



Corporate performance scorecard

Click on the [Corporate Strategy](#) themes below to explore the measures that we are using to assess progress against our aspirations

WELLBEING

The health of our communities

PRIDE IN PLACE

Creating a great place to live, work and enjoy

GROWTH

Building our future

External

Internal

How to use this dashboard

Havant Borough Council's corporate performance scorecard is maintained by the Strategy Unit. Contact william.jackson@havant.gov.uk or georgie.thurlby@havant.gov.uk for more information.

WELLBEING

The health of our
communities

Priorities for 2023-24

Reference number	Project	Initiative in Corporate Strategy
P2	Play parks improvement programme	Continued delivery of improvements to our play parks to maintain and enhance play provision within the borough

Progress updates on these priority projects will be provided throughout the year.

How to use this
dashboard

Benefits

Click on the benefits below to see the latest data for each topic and whether we are achieving the long-term outcomes we want

Reduction in homelessness

Increased activity among adults and children

Decrease in obesity within adult and child population

Reduction in anti social behaviour

Increase in engagement with local democracy and decision making

Improved perception of place

Increased use of walking, cycling and public transport



PRIDE IN PLACE

Creating a great place to
live, work and enjoy

Priorities for 2023-24

Reference number	Project	Initiative in Corporate Strategy
P8	Changing Places toilets	
P10	Hayling Island beachfront (including Chichester Ave)	Building on the improvements made at Hayling Seafront, utilising the Hayling Seafront Masterplan, to make it a destination place
P1	Installation of CCTV cameras in Waterlooville	Considering options for prevention of crime (particularly surveillance technologies) working in partnership with police
P5	Broadmarsh Coastal Landfill protection	Continued delivery of coastal protection and management projects including the Langstone Flood and Coastal Erosion Management Plan and Broadmarsh coastal landfill protection

Progress updates on these priority projects will be provided throughout the year.

How to use this
dashboard

Benefits

Click on the benefits below to see the latest data for each topic and whether we are achieving the long term outcomes we want

Reduction in carbon emissions across the borough including in council operations

Improved biodiversity and provision of green space across the borough

Increase in available affordable homes

Improvement in recycling rates and reduction in contamination rates

Improved cleanliness and safety of public spaces

Reduction in fly tipping

High streets that residents are proud to visit

Improved perceptions of place - reputation as a 'place people want to be'



GROWTH

Building our future

[External](#)[Internal](#)

Benefits

Click on the benefits below to see the latest data for each topic and whether we are achieving the long term outcomes we want

[Increased investment in the borough, stimulating the local economy](#)[Improved job opportunities](#)[Decreased rates of unemployment](#)[Increased sustainability of new developments](#)

Priorities for 2023-24

Reference number	Project	Initiative in Corporate Strategy
P15	Achieving a sound Local Plan	Development and delivery of our Local Plan to ensure sustainable development in the borough in the coming decades
P6	Havant town centre Bulbeck Road car park demolition and redevelopment	Progressing the regeneration of Bulbeck Road car park site
P3	Plaza A to B Programme	Developing a regeneration plan for Havant Plaza and civic centre to make best use of the surrounding land

Progress updates on these priority projects will be provided throughout the year.

[How to use this dashboard](#)



GROWTH

Building our future

[External](#)[Internal](#)

Benefits

Click on the benefits below to see the latest data for each topic and whether we are achieving the long term outcomes we want

Council services that are fit for purpose and fit for the future, while remaining cost effective

Reduction in carbon emissions across the borough including in council operations

Increase in income from assets and selling services

Improved digital infrastructure

Priorities for 2023-24

Reference number	Project	Initiative in Corporate Strategy
P3	Plaza A to B Programme	Review our approach to the use of the Plaza including our workstyles and facilities available

Progress updates on these priority projects will be provided throughout the year.

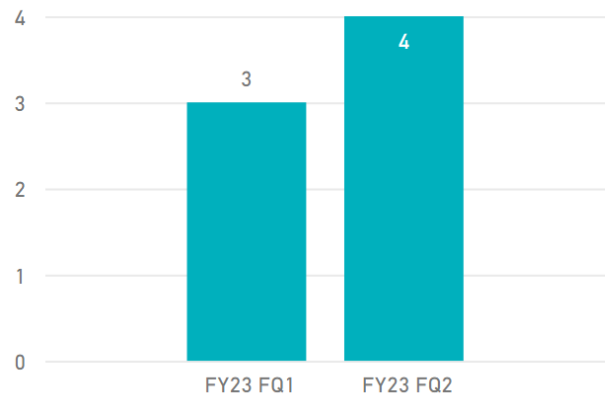
How to use this dashboard

Homelessness

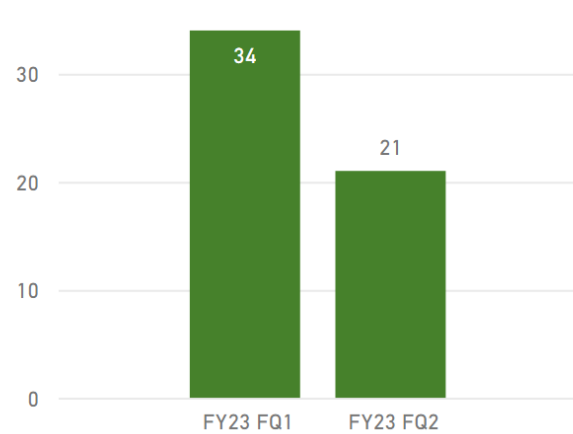
We have a statutory duty to prevent and relieve homelessness in the borough.

