

# Appendix B

A vibrant field of purple tulips and small purple flowers. The tulips are in the foreground, with some in full bloom and others as buds. The background is filled with a dense carpet of small purple flowers, creating a rich, textured scene. The overall color palette is dominated by various shades of purple and magenta, with green leaves providing a natural contrast.

## **Local Service Agreements**

**How are we doing?**

**Performance from**

**April 2020 to March 2021**

# 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. 10/10 surveys were suspended during 2020/21 due to the COVID-19 pandemic, therefore the results of these are not available in this document.



# COVID-19 PANDEMIC

## How has the pandemic affected our Local Service Agreements?

The pandemic has had an impact on some of our Local Service Agreements measures, although overall performance is comparable to previous years. Some service areas have seen an increase in the time taken to complete service requests, as resource levels have seen a drop due to employees self-isolating. We also deployed some of our employees to other work areas where the need has arisen.

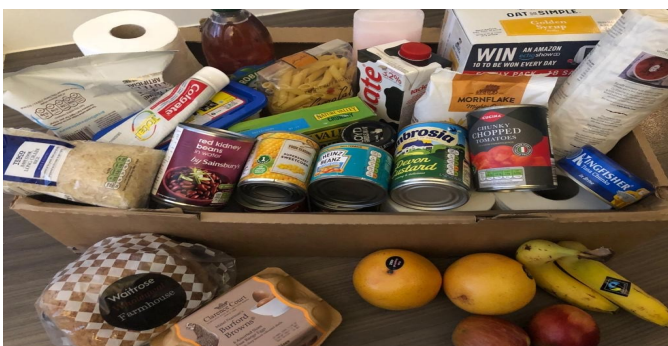
Other indicators that have been affected are those regarding visitors to our two leisure centres and Westbury Manor Museum, all of which were closed for a large proportion of the year, with a significant drop in the numbers of people permitted entry when they have been able to reopen.

We have seen a reduction in the number of taxi and private hire vehicles licensed, as some drivers have not renewed their vehicle licences during such uncertain times and we have also seen a reduction in the amount of environmental inspections that were carried out by our Officers due to food and licensed premises being closed for much of the year.

As the 10/10 surveys were suspended during 2020/21, we have instead included infographics within this document detailing key achievements over the last year.

## How have we reacted to the pandemic?

- COVID-19 has resulted in one of the largest Business Continuity Incidents the Council has ever faced and we have worked hard to continue to provide our services in very difficult circumstances.
- We worked with local charities and voluntary organisations to provide vital food supplies for those in need, as well as working with Citizens Advice Fareham to provide support to residents who found themselves needing help as a result of the pandemic.
- We administered a large number of grants schemes to assist businesses who were impacted by the restrictions arising from the pandemic and introduced a grants helpline allowing businesses to discuss their eligibility for the various schemes. We also introduced a business e-newsletter to communicate with local businesses about the pandemic.
- The Council's COVID-19 response left the Council with unforeseen costs and also saw a decline in income from services including car parks and trade waste collections. This resulted in an emergency mid-year budget, with £1.14 million used from the General Fund Revenue Reserve to manage the 2020/21 shortfall.
- We suspended Community Action Team meetings and instead moved to virtual exhibitions.
- We maintained appropriate decision making arrangements by utilising emergency powers available in the Coronavirus Act. We were then able to resume usual decision making capability via virtual meetings, which included live streaming for the public.



## YOUR SAFETY IS OUR PRIORITY

When attending the Civic Offices please ensure you:

- ✔ Wear a face mask
- ✔ Use the hand sanitiser provided
- ✔ Do not have Covid-19 symptoms

If you don't have a face mask with you, please request one from Reception.

A thermal heat camera will automatically take your temperature on arrival (images will not be stored).

# How did we do in 2020/21?

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## Pandemic Response



**Emergency revised budget**, with £1.14M used from the General Fund Revenue Reserve to balance the 2020/21 revised budget

**COVID Marshalls** deployed to engage with gatherings of people to ensure rules were being complied with



Delivered a COVID-19 **rapid community testing centre**



Worked with local charities to provide **food parcels** to those that needed them



Rough sleepers moved into self-catering accommodation to keep them safe during the pandemic



**£56M distributed** in COVID grants and reliefs to help local businesses affected by the pandemic

# 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;
- 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.
- Working with Fareham Street Aid partners to help those sleeping rough in the Borough and to help vulnerable people off the streets.

