

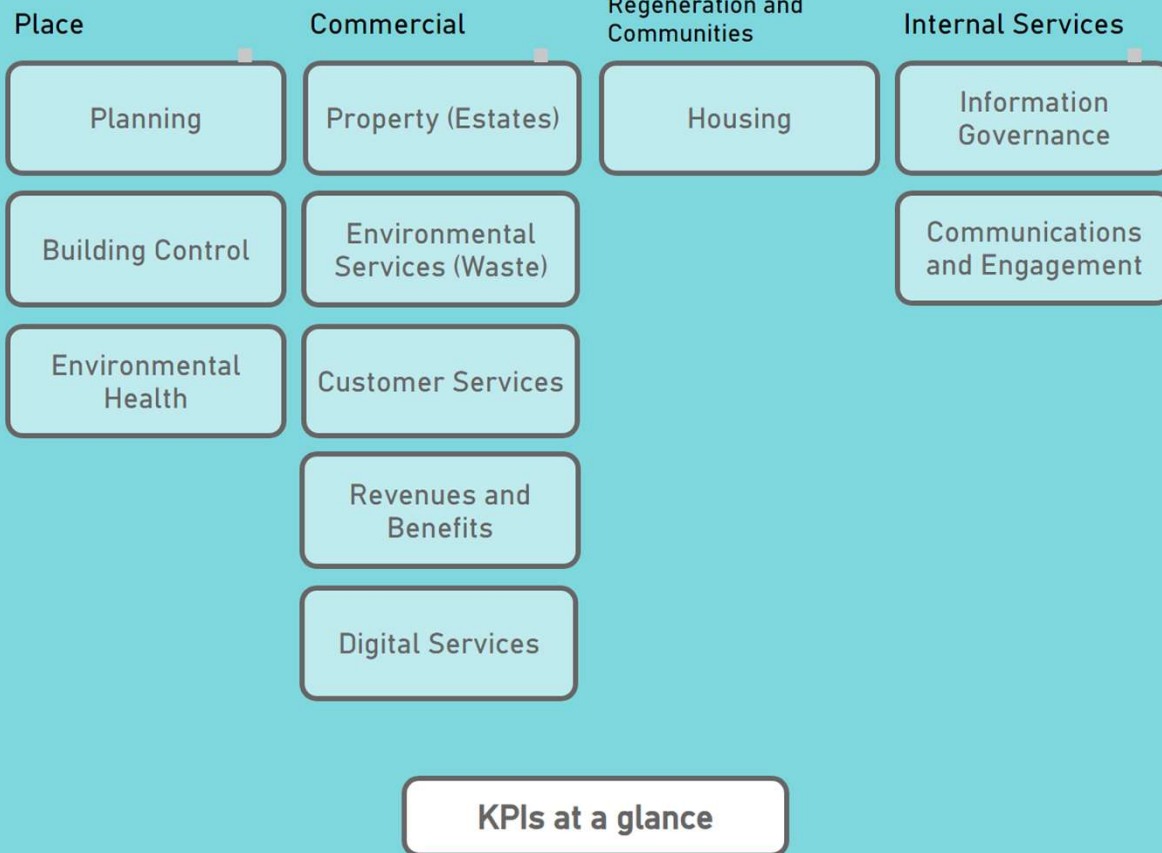
# Q1 23/24 Performance



# Fit for purpose council services



## Operational performance (KPIs)



## Governance

Complaints

Internal audit

Information requests

## People

Staff training

Vacancies and sickness

Workforce diversity

## Finance

Quarterly monitoring

Staffing spend against budget

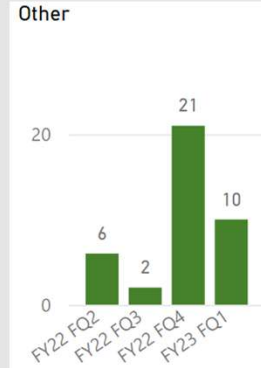
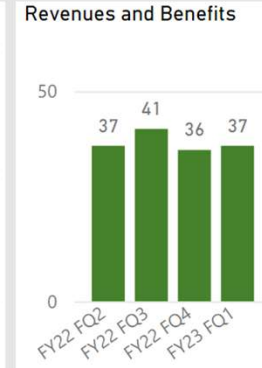
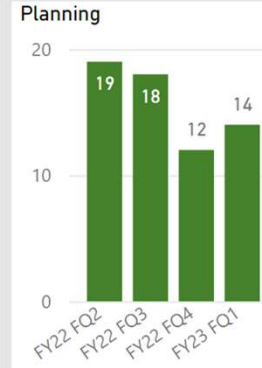
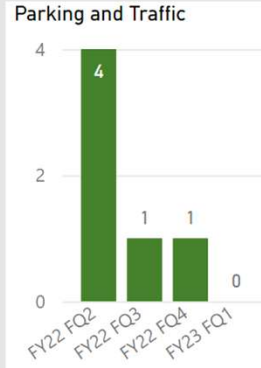
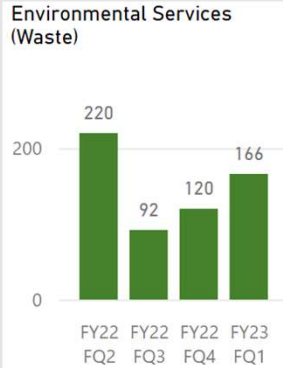
Key income streams