Rough sleepers in the borough

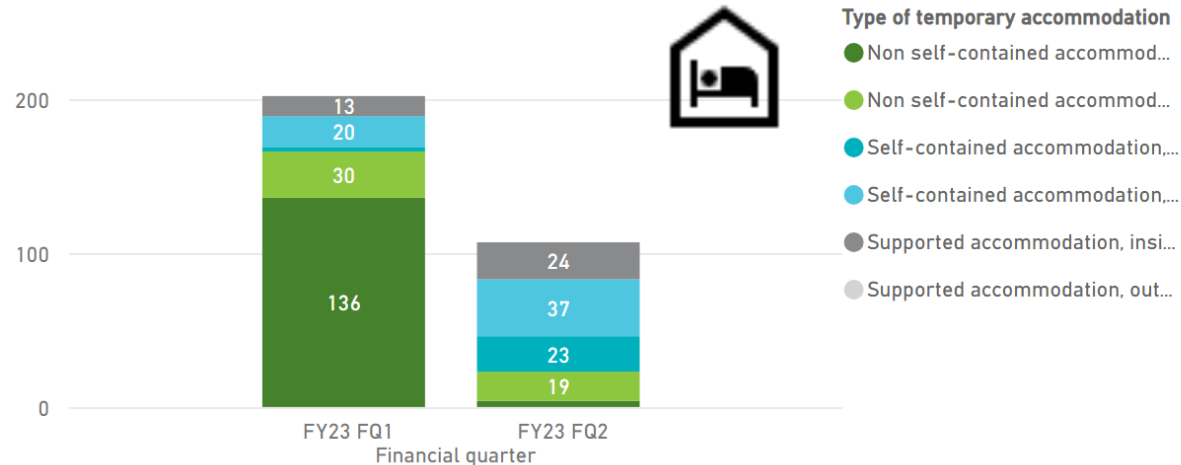
Average of monthly snapshot



Homelessness 'main duty' acceptances



Temporary accommodation placements



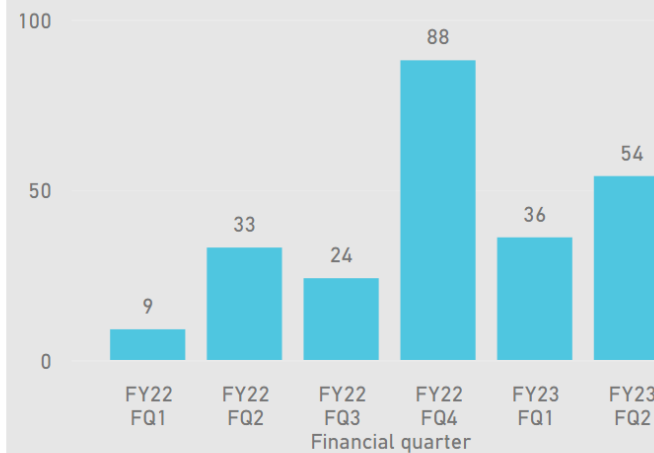
[See more data from the Housing team](#)

[Read our Homelessness and Rough Sleepers Strategy](#)

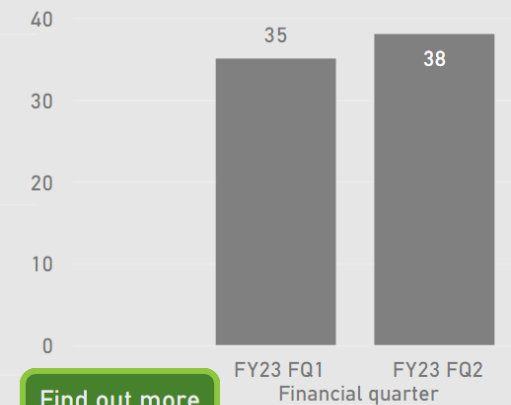
Housing supply

Though we don't have control over the housing market, there are several ways for us to improve the availability and suitability of housing in the borough - through mandating the inclusion of affordable housing in new developments via the planning development systems, to administering Disabled Facilities Grants to enable disabled residents to stay in their own homes, or by incentivising property owners to avoid their properties being vacant.

New affordable homes in the borough

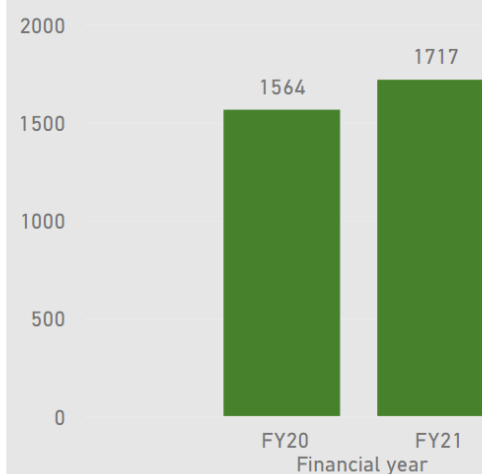


Disabled Facilities Grants approved



[Find out more about DFGs](#)

Number of households on the housing waiting list as at 31st March



Vacant dwellings in the borough As a % of total housing stock



Health and wellbeing



Leisure and physical activity

We are committed to enabling residents and visitors to live healthy lives through the provision of good quality leisure facilities and signposting a wide range of sports and activities.



2

leisure centres



32

play parks



770

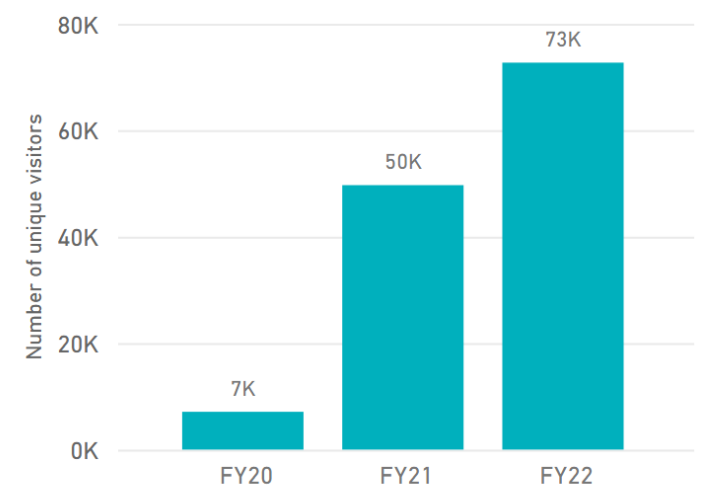
allotment plots

[Find out more about the council's leisure centres](#)

[Find out more about the council's play parks](#)

