meeting papers and maximising decisions made in public.
- Setting rules and procedures to be followed by the Council and Committees when carrying out their business.

Encouraging local democracy

- Registering residents who are eligible to vote in elections.
- Organising elections.
- Reviewing boundaries and election arrangements.

Ensuring suitable measures are in place to bring about steadily improving services

- Demonstrating continuous improvement and achievement of value for money.
- Maximising partnership arrangements with other organisations to benefit the Borough.
- Reviewing services and achieving better value for money.

How did we do in 2017/18?



A Dynamic, Prudent and Progressive Council

£1,599.38



is the **Council Tax for a band D property in Fareham for a year.** From this Fareham Borough Council only takes a sum of £155.22 to help fund your services. The majority is passed on to the County Council, the Police and the Fire Authority

99.3%



of **business rates due were collected.** This is an increase of 0.5% on the previous year

3.5



of the floors in the Civic Offices are taken up by tenants, generating income.

37%



of the registered electors turned out to vote at the last **Fareham Borough Council election** (May 2018). This was 0.4% higher than the average turnout for the previous year.

99.1%



of **Council Tax due was collected.** This is the same as the previous year.

Strategic Framework

