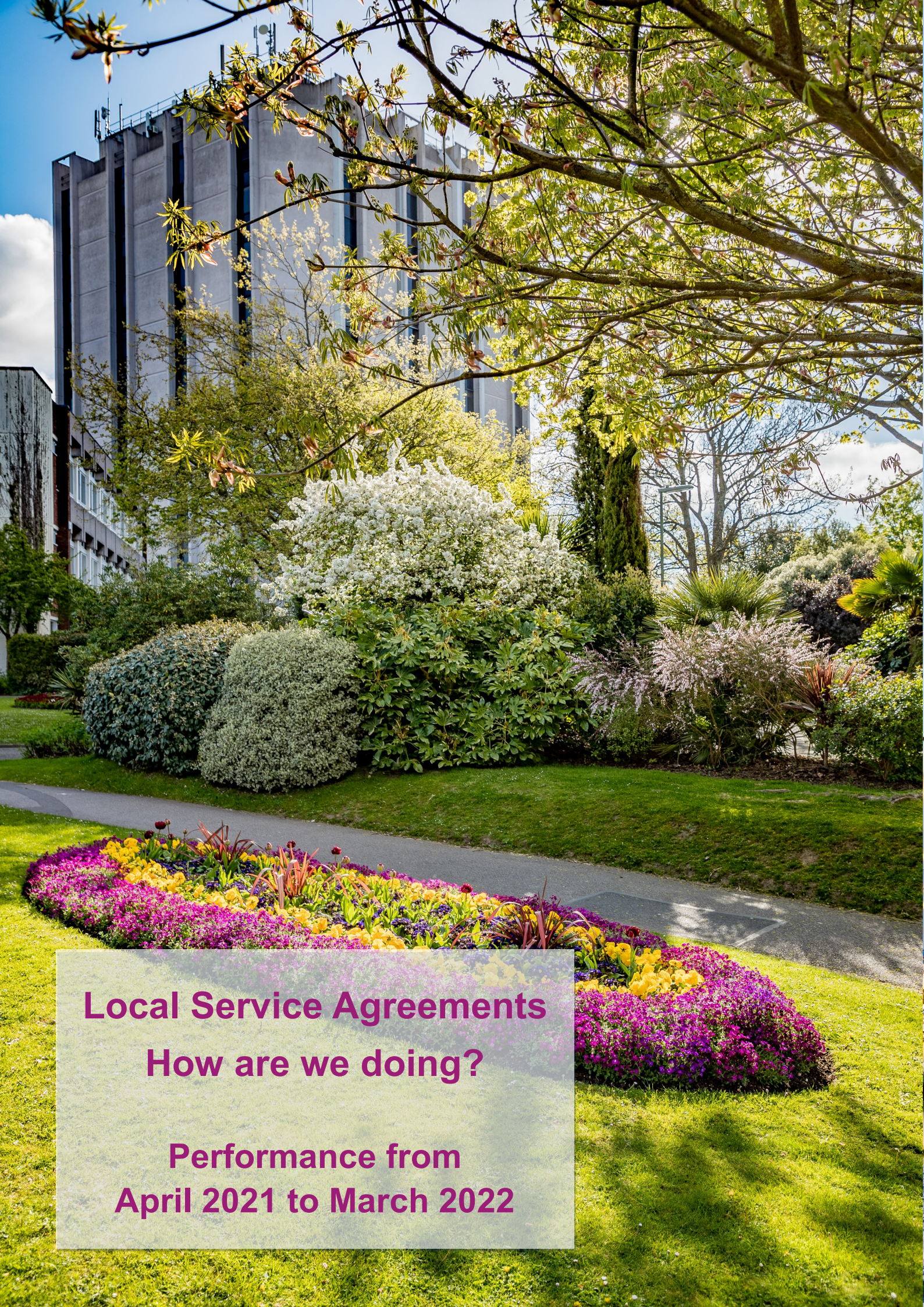


Local Service Agreements

How are we doing?

Performance from April 2021 to March 2022

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.

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 may be resumed in the future.

COVID-19 PANDEMIC

How has the pandemic affected our Local Service Agreements?

While the pandemic has had an impact on some of our Local Service Agreements measures, most Council services have recovered well compared to last year.

While lockdown measures continued into July 2021 the Council continued to deliver key services. The Council also took on additional work during the pandemic to help those in need.

As lockdown restrictions were eased the Council was able to begin its Covid recovery as well as launching some new exciting projects!