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

Visitors to council-owned leisure centres



867

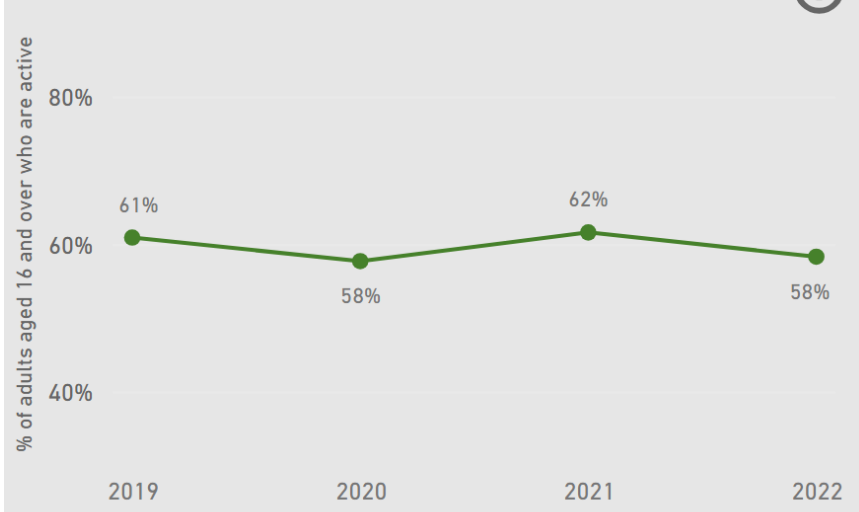
Number of attendees to Get Up and Go programme 2019-21

50%

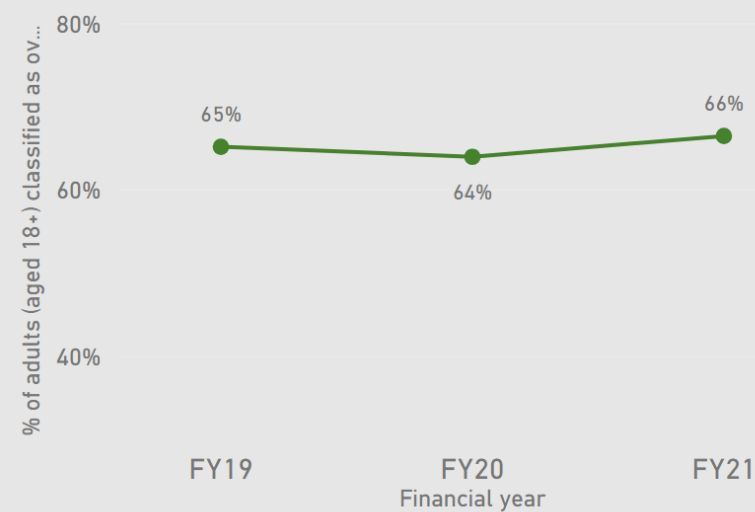
% of attendees who were still active 6 months later

[Find out more about the council's Get Up and Go programme](#)

