

FAREHAM

BOROUGH COUNCIL

Report to the Executive for Decision 7 September 2015

Portfolio:	Policy and Resources
Subject:	Local Service Agreements
Report of:	Director of Finance and Resources
Strategy/Policy:	Corporate Strategy 2011-2017
Corporate Objective:	All Corporate Objectives Apply

Purpose:
To provide an overview of the Council's performance for the 2014/15 financial year.

Executive summary:
The Council's strategic framework includes Local Service Agreements to provide details of actions delivered by individual services. The Local Service Agreements provide an overview of how the Council is performing alongside the Corporate Strategy. This annual review is an opportunity to consider how well the Council is performing as a whole as well as in key service areas.

Recommendation:
That the Council's performance be noted by the Executive.

Reason:
To provide details of Fareham Borough Council's performance for the 2014/15 financial year.

Cost of proposals:
There are no cost implications associated with the recommendations in this report.

Appendix A: Local Service Agreements April 2012 – March 2016

Background papers: None

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Executive Briefing Paper

Date: 7 September 2015

Subject: Local Service Agreements

Briefing by: Director of Finance and Resources

Portfolio: Policy and Resources

INTRODUCTION

1. The Council's strategic framework includes Local Service Agreements to provide details of the actions delivered by individual services. The Local Service Agreements provide an overview of how the Council is performing alongside the Corporate Strategy. This report is the third update since the Local Service Agreements were implemented in 2012.
2. On the whole performance across all of the indicators is comparable with previous years, which suggests that the Council's performance is stable. There have been some significant improvements in those areas where Vanguard Interventions have taken place.
3. Appendix A is a copy of the Local Service Agreement document updated with all of the details for the 2014/15 financial year.

NEW MEASURES

4. The Vanguard Method focuses on using measures that are customer focused. In the case of Building Services this has resulted in changes to the measures they use and report in the Local Service Agreements. The points below outline the new measures that have been put in place.
 - a. How often does the Council attend housing repair appointments when we say we will?
 - b. How long does it take the Council to make a housing repair?
5. The new measures better reflect what customers require from the housing repairs service i.e. the Council arrives up when we say we will and completes the repair as quickly as possible.
6. As the roll-out of the Vanguard Method progresses there may be further changes to the measures that Council services use. Any changes that affect the Local Service Agreements will be reported back to the Executive.

FINANCIAL IMPLICATIONS

7. There are no anticipated financial implications associated with this report.

CONSULTATIONS

8. The Local Service Agreements make reference to the Residents' Survey. The survey is carried out biennially and the Local Service Agreements were updated last year to reflect the most recent survey, which was completed in October 2013.

CONCLUSION

9. Council performance across all of the Local Service Agreements is broadly comparable with previous years and consistently remains strong.

Reference Papers: Corporate Strategy 2011 - 2017