Between April 2021 and March 2022:

- Council meetings returned to the Civic Offices
- £14.5 million was delivered to local businesses through Covid-19 business rate relief and business grant support schemes
- Our leisure centres fully reopened with Fareham Leisure Centre unveiling over £6 million worth of improvements
- CAT meetings and exhibition events were run at local venues across the Borough to give residents an opportunity to find out about the Council's Local Plan
- Residents were able to come and celebrate the Christmas Light Switch on after the event was suspended in 2020

How did we do in 2021/22?

Pandemic Response

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 (submitted for independent examination September 2021)
- 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.
- 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

- 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.
- Sufficient resources and funding to respond to the increased demand for housing-related assistance and advice as a result of the rise in the cost of living

How did we do in 2021/22?

Providing Housing Choices

18 new Council flats completed at Rose Court. Building works underway to provide 16 new sheltered flats in Portchester and 11 new shared ownership homes in Hill Head.

Green light for Welborne Garden Village outline planning application.

We provided emergency accommodation for 23 individuals using Everyone In funding

88.67%

responsive repairs appointments attended on time, an increase of 12% from 2021/22. The Council took on average 12.5 days to complete a housing repair.

£148,000 awarded to fund specialist accommodation for former rough sleepers

£295,000 awarded to fund initiatives to prevent and relieve rough sleeping

29

affordable homes completed during 2021/22

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

How did we do in 2021/22?

Protect and Enhance the Environment

100%

of abandoned vehicles were removed within 5 working days. An increase of 8% on the 2021/22 year

Two copses created at Abbey Meadows to celebrate the Queen's Platinum Jubilee

100%

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

Improved quality of CCTV provision in the Town Centre by focusing on key areas

100%

of refuse and recycling bins were collected on time with 34% of household waste sent for reuse, recycling and composting.

Began work on our **Carbon Reduction Action Plan.** Biofuel trial commenced for our garden waste vehicles and small vehicle fleet

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 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

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 2021/22?

Strong, Safe, Inclusive and Healthy Communities

£84,522

worth of grants were paid out in community funding

Fareham and Holly Hill Leisure Centres accredited as fully accessible by Changing Places

266

Taxi and private hire vehicles were licensed

8 Days

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

2 Days

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

88% of food premises have a hygiene rating of **3* or above**

Maintain and Extend Prosperity

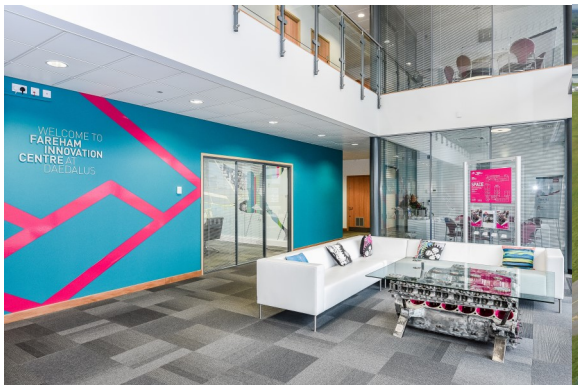
What is this priority about?

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.
- Attracting future funding for continuation of prosperity.
- Enabling the future prosperity of town and district centres for changing needs.

How did we do in 2021/22?

Maintain and Extend Prosperity

1.9%

of working age residents in Fareham were claiming Jobseeker's Allowance. This is below the South East regional average of 3.3%

£14.5m

distributed in COVID-19 business grants and reliefs

75%

of shops in Fareham town centre were occupied, which represents a decrease of 12% from 2020/21

4

New business units complete at Daedalus and all units occupied by end of 2021/22

Live Love Local campaign launched to encourage shoppers to local businesses

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);
- Continue to explore opportunities to provide a new allotment site in the Stubbington area.

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

- Providing accessible play equipment in our play areas.

How did we do in 2021/22?

Leisure Opportunities for Health and Fun

Funding approved for **Fareham Live**, new car park at **Osborn Road** and development of **Town Centre Master Plan**

9,811 **visited Westbury Manor Museum**, despite a long period of closure due to COVID-19

60% **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 slightly below the national average of 60.9%

435,412 **Visitors to Fareham Leisure Centre**

442,623 **Visitors to Holly Hill Leisure Centre**

New open space and play area at **Abbey Meadows** opened to the public

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 2021/22?