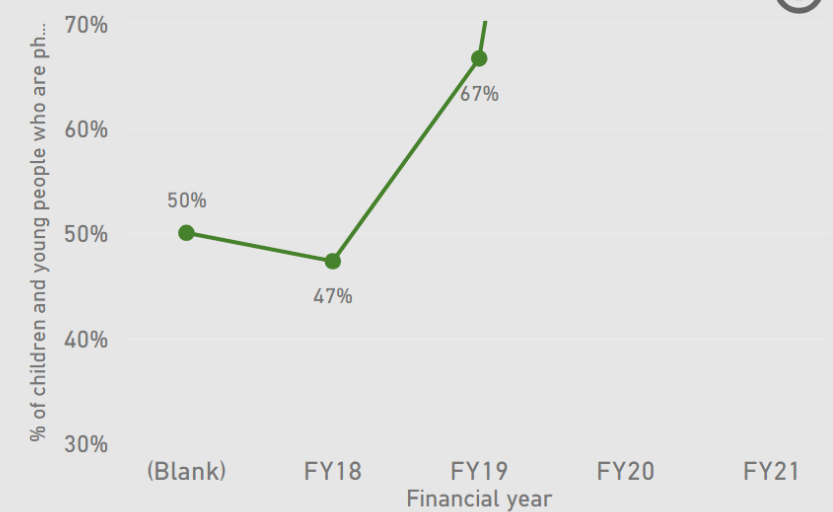
Activity levels among adults



Obesity among adults



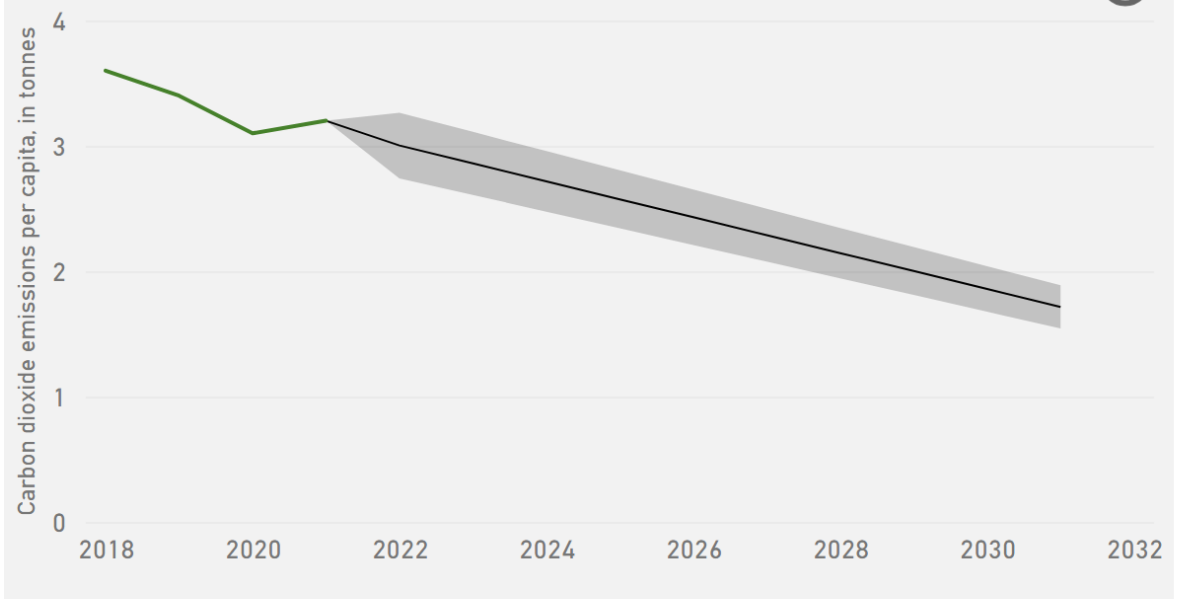
Activity levels among children





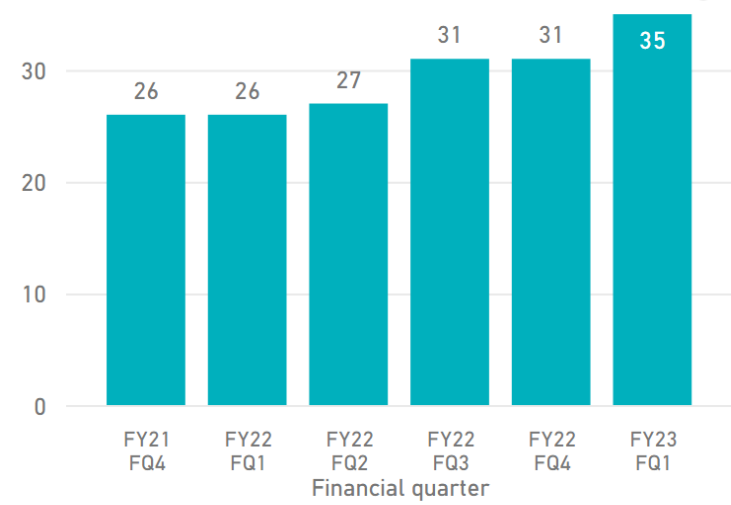
[Read our Climate and Environment Strategy](#)

Carbon dioxide emissions



Sustainable transport methods

Publicly available electric vehicle charging points in the borough

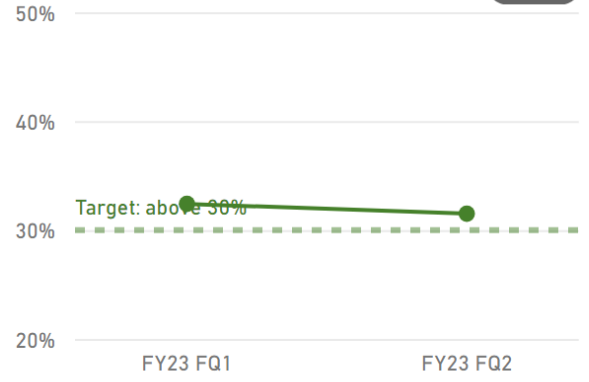


Find out about what the council is doing to reduce its own carbon emissions

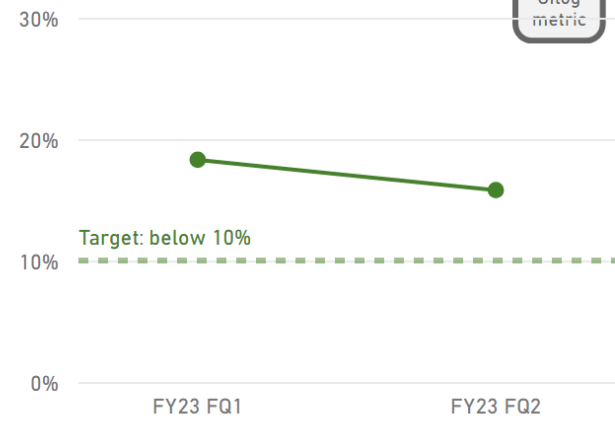


Recycling and waste

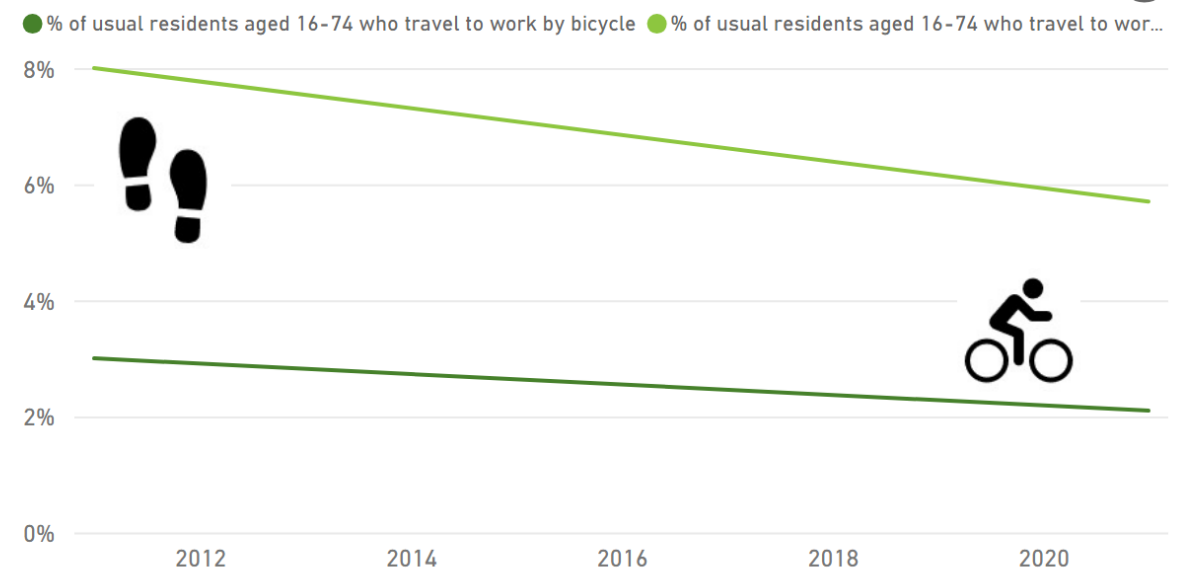
% of household waste sent for recycling



Contamination rates of recycling



% of usual residents who travel to work by bicycle or by foot





[Read our Climate and Environment Strategy](#)

Nutrient neutrality

Nutrient neutrality data will be added here when available

[Find out more about our nutrient neutrality approach](#)

Biodiversity and wildlife

Planning conditions data will be added here when available

[Find out about carbon emissions for the whole borough](#)

[Find out about what the council is doing to reduce its own carbon emissions](#)



Open spaces



[View data on fly tipping](#)

Open spaces data will be added here when available



[Read our Climate and Environment Strategy](#)

[Find out about carbon emissions for the whole borough](#)