Funding bids and grants

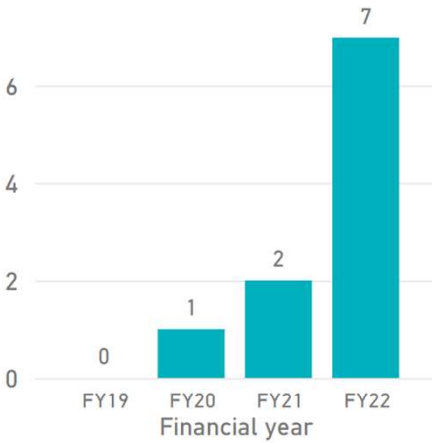
# Complaints

Find out more about our Complaints Policy and Procedure

## Number of complaints received

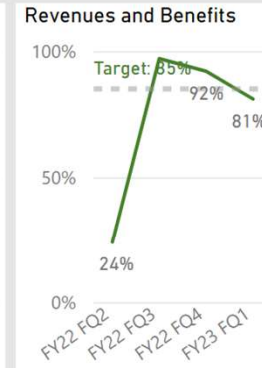
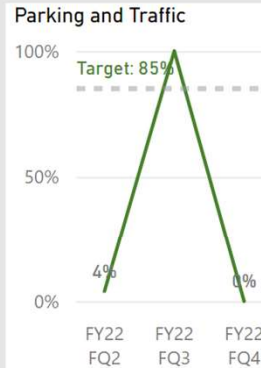
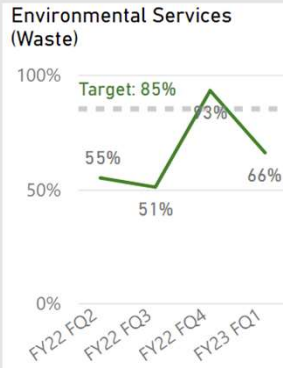


## Number of Local Government Ombudsman complaints upheld



Customers who have been through Stage 1 and 2 of our Complaints Policy may refer their complaint to the Local Government Ombudsman for independent review if they are not satisfied with the council's response. Complaints are classified as upheld where the Ombudsman finds that the council was at fault.

## % of complaints completed within 10 days



# Information requests

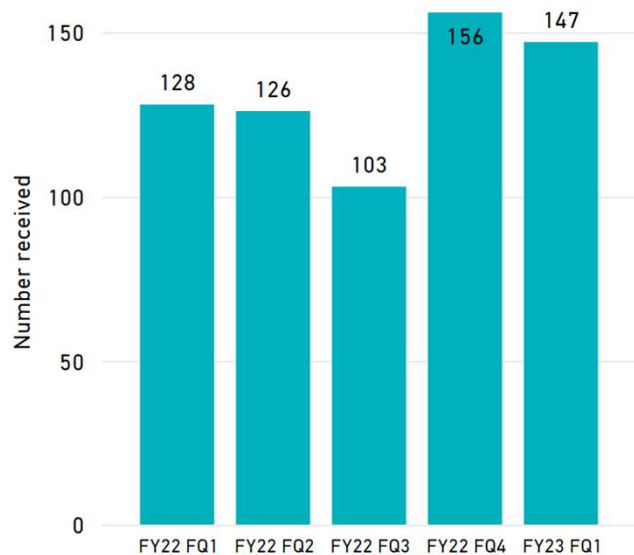
[Find out more about access to information](#)

[View previous FOI requests](#)