## 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

- 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.
- 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 2020/21?



## Providing Housing Choices



Five new **Council homes** constructed at Oak Tree Close, with construction of 18 one and two bedroom properties at Rose Court nearing completion.



Revised planning proposals for **Welborne** approved surrounding funding for the new Junction 10



**£141,450** awarded to fund **two further Outreach Services posts**, provided by Two Saints

**9.05 Days** 

on average to complete a housing repair. This is an increase of 1.55 days from 2018/19. The Council also attended **76.14%** of appointments on time.



Fully equipped self-catering accommodation provided to all known rough sleepers during the COVID-19 pandemic

**26**



**affordable homes** completed during 2020/21

# 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 (Hill Head complete 2017, Portchester proposal currently on hold awaiting funding solution);
- 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 charge for contamination in recycling collections and 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.

# How did we do in 2020/21?



## Protect and Enhance the Environment

**92%**



of abandoned vehicles were removed within 5 working days. An increase of 1% on the 2018/19 year



**£556,000**

from Defra Grant in Aid to commence a study on Hook Lake (part of the Hook with Warsash Nature Reserve)

**100%**



of offensive graffiti was removed within 5 working days.

**93%**



of fly-tipped waste was removed within 5 working days

**34%**



of household waste was sent for reuse, recycling and composting.  
A 1% increase on 2018/19



**Carbon Reduction Action Plan** developed to mitigate and adapt to impacts of **climate change**

# 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;
- 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.

## 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, 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.

## 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 2020/21?



Strong, Safe, Inclusive and Healthy Communities



**CCTV and community safety review** resulting in improved CCTV provision and two additional enforcement officers

**16**



grants worth **£39,993** were paid out in community funding

**8 Days**



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

**227**



Taxi and private hire vehicles were licensed

**2 Days**



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



**92%** 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 and to maintain the prosperity of Fareham town centre.
- 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.
- Modernising Osborn Road multi-storey car park.

### Challenges

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

# How did we do in 2020/21?



## Maintain and Extend Prosperity

**0.3%**



**of working age residents in Fareham were claiming Jobseeker's Allowance.** The average for the South East for this period was 0.7%

**£56m**



**distributed in COVID-19 business grants and reliefs**

**4**



**new business units under construction at Faraday Business Park at Daedalus**

**87%**



**of shops in Fareham town centre were occupied,** which represents a decrease of 2.6% from 2018/19



**Shop Local, Shop Safe** campaign relaunched to safely bring shopping areas back to life

# 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);
- 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

- Remodelling Ferneham Hall into Fareham Live, a new arts and entertainment venue, providing a balanced programme of arts and entertainments activities.
- Providing 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
- Providing opportunities for residents and visitors to the Borough to explore the local history

### Challenges

- Construction of Fareham Live, a new community arts and entertainment venue.
- Providing accessible play equipment in our play areas.





# How did we do in 2020/21?



## Leisure Opportunities for Health and Fun



Planning permission given for Ferneham Hall remodelling, with the new name of **Fareham Live** agreed, following public consultation



**6,739**



visited **Westbury Manor Museum**, despite a long period of closure due to COVID-19

**66%**



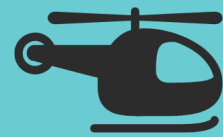
of adults aged 16+ in Fareham, were considered to be active.

Active is defined as doing at least 150 minutes of physical activity each week. This is higher than the national average of 61.4%

**£6.8m**



invested to improve facilities at **Fareham Leisure Centre**



New aviation themed play area opened at **Daedalus Common**

# 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;
- 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 2020/21?



A Dynamic, Prudent and Progressive Council

**£1,818.00**



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

From this Fareham Borough Council only takes a sum of £165 to help fund your services. The majority is passed on to the County Council, the Police and the Fire Authority

**92.49%**



**of business rates due were collected.** This is a decrease of 6.57% on the previous year

**41%**



**of registered electors turned out to vote at the last Fareham Borough Council election (May 2021).** This was **4% higher** than the previous election

**2.5**



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



**98.37%**

**of Council Tax due was collected**

**£689,600**

**savings identified as a result of the Opportunities Plan programme of work**

# Strategic Framework