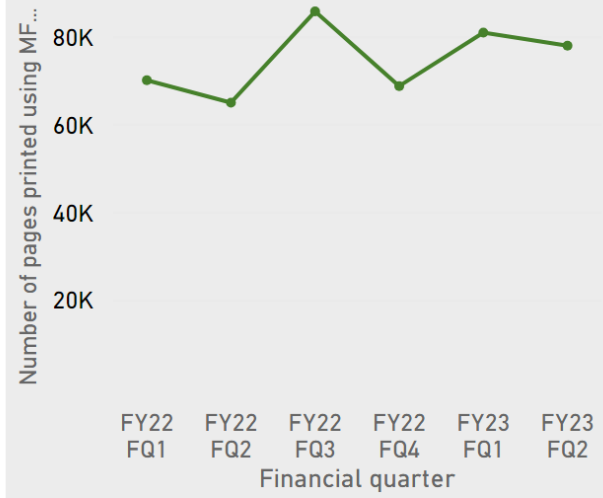
[Find out about what we are doing to improve biodiversity and protect our green spaces](#)

[View data on waste and recycling in the borough](#)

Carbon emissions from council activity

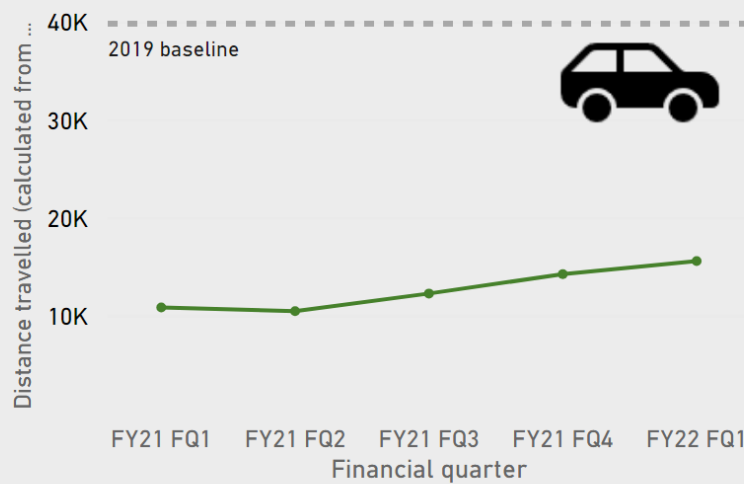
We have a responsibility to reduce our carbon emissions to net zero by 2050 at the latest, but are aiming to make improvements before then. We are using the average data from 2019 (where we hold it) as a pre-pandemic baseline.

Printing

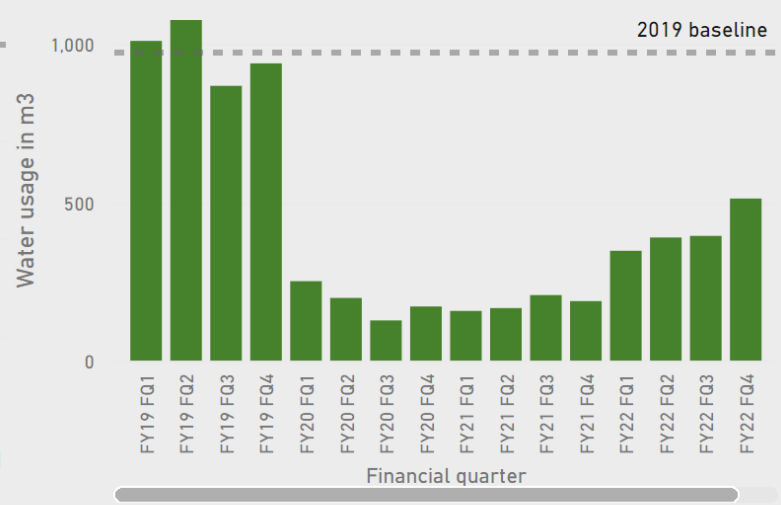


[Find out more about our digital infrastructure](#)