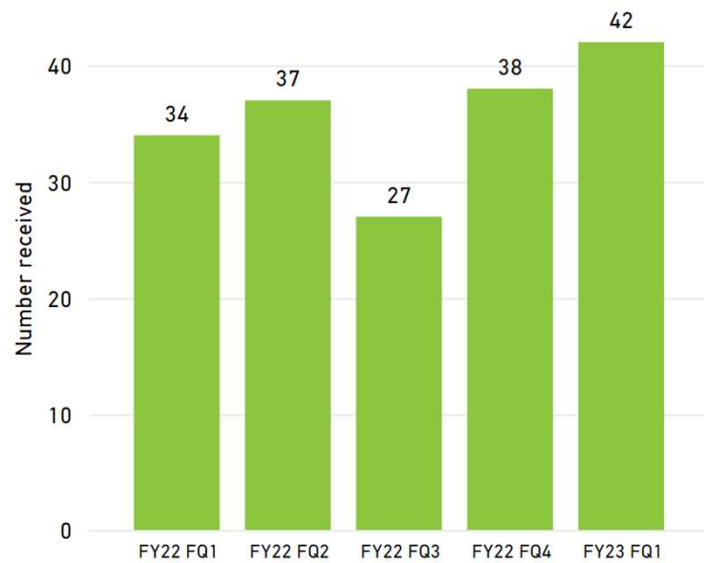
[Reset filters](#)



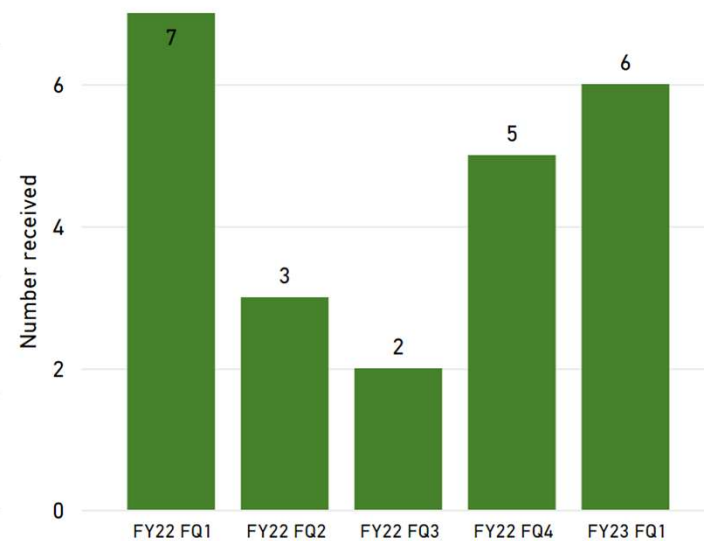
### Freedom of Information requests



### Environmental Information Regulations requests

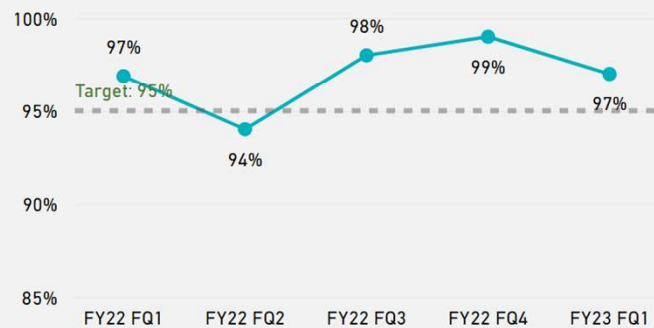


### Subject Access Requests



## % of requests completed within the statutory timeframe

### Freedom of Information requests



### Environmental Information Regulations requests



### Subject Access Requests



# Internal audit

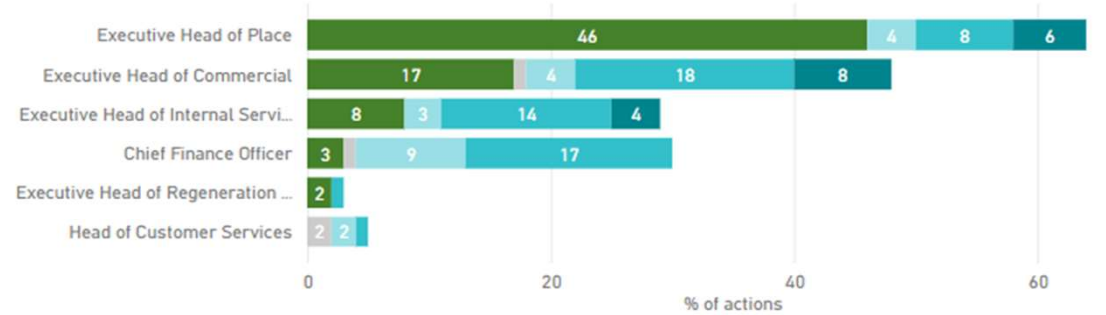


Our internal audit service plays an important role in realising our commitment to continuous improvement. Internal audit undertakes 'fieldwork' to review several service areas each year and provides an opinion on whether the systems of internal control within the service are robust.

The results of the most recent audits are listed in the table below along with the assurance opinion ('reasonable', 'adequate' or 'limited') and a summary of the management actions arising from the audit. These are monitored to ensure completion.

