

**Local Service Agreements
How are we doing?**

**Performance from
April 2022 to March 2023**

Introduction

This document gives an overview of how the Council is performing and provides more detail about Council services and its 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.

In previous years the Council has conducted 10/10 surveys to gather customer feedback on their experience of Council services. These surveys were suspended during the pandemic as resources were focused on the Council's emergency response. These surveys will be resumed in 2023/24.



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 2037 (Adopted April 2023).
- Prepare and implement a new Housing Strategy to include affordable options (Complete October 2019).



• What else are we doing?

Supporting and enabling an affordable housing market

- Providing more affordable homes, ensuring they are the right homes, in the right places, for those in need of affordable housing.
- 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, by increasing the provision of Council owned temporary accommodation.
- Working with Fareham Street Aid partners to help those sleeping rough in the Borough and to help vulnerable people off the streets.
- Implement the new Homelessness and Rough Sleeping Strategy (adopted March 2022) to ensure the Council meets the duties laid out in the Homeless Reduction Act.

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.
- Increasing the number of new affordable homes delivered by Fareham Borough Council, including projects to regenerate and improve existing housing stock.
- Consulting and involving the Council's tenants in the way the service is delivered.



Maintaining the Borough's rented housing stock

- Develop a more in-depth understanding of the Council's housing stock through commencement of a full stock condition survey.
- 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.
- Helping to ensure homes become greener and more energy efficient, to include 'green' improvements to some Council owned homes.
- 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.

Challenges

- Changes to future national planning policy.
- Sufficient funding to enable the delivery of more Council owned homes and to improve existing Council owned homes.
- Securing appropriate affordable housing through the planning system.



How did we do in 2022/23?



Providing Housing Choices



11 new shared ownership homes completed at Capella Close (Hill Head).
Converted 2 properties in Arundel Drive providing affordable homes for families with a disabled family member.



£65,000 granted from government to move forward plans for rail services at Welborne



Local Plan approved by government appointed inspector

86.90%



responsive repairs appointments attended on time, a decrease of 2% from 2021/22. The Council took on average 14.2 days to complete a housing repair.



Launched a scheme to match homeless people with potential employers and provide them with job application and interview skills

159



Council homes improved through additional insulation and/or solar panel provision

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 Hill Head (Hill Head complete 2017);
- Appraised potential coastal management options to create a new intertidal habitat at Hook Lake, Warsash;
- Appraised coastal erosion and flood defence options at Salterns Recreation Ground and the coastline between Cador Drive and Alton Grove;
- 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 erosion and flood defences.
- Developing an action plan to mitigate and adapt to impacts of climate change in Fareham and reduce our carbon footprint.

- Continuing with our Give Plastic the Push campaign, to reduce the use of Single Use Plastic in the Borough.
- 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.
- Using a Public Spaces Protection Order (PSPO) to tackle irresponsible dog ownership.
- 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 waste for incineration, as well as garden waste, 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.

Challenges

- Securing sufficient funding to ensure we can continue to look after coastal erosion and flood defences and to implement policies to manage the potential impacts of climate change to coastal areas, including rising sea levels.
- Ensuring there is sufficient uptake from drivers to upgrade their older taxis, having secured £300,000 as an incentive.
- Cleaning up of identified contaminated land, as there is always a significant cost involved.
- Hampshire County Council's proposal to withdraw payments for the sale of recyclates will impact on our capacity to reduce the quantity of household waste and maximise the amount that is reused or recycled.
- Finalising a nitrate mitigation strategy and preparing a bird mitigation strategy.
- Managing the Council's transition to become carbon neutral whilst being cost effective.
- Ensuring that alongside new development in the Borough, improved habitats are provided for wildlife.

How did we do in 2023/23?



Protect and Enhance the Environment

100%



of abandoned vehicles were removed on time, in line with statutory time frames.

100%



of offensive graffiti and fly-tipped waste was removed within 5 working days.

68 homes

received fully-funded energy efficiency improvements as part of the Warmer Homes programme

Opened New Queen Elizabeth II Platinum Jubilee Park at Daedalus



100%



of refuse and recycling bins were collected on time with 35.68% of household waste sent for reuse, recycling and composting.



Coastal Partners secured £457,500 of funding to assess and develop long-term coastal management options at Fareham Quay and Alton Grove to Cadour Drive



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;
- Create 400 new graves as an extension to Holly Hill cemetery to increase the number of burial plots available to residents of the west of the Borough (Complete June 2020);
- 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 (complete November 2020).
- Deliver four sustainable measures supported as part of the Council's 'Let's Clear the Air' campaign, aimed at ensuring nitrogen dioxide levels across Fareham do not exceed national guidelines (completed).
- Review our approach to engaging with our tenants living in council-owned properties to ensure they are safe, are listened to and have access to redress when things go wrong.