A Dynamic, Prudent and Progressive Council

£1,877.97

is the **Council Tax for a band D property in Fareham for a year.** From this Fareham Borough Council only takes a sum of £175 to help fund your services. The majority is passed on to the County Council, the Police and the Fire Authority

98.43%

of business rates due were collected. This is a increase of 5.94% on the previous year

68

candidates stood for election to Fareham Borough Council in May 2022. This is an increase from 60 in 2021 and 51 in 2018.

2.5

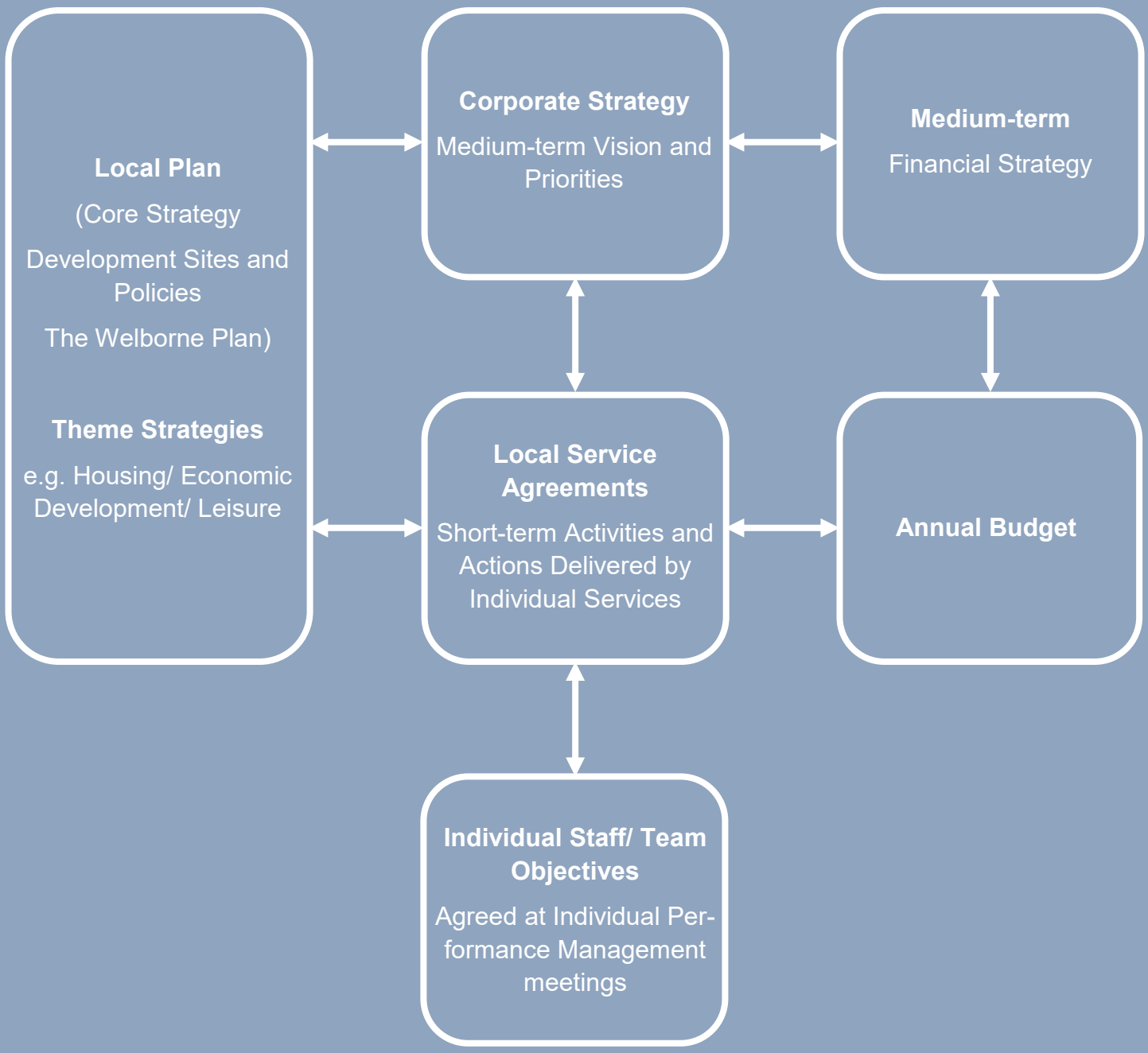
of the **floors** in the **Civic Offices** are taken up by **tenants, generating income**

98.49%

of **Council Tax due was collected**

Launched new garden waste service and introduced coastal parking charges to help fund Council services

Strategic Framework



FAREHAM
BOROUGH COUNCIL