## Internal audit management actions

● Complete ● Not Yet Due ● Overdue - Low Priority ● Overdue - Medium Priority ● Overdue - High Priority


[Reset filters](#)

Audit Review	Audit Sponsor	Assurance Opinion	Total Management Action(s)	Complete	Not Yet Due	Overdue L	Overdue M	Overdue H
Accounts Payable	Chief Finance Officer	Reasonable	6	2	0	2	2	0
Accounts Payable 2022/23	Chief Finance Officer	Reasonable	7	0	0	3	4	0
Accounts Receivable & Debt Management	Chief Finance Officer	Limited	7	0	0	1	6	0
Income Collection and Banking	Chief Finance Officer	Reasonable	2	0	0	0	2	0
Main Accounting 20/21	Chief Finance Officer	Reasonable	3	0	0	3	0	0
Treasury Management 2022/23	Chief Finance Officer	Reasonable	5	1	1	0	3	0
Asset Management (Tenanted Properties)	Executive Head of Commercial	Limited	4	0	1	1	0	2
Contract Management	Executive Head of Commercial	Reasonable	3	0	0	0	2	1
Council Tax	Executive Head of Commercial	Reasonable	3	0	0	0	2	1
Cyber-Attack Response Pathway	Executive Head of Commercial	Reasonable	10	7	0	0	2	1
IT Device Management	Executive Head of Commercial	Reasonable	9	6	0	0	3	0
Lease Income	Executive Head of Commercial	Reasonable	3	0	0	0	0	3
Norse South East - Governance	Executive Head of Commercial	Reasonable	5	3	0	0	2	0
Procurement Arrangements	Executive Head of Commercial	Limited	11	1	0	3	7	0
Business Continuity Planning 2022/23	Executive Head of Internal Services	Reasonable	7	0	0	0	5	2
Human Resources - Recruitment 2022/23	Executive Head of Internal Services	Reasonable	14	1	0	3	8	2
Information Governance	Executive Head of Internal Services	Limited **	8	7	0	0	1	0
Animal Welfare (Licensing)	Executive Head of Place	Limited **	14	13	0	0	1	0
Building Control	Executive Head of Place	Limited	9	6	0	0	0	3
Food Safety	Executive Head of Place	Limited **	10	9	0	1	0	0
Licensing	Executive Head of Place	Adequate **	6	4	0	0	0	2
Planning / Developers Contributions	Executive Head of Place	Reasonable	2	0	0	0	1	1
Planning Enforcement	Executive Head of Place	Reasonable	4	3	0	0	1	0
Tree Management	Executive Head of Place	Reasonable	5	3	0	2	0	0
Homelessness – Service Improvement Action Plan 2022/23	Executive Head of Regeneration and Communities	Reasonable	3	2	0	0	1	0
Business Rates	Head of Customer Services	Reasonable	3	0	2	2	1	0



# Operational performance - Planning



Find out more about the planning service

## Validation

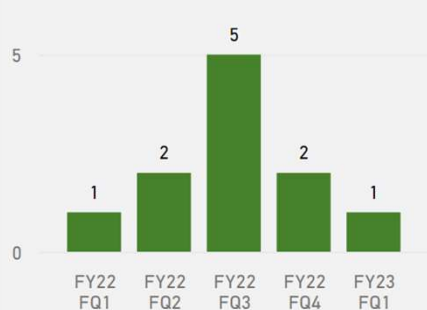
All applications - % of applications processed within 3 working days of receipt



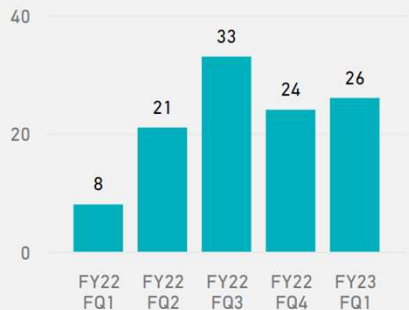
Further metrics are currently under development