What else are we doing?

Reducing crime and disorder

- Providing CCTV coverage across the Borough.
- 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, 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.
- Carrying out necessary enforcement where building regulations are breached.
- Ensuring all new and existing properties have appropriate addresses.

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.

Challenges

- The ongoing roll out of Universal Credit will affect the delivery of Housing Benefit Service and the way in which Council Tax Support is administered.
- The Local Council Tax Support scheme requires a radical redesign as the Universal Credit roll out accelerates, moving towards a less means-tested scheme.
- Potential changes to the guidance for food safety inspections may impact resource levels.



How did we do in 2022/23?



Strong, Safe, Inclusive and Healthy Communities



Installed a wheelchair swing at Holly Hill Play Area and inclusive communication boards at 3 of our other play areas



£69,436

worth of grants were paid out in community funding

415

Environmental health inspections carried out

264

vehicles licenced

7 Days



it took on average to deal with **new Benefit claims**

2 Days

it took on average to deal with **change of circumstances in Benefit claims**



90% of food premises have a hygiene rating of **3* or above**

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.
- Enhancing the prosperity and vibrancy of Fareham town centre through comprehensively masterplanned regeneration.
- Identifying new sites for business development.
- Carrying out environmental improvements.
- Supporting the town centre.
- Supporting the provision of markets.
- Providing a range of off-street parking choices.
- Redeveloping Osborn Road car park.

Challenges

- Maintaining the current level of market stalls, as markets are in a state of decline nationally.
- Encouraging new development in the current economic environment.
- Attracting future funding for continuation of prosperity.
- Enabling the future prosperity of town and district centres for changing needs.

How did we do in 2022/23?



Maintain and Extend Prosperity

1.7%



of working age residents in Fareham were claiming Jobseeker's Allowance. This is below the South East regional average of 2.8%



£1 million

received from the government's Shared Prosperity Fund to help Fareham communities and businesses

75%



of shops in Fareham town centre were occupied, this figure remains the same as 2021/22

The Council partnered with the Solent Enterprise Partnership to launch a mentoring programme for business start ups



Two new businesses, All4 Logistics and DFS Composites, moved into Faraday Business Park at Daedalus

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 (Complete July 2017).

What else are we doing?



Providing leisure and cultural opportunities

- Remodelling Ferneham Hall into Fareham Live, a new community arts and entertainment venue, providing a balanced programme of arts and entertainments activities.
- Providing improved and accessible play equipment to meet the needs of the local community.
- Providing swimming, indoor sport and fitness facilities at Fareham Leisure Centre and Holly Hill Leisure Centre.
- Organising community events to enable people to come together, have fun and celebrate.
- Providing opportunities for residents and visitors to the Borough to explore the local history.

Challenges

- Providing accessible play equipment in our play areas.



How did we do in 2022/23?



Leisure Opportunities for Health and Fun



Construction work commenced to remodel Fareham Live, our new community arts and entertainment venue.

We also received £50,000 to provide a changing places toilet to ensure everyone can enjoy our new facilities.



10,653 visited Westbury Manor Museum, an increase of over 1,000 since 2021/22



63.1% 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 in line with the national average of 63.1%.

719,489 

Visitors to Fareham Leisure Centre

509,254 

Visitors to Holly Hill Leisure Centre



5,000 people

attended our beacon lighting event at Portchester Castle to celebrate the Platinum Jubilee

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 limitations 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;
- Deliver a programme of work under the Opportunities Plan, to enable the Council to generate additional revenue, reduce costs and respond to service pressures/opportunities.

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.

Challenges

- Achieving further savings across the Council.
- Works to Civic Offices to ensure an attractive, customer focussed environment for customers, tenants and Council employees.

How did we do in 2022/23?



A Dynamic, Prudent and Progressive Council

£1,972.60



is the **Council Tax for a band D property in Fareham for a year.**

From this Fareham Borough Council only takes a sum of £180 to help fund your services. Fareham receives just over 8% of the Council Tax you pay compared to Hampshire County Council who receive 74%.

96.4%



of business rates due were collected. This is a decrease of 2.3% on the previous year

39%



residents turned out to vote in local elections in May 2022

2.75



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

Electoral Review completed

From May 2024 Fareham will have an additional ward and Councillor to ensure equal representation across the Borough



98.3%

of Council Tax due was collected

Strategic Framework