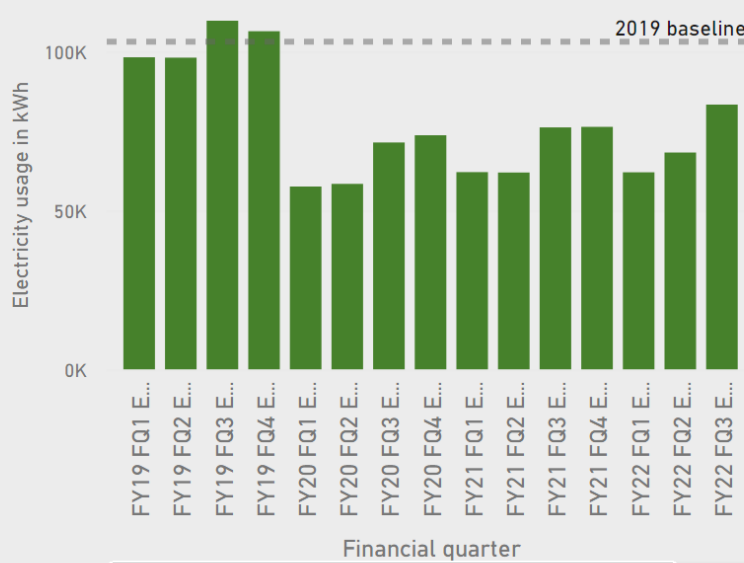
Business miles travelled by staff



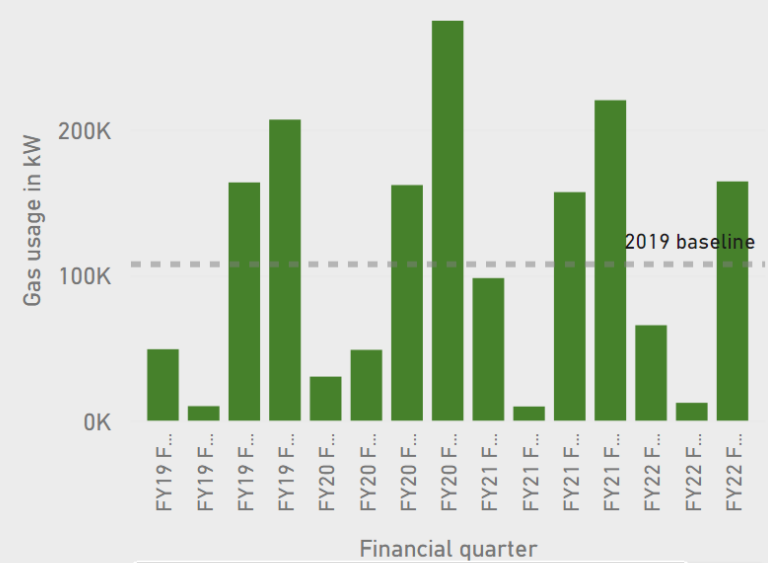
Water usage in council offices



Electricity usage in council offices



Gas usage in council offices



Employment and skills

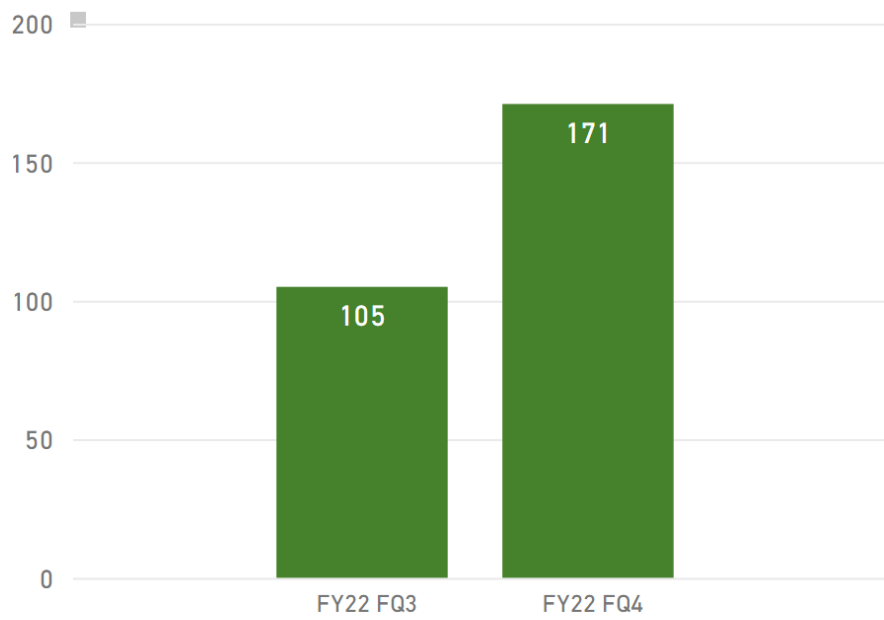
Youth Hub - number of young people supported by the service to date

Find out more about the Youth Hub

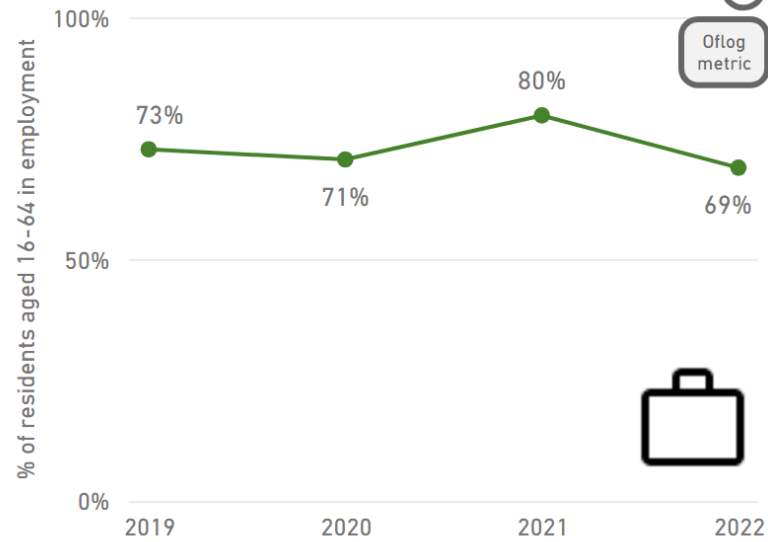
Read our Regeneration and Economy Strategy



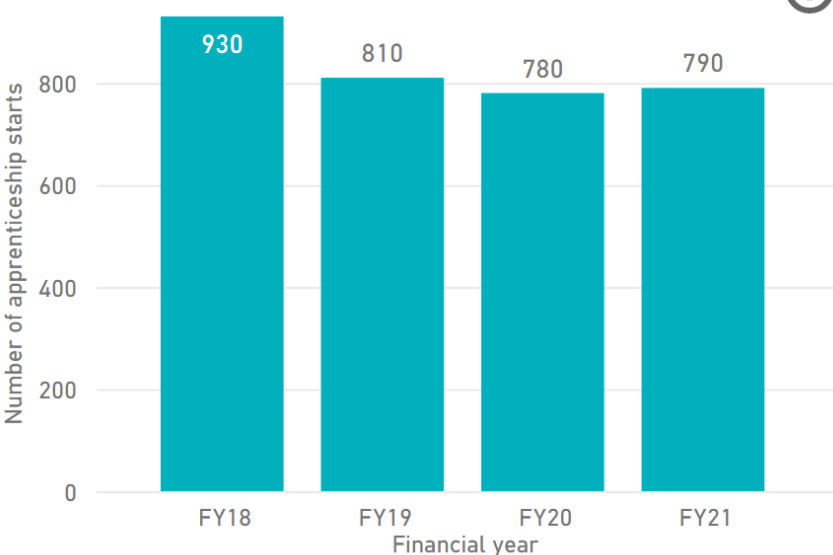
Residents' survey data will be added here when available



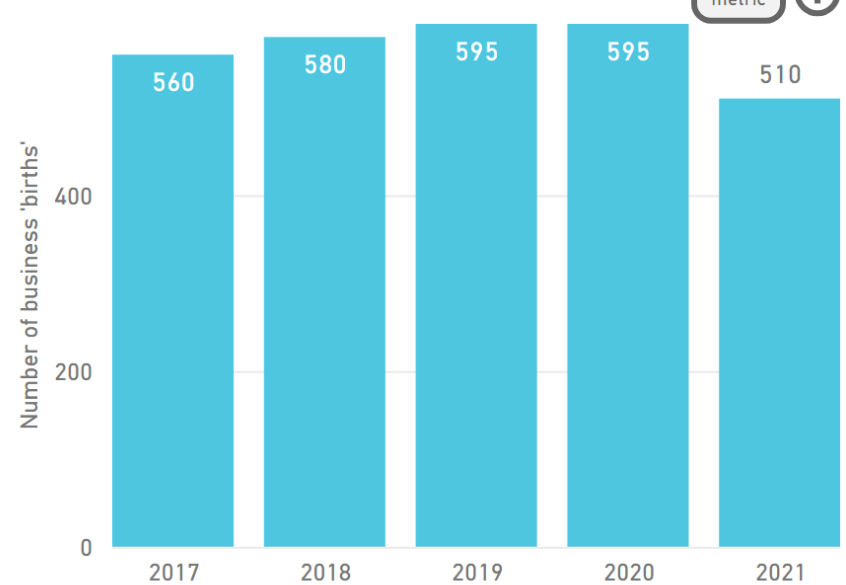
Proportion of people in employment in the borough