## Decision

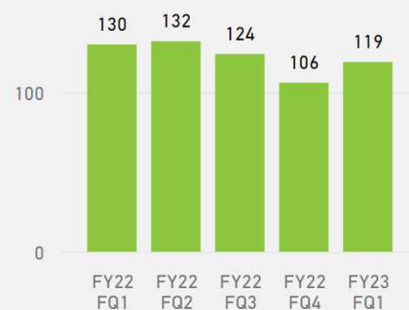
### Major planning applications decided



### Minor planning applications decided



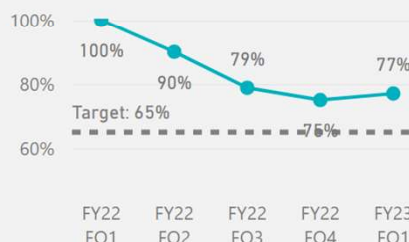
### Other planning applications decided



### Major planning applications - % decided within 13 weeks or agreed time extension



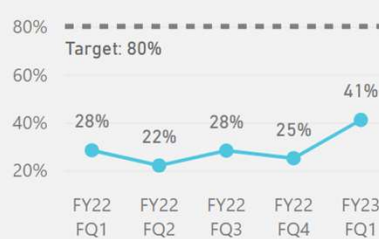
### Minor planning applications - % decided within 8 weeks or agreed extension



### Other planning applications - % decided within 8 weeks or agreed extension



### Discharge of condition applications - % decided within 8 weeks



### All applications - % decided within 26 weeks

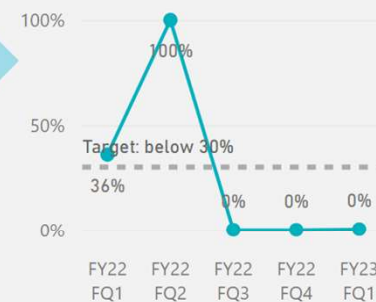


## Appeals

### Major planning applications - % of decisions allowed on appeal



### Minor and other planning applications - % of decisions allowed on appeal



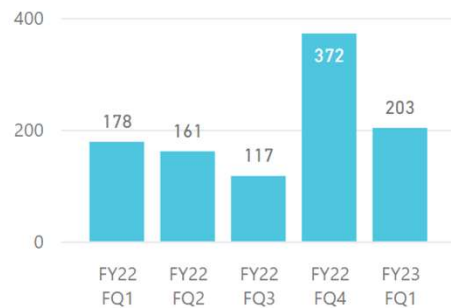
Appeals data are provided based on central government definitions.



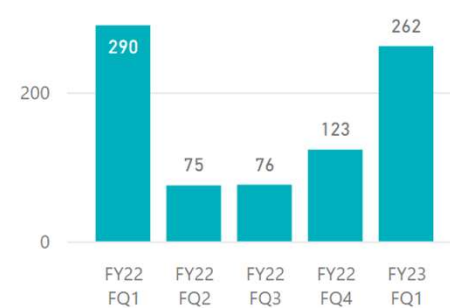
# Operational performance - Building Control

Find out more about building regulations

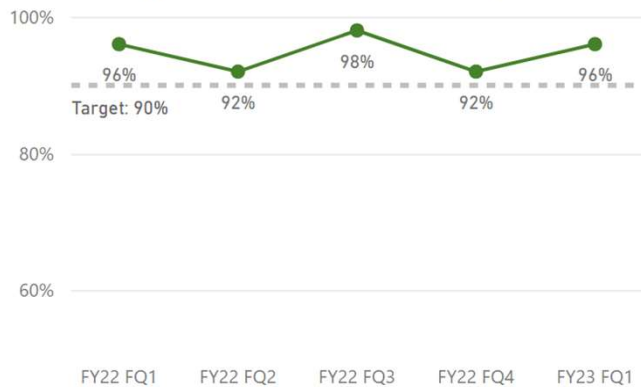
### Number of Building Regulations projects commenced under the Council's control



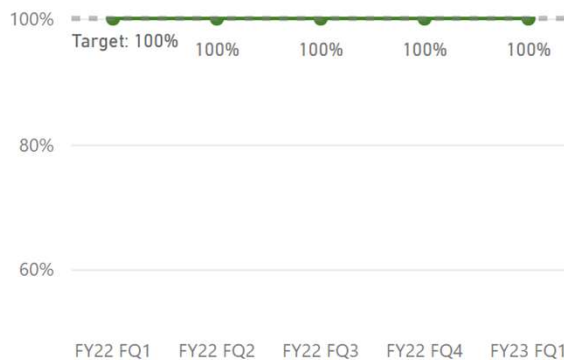
### Number of Building Regulations projects completed under the Council's control



### Full Plans applications checked within 15 days (%)



### Full Plans applications decided within statutory time limit (%)



### Number of claims submitted against the Council for Building Control negligence / non-compliance that the Council was unsuccessful in defending

