

**FAREHAM**  
BOROUGH COUNCIL

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

**Performance from  
April 2016 to March 2017**

**Fareham Borough Council**

**Civic Offices, Civic Way, Fareham PO16 7AZ**

# What are Local Service Agreements?

This document provides 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.

## What are the priorities?

- To Protect and Enhance the Environment
- To Maintain and Extend Prosperity
- To ensure Fareham remains a Safe and Healthy Place to Live and Work
- To provide a range of Leisure and Cultural Opportunities for Health and Fun
- To work with key partners to enable and support a Balanced Housing Market
- To build Strong and Inclusive Communities
- To be a Dynamic, Prudent and Progressive Council

## Why do we have 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. The information allows the Council to make sure it remains on track in achieving its goals; whilst also providing an opportunity to tackle any issues that right arise.

The Local Service Agreements provide a way for the Council to be open and transparent, by making its performance available to the residents of the Borough.

The 10/10 surveys are included here for the first time. Replacing the Residents' Survey the 10/10 surveys provide one of the key methods of understanding levels of customer satisfaction with our services.



# Protect and Enhance the Environment

## What is this priority about?

We need to look after our historic buildings and natural environment for future generations. Producing less waste, more recycling and using fewer natural resources are all things we can do to help make this happen.

## What do we aim to achieve?

The improvement actions that we aim to achieve by 2017 are to:

- Reduce the quantity of household waste and maximise the amount that is reused or recycled;
- Provide leadership to residents and businesses in the Borough to reduce energy, conserve natural resources and save money.



## 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 are we doing?

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

### What percentage of household waste is sent for reuse, recycling and composting?

In 2016/17, 33.6% of household waste was sent for reuse, recycling and composting.

This is an increase of 0.7% on the previous year.

### How long does it take to deal with incidents of fly-tipping on public land?

In 2016/17, 97.0% of fly tipped waste on public land was removed within five working days.

This is an increase of 0.4% on the previous year.

### How long does it take to remove abandoned vehicles?

In 2016/17, 61.5% of abandoned vehicles were removed within 5 working days of the expiry of the Removal Notice. This is a decrease of 5.1% on the previous year.

### How long does it take to remove offensive graffiti from council property?

In 2016/17, 94.4% of offensive graffiti was removed from our property within five working days of any sightings or reports. This is an improvement of 8.7% on the previous year, with a similar number of cases between both years.



# Maintain and Extend Prosperity

## What is this priority about?

We will work with our partners to support and promote the economic life of the Borough. Developing and improving lively town and district centres offering a range of shopping, leisure and employment opportunities will be vital to achieving this priority.

## What do we aim to achieve?

The improvement actions that we aim to achieve by 2017 are to:

- Work with partners towards the delivery of a successful airfield and aviation-led employment area at Daedalus;
- Improve Fareham town centre by providing better shopping, parking, access and public services;
- Support economic growth and skills through the Partnership for Urban South Hampshire and the Solent Local Enterprise Partnership.
- Develop Locks Heath District Centre to meet the needs of local residents for shopping, community and leisure facilities and to complement neighbouring shopping centres and Fareham Town Centre.



## 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 are we doing?**

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

#### **What percentage of retail space in Fareham Town Centre is occupied?**

In June 2016, 91.5% of the shops were occupied, which represents a decrease of 0.4% from June 2015.

#### **What percentage of people are claiming Jobseeker's Allowance?**

In April 2017, 0.6% of working age residents in Fareham were claiming Jobseeker's Allowance. The average for the South East for this period was 1.2%.

# A Safe and Healthy Place to Live and Work

## 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 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 2017 are to:

- Work with our Community Safety Partnership to continue to reduce anti-social behaviour and crime and disorder in Fareham.



## 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.

### **How are we doing?**

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

#### **How do customers rate the environmental health service?**

On a scale of 1 to 10, with 1 being the worst and 10 being the best, the environmental health service received an average score of 8.9 out of 10. An average score of 8.8 was given for the noise complaints service. Feedback, for both services, from those customers that did not award a score of 10 has been taken on board to help with the continuing process of improving the service.

#### **Has there been a reduction in the level of crime and disorder?**

The crime and disorder rate for 2016 was 11.7% higher than the rate in 2015. Overall crime in Fareham remains low, with total reported crime being the 3rd lowest in Hampshire and the Isle of Wight.

#### **How well does the Fareham Community Safety Partnership's performance compare with other similar partnerships in Hampshire?**

In 2016, Fareham's Community Safety Partnership was ranked 3rd best out of the 14 Community Safety Partnerships in Hampshire.

#### **What percentage of places for eating out or shopping for food have rating of satisfactory, good or very good (3\* or above)?**

In 2016/17, 93.9% of businesses were rated satisfactory, good or very good, a reduction of 2.7% on the previous year.



# Provide Leisure and Cultural Opportunities

## 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 2017 are to:

- Provide community facilities in the Western Wards including a swimming pool, cemetery, allotments, parkland and sports pitches;
- Modernise community centres and sports pavilions giving priority to Fareham Town;
- Develop new and improved parks, play areas and sports facilities.