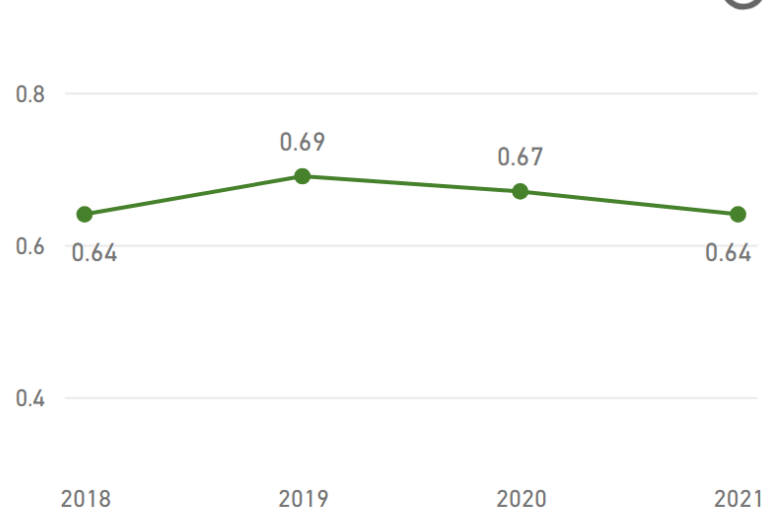
Apprenticeship starts in the borough



Number of business 'births'



Job density



Job density is the ratio of total jobs to population aged 16-64. The higher the job density, the more jobs available for the working age population.

[Learn more about our digital engagement](#)

[Learn more about council complaints](#)



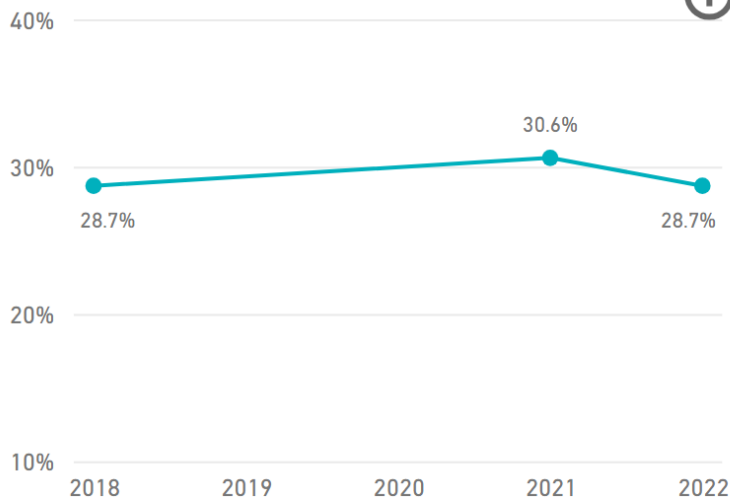
Participation in decision making

Residents' survey data will be added here when available



Public meeting attendance data will be added here when available

% turnout at local elections

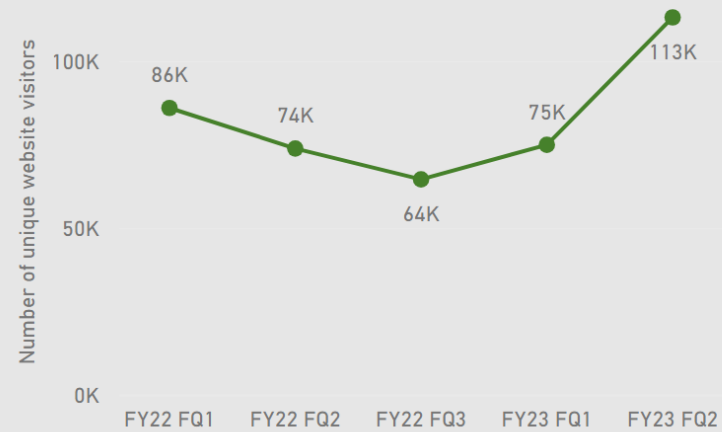


Access to information

[Find out more about information requests](#)

Agenda publication data will be added here when available

Visitors to the Havant Borough Council website





Cleanliness of public realm

Street cleanliness index data will be added here when available

Residents' survey data will be added here when available

Dangerous structures receiving an initial risk assessment within 24 hours of report being received (%)