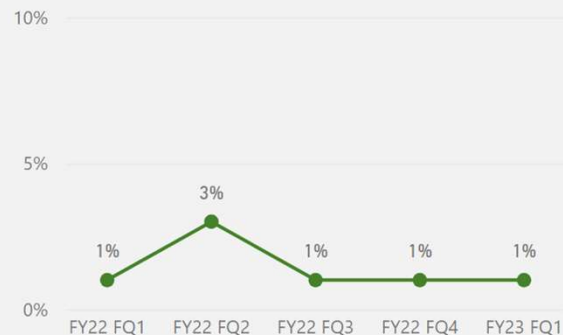
0 ✓

Target: 0

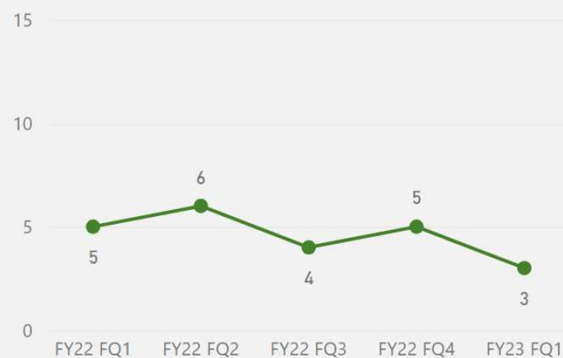


## Vacancy rate across investment portfolio

Empty commercial property - % based on available floorspace



Empty commercial property - number of vacant/to let units



## Rent debt across investment portfolio

Property debt - rent arrears for all tenanted commercial property - average across quarter (£)



Property debt - rent arrears over 90 days (aged debts) for all tenanted commercial property at end of quarter (£)



Indicators and targets are based on industry standard metrics.

Further metrics are currently under development

[Find out more about our property portfolio](#)



# Operational performance - Housing

The Housing team has recently undergone a service review. As part of this a new suite of performance metrics has been identified and these are being reported from Q1 2023-24 onwards.

Select a quarter to view the data

FY23 FQ1

[View more data about housing in the borough](#)

[Find out more about the council's housing service](#)

## Housing options and advice

34

Number of households who have had a main duty accepted

6

Number of households who have maintained their tenancies as a result of HBC Housing assistance

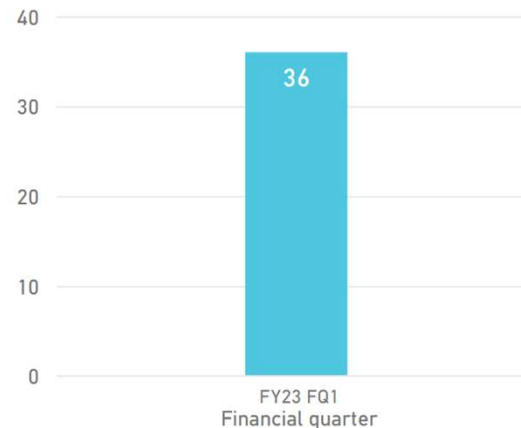
202

Number of households placed into temporary accommodation during quarter

[Find out more about temporary accommodation placements](#)

## Housing supply

New affordable homes in the borough



## Hampshire Home Choice

142

Number of successful lets agreed during quarter

1,831

Number of households on the waiting list at end of quarter

# Operational performance - Housing

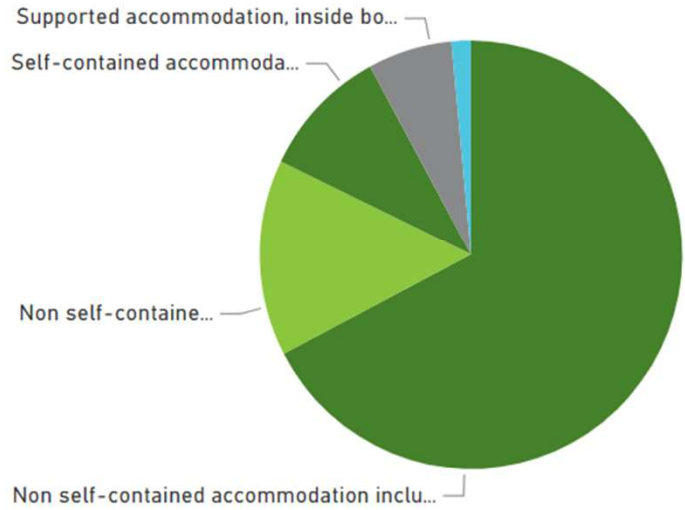


Select a quarter to view the data

FY23 FQ1

**202**

Total households placed in temporary accommodation during quarter



### Non self-contained accommodation including B&B

<b>136</b>	<b>36</b>	<b>77</b>	<b>5</b>
Number of households placed into B&B during quarter	Average number of days spent in B&B accommodation	Number of households in B&B at end of quarter	Number of households who spent more than 6 weeks in B&B

### Self-contained accommodation

<b>23</b>	<b>195</b>	<b>14</b>
Number of households placed into self-contained accommodation during quarter	Average number of days spent in self-contained accommodation	Number of households in self-contained accommodation at end of quarter

### Supported accommodation

<b>13</b>	<b>87</b>	<b>10</b>
Number of households placed into supported accommodation during quarter	Average number of days spent in supported accommodation	Number of households in supported accommodation at end of quarter

Find out more about the council's housing service

# Operational performance - Customer Services / Revenues and Benefits



Both services are provided by Capita via the 5 Councils Contract.

