

FAREHAM

BOROUGH COUNCIL

Report to the Executive for Decision 05 September 2016

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 2015/16 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 Executive notes the Council's performance for the 2015/16 financial year.

Reason:
To provide details of Fareham Borough Council's performance for the 2015/16 financial year.

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

Appendix A: Local Service Agreements April 2015 to March 2016

Background papers: None

Reference papers: Corporate Strategy 2011 - 2017

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Executive Briefing Paper

Date: 5 September 2016

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 fourth update since the Local Service Agreements were implemented in 2012.
2. On the whole, performance across the indicators is comparable or better, when compared with previous years. However, there have been some significant changes in a number of areas as outlined below:
 - a. 69.0% of abandoned vehicles were removed within 2 working days of the expiry of the Removal notice, compared to 83.3% in 2014/15. This reduction in performance follows a significant increase, of over 20%, in the number of reported cases and the number of vehicles being removed increasing from 15 to 29.
 - b. In 2014 a Crime Data Integrity inspection, undertaken by Her Majesty's Inspector of Constabulary (HMIC) of all Police forces in England and Wales, found that incidents of crime were not being recorded correctly. Hampshire Constabulary was found to be the least compliant force. Following the inspection, incidents are being recorded differently, which has resulted in figures showing an increase in reported crimes. There has been an increase in the level of reported crime of approximately 32.6% in 2015, when compared with 2014. The scenarios below provide an idea of how things have changed: -
 - i. Previously if a school had reported a pupil on pupil assault this would have been dealt with in partnership with the school and not recorded. This incident will now be recorded.
 - ii. Broken windows are now recorded as attempted burglaries rather than criminal damage, which means they are now recorded as a crime rather than an incident.

A Gold Command team was setup in 2014 to undertake a more victim focussed style of working in response to the findings of HMIC.

- c. Fareham Leisure Centre saw approximately 47,000 more visitors in 2015/16, when compared with 2014/15. The increase in visitors is largely due to the refurbishment works, to the Leisure Centre, which took place in 2014.
- d. The number of appointments attended on time by the Housing Repairs service was 85.5%. The Housing Repairs service is currently undergoing a number of changes to ensure that there are sufficient resources to meet the future needs of our tenants.
- e. The time taken to re-let Council homes is now being measured in a different way, following a Vanguard Intervention. In 2015/16 it took an average of 52 days to re-let a Council home, but this figure includes all repair and modernisation works undertaken on each property. The time taken previously excluded properties that required significant maintenance, before they could be occupied, so a comparison cannot be made with the figure from 2014/15 or earlier.
- f. Appendix A is a copy of the Local Service Agreement document updated with all details for the 2015/16 financial year.

RESIDENTS' SURVEY

3. The Local Service Agreements have been updated to remove the details of the last Residents' Survey. This follows the Executive's decision, in December 2015, that the Residents' Survey will be replaced with quarterly customer satisfaction surveys, focusing on service areas that have been through a Vanguard intervention.

FINANCIAL IMPLICATIONS

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

CONCLUSION

5. The Council's performance across a majority of the Local Service Agreements is broadly comparable or better than in previous years

Enquiries:

For further information on this report please contact Christopher Cotmore, Corporate Policy Office (Ext. 4552).