## 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 of the area.





## **How well are we doing?**

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

### **What percentage of adults in the Borough regularly exercise?**

In the year to November 2016, 70.6% 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 60.7%.

### **How many people have watched a performance at Ferneham Hall?**

In 2016/17, approximately 65,800 people watched performances at Ferneham Hall. This is an increase of around 200 people on the previous year.

### **How many people visited Westbury Manor Museum?**

In 2016/17, approximately 13,600 people visited the Museum, a decrease of 2,900 visitors on the previous year. This reduction is partly due to Westbury Manor being closed from 11 February for refurbishment work.

### **How many people visited Fareham or Holly Hill Leisure Centre?**

In 2016/17, approximately 781,900 people visited either Fareham or Holly Hill Leisure Centre, an increase of 96,000 people on the previous year. Holly Hill Leisure Centre opened in October 2016 and received over 210,000 visitors up to the end of March 2017.

# A Balanced Housing Market

## What is this priority about?

We will work with our partners to ensure that the residents of Fareham have access to good quality housing that is affordable and offers a choice of tenures. We will take action to prevent homelessness and help people to secure good quality accommodation. We will support vulnerable people to access housing suitable for their needs and help them to keep their tenancies going.

## What do we aim to achieve?

The improvement actions that we aim to achieve by 2017 are to:

- Enable the provision of 500 new affordable homes throughout the Borough by 2017;
- Modernise and improve sheltered housing across the Borough, including the redevelopment of Collingwood House, Fareham.

## 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 are we doing?**

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

On a scale of 1 to 10, with 1 being the worst and 10 being the best the following services were rated by customers.

### **How do customers rate the housing allocations service?**

The housing allocations service received an average score of 9.5 out of 10.

### **How do customers rate the planning service?**

The planning application service received an average score of 9.3 out of 10.

### **How do customers rate the housing repairs service?**

The housing repairs service received an average score of 9.4 out of 10.

Feedback from those customers that did not award a score of 10 has been taken on board, within all services, to help with the continuing process of improvement.

### **How many new affordable homes have been provided?**

In 2016/17, 80 new affordable homes were provided.

### **How long does it take to re-let Council homes?**

In 2016/17, the average re-let time was 36.8 days. This is an improvement of 15.3 days on the previous year.

### **How is the Council performing on housing repairs?**

In 2016/17, the Council attended 88.9% of appointments on time, which is an improvement of 3.4% on the previous year.

It took an average of 5.9 days to complete a housing repair in 2016/17. This is an improvement of 3.7 days on the performance in 2015/16.

# Strong and Inclusive Communities

## What is this priority about?

We will give people greater influence and power over the decisions that affect their lives and build more inclusive communities by providing easy and affordable access to information and services provided by the Council.

## What do we aim to achieve?

The improvement actions that we aim to achieve by 2017 are to:

- Tackle the underlying causes of deprivation through projects such as the Fareham Park 'Gateway' Project;
- Focus on customer needs and satisfaction through improved communications and targeted service delivery.



## What else are we doing?

### 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 are we doing?

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

### How do customers rate the benefits service?

On a scale of 1 to 10, with 1 being the worst and 10 being the best, the benefits service received an average score of 9.8 out of 10. Every customer gave the service a score of 10, except one who gave a score of 9.

### How long does it take to deal with new Housing Benefit claims?

In 2016/17, it took an average of 8 days to process new claims, an improvement of 1 day on the previous year.

### How long does it take to deal with new Council Tax Support claims?

In 2016/17, it took an average of 9 days to process new claims, an improvement of 1 day on the previous year.

### How much have we paid out in community funding?

In 2016/17, we approved 20 grants worth £134,850 and paid out 17 grants worth £34,850 in community funding. The remaining grants will be paid when the works reach the stage agreed with the organisations.



# 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. We will do this by providing high levels of service that gain high levels of customer satisfaction. We will do this and still keep 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 2017 are to:

- Maximise the value gained from assets that are owned by the Council;
- Save money, raise income and work in partnership with others to achieve more for less and continue to minimise council tax increases.



## 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 are we doing?

There are a number of performance measures that are used to show whether the Council is delivering its vision. These include:

### How much Council Tax due is collected?

The Council Tax collection rate for 2016/17 was 99.1%. This is an increase of 0.1% on the previous year.

### How low is Fareham's Council Tax compared to other district councils in England?

Council Tax for a band D property is £1,512.62 a year in Fareham. From this Fareham Borough Council only takes a sum of £150.22 to help fund your services. The majority of the Council Tax is passed on to the County Council, the Police and the Fire Authority.

For 2017/18, Fareham's Council Tax is the 13<sup>th</sup> lowest out of all 201 district councils in England.

### How much of the Business Rates due are collected?

In 2016/17, 98.8% of the business rates due were collected. This is a reduction of 0.2% on the previous year.

### How many people turn out to vote at local elections?

In the last local election (May 2017), 36.6% of the registered electors turned out to vote at the Fareham Borough Council election. This was 0.9% higher than the average turnout across the whole of Hampshire.

The turnout at the General Election (June 2017) was 71.5%, which was 2.8% above the overall UK turnout figure of 68.7%.



# Strategic Framework