## Customer Services phone lines

Calls answered within 20 seconds in the CSC (%)



Calls answered and completed by CSC - one and done (%)



## Benefits applications processing

Average processing time for housing benefit and council tax benefit



Customer satisfaction data will be added here when available

Complaints

## Council tax and business rates collection

Non domestic rates cash collection - cumulative (%)



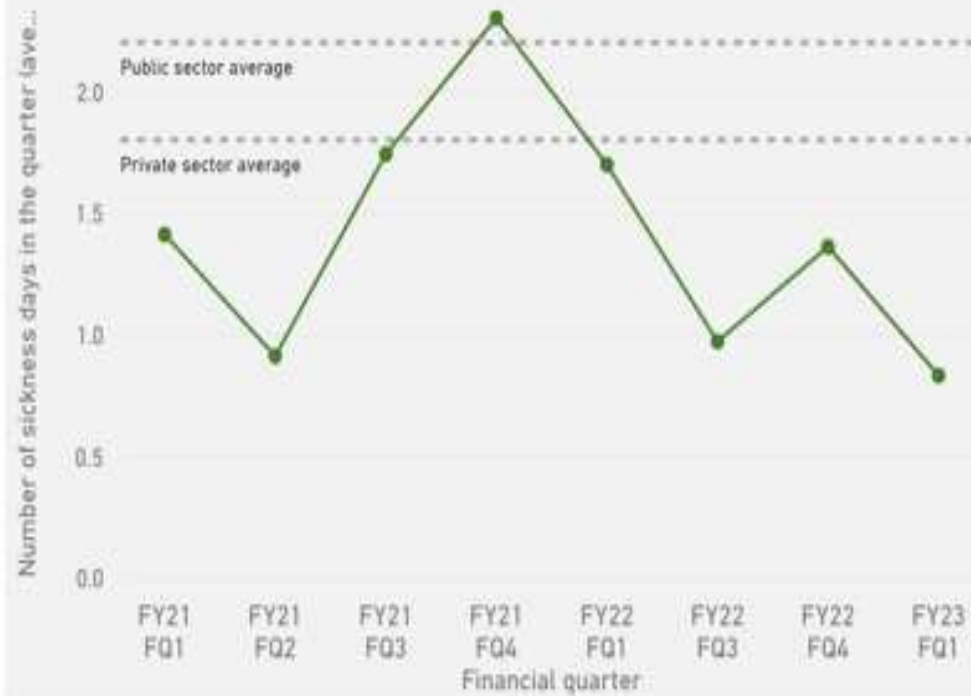
Council tax cash collection rate - cumulative (%)



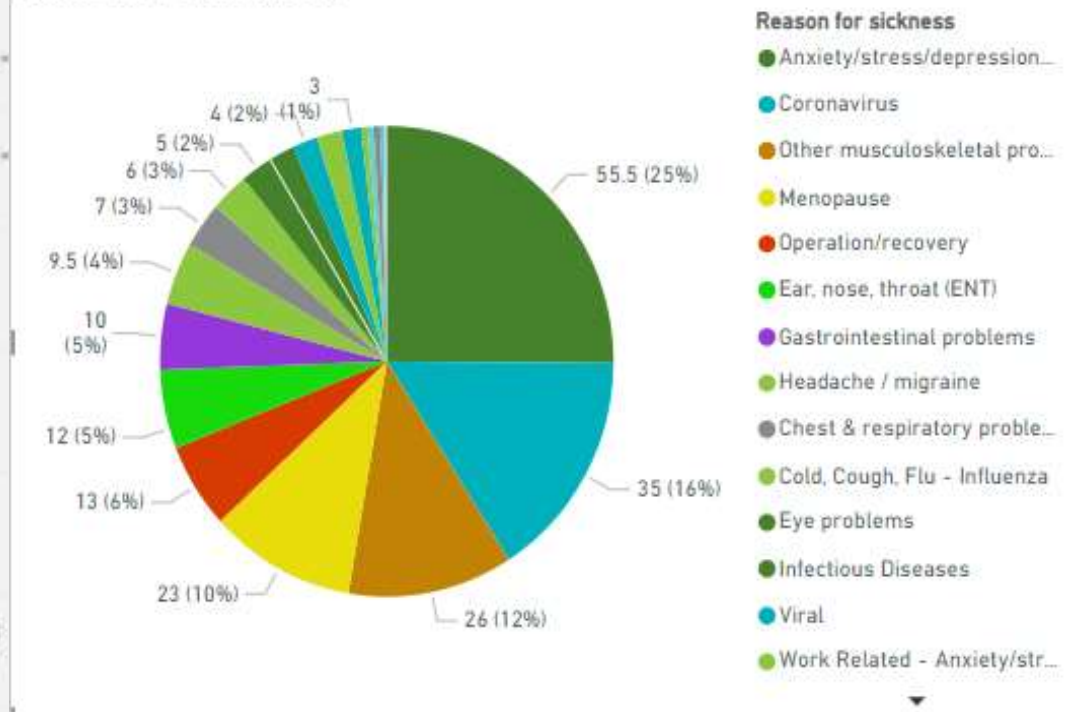
Position as at end of Q1. Collection rates of council tax and non domestic rates (also known as business rates) are monitored throughout the financial year to ensure that the collection targets will be reached by the end of March.