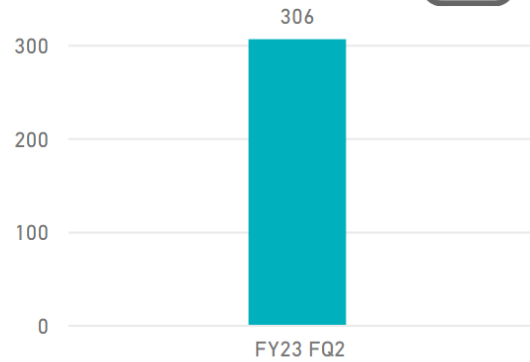
100%

Environmental health data will be added here when available



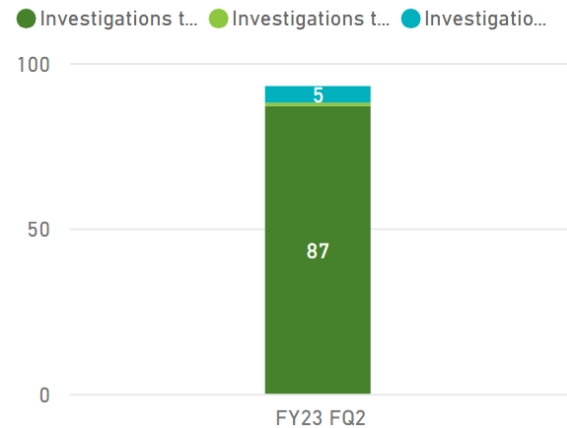
Antisocial behaviour and crime

Number of fly tipping incidents reported



Oflog metric

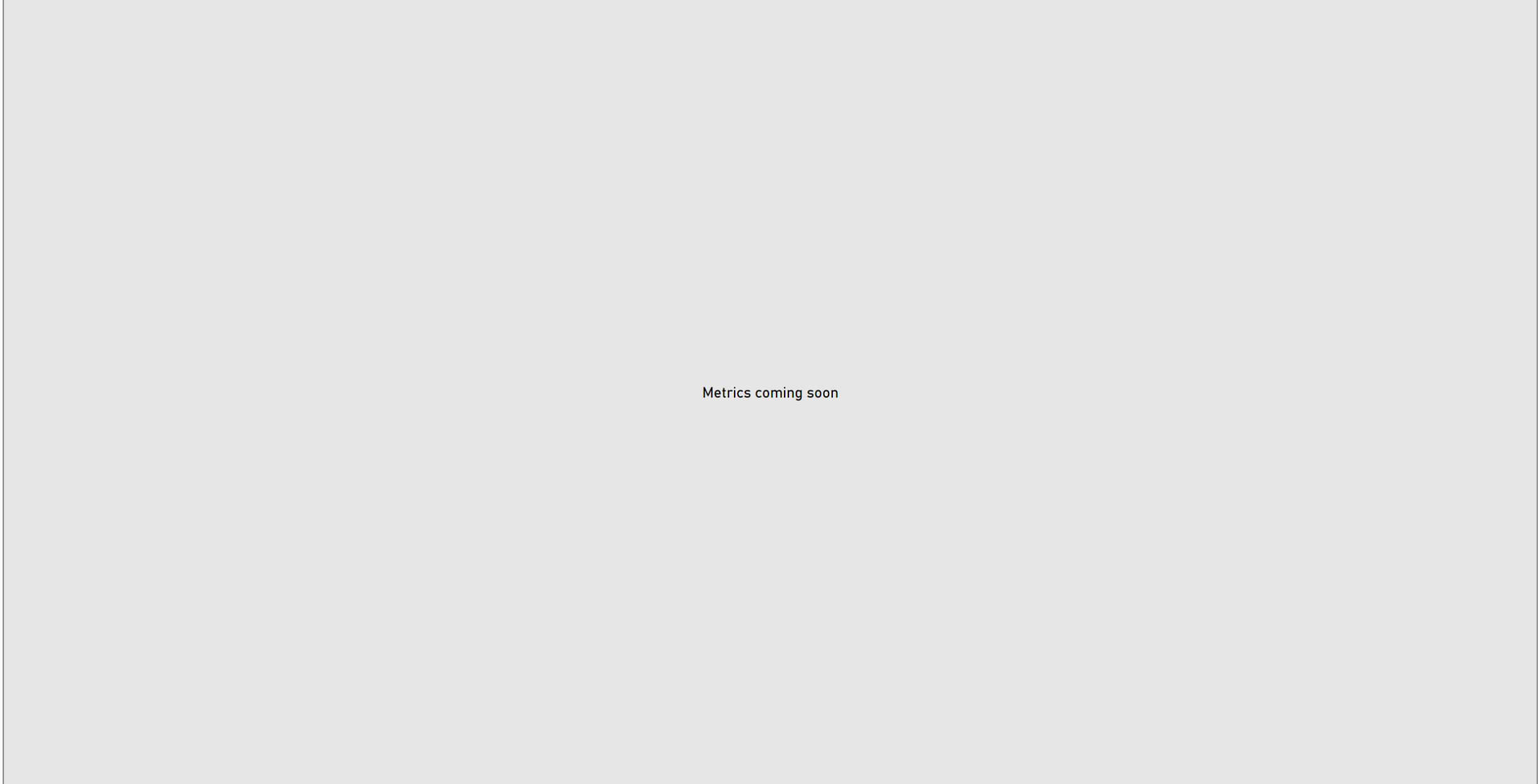
Fly tipping enforcement actions



Oflog metric

Crime data will be added here when available

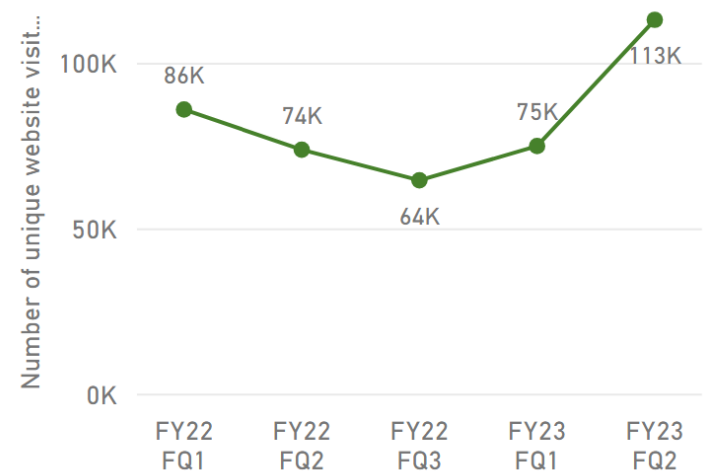
Residents' survey data will be added here when available



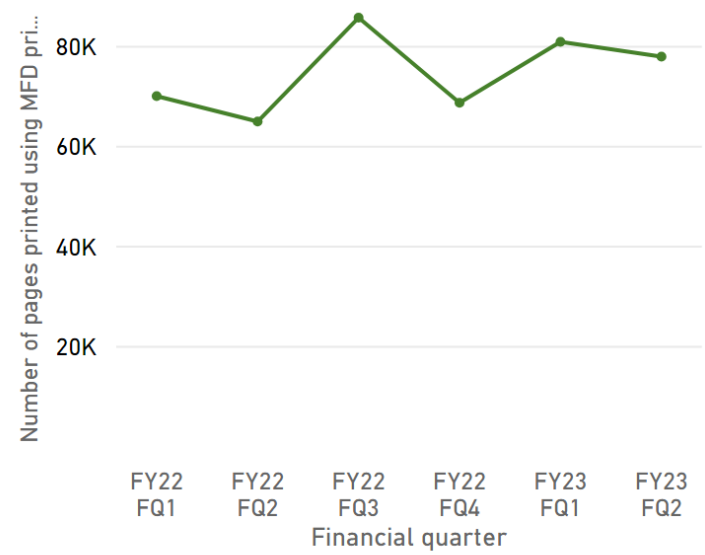
Metrics coming soon



Visitors to the Havant Borough Council