# Sickness levels and reasons

Sickness levels among staff



Reasons for sickness



# Workforce diversity

Find out more about our commitment to equality and diversity

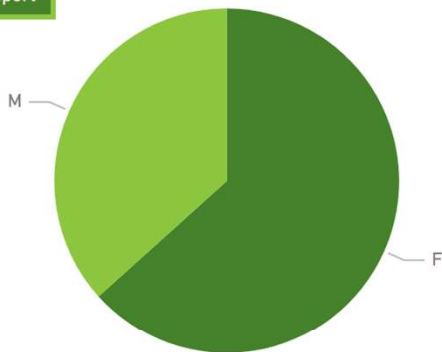
Havant Borough Council is committed to the public sector equality duty. This data is collected from permanent staff annually for the purposes of monitoring diversity in the workforce.



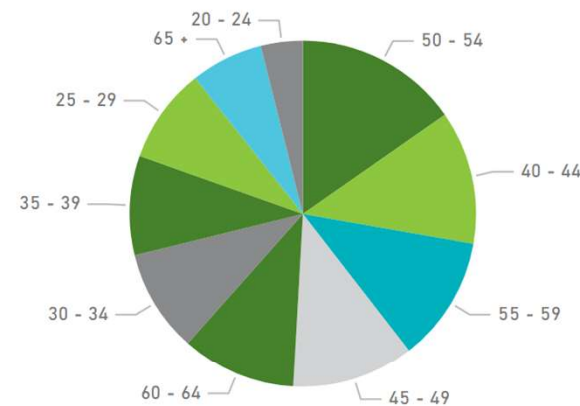
**281**  
Number of employees  
Snapshot taken 31st March 2023

## Gender

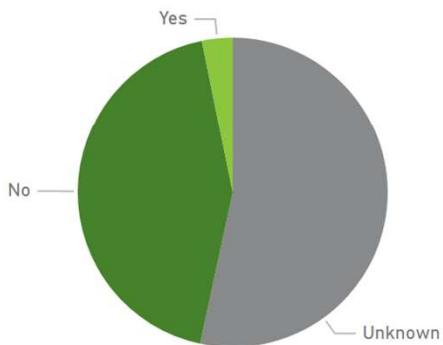
Read our gender pay gap report



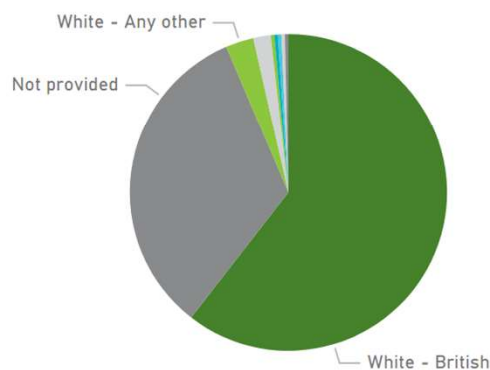
## Age



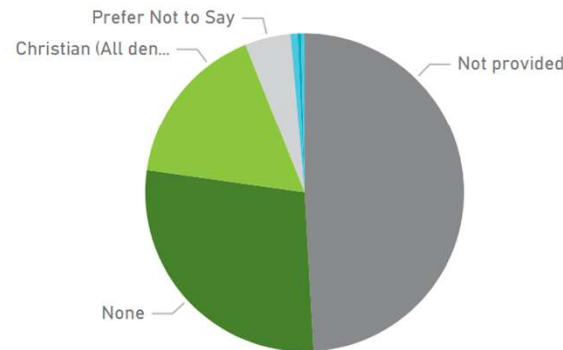
## Disability



## Ethnic origin



## Religion



## Sexual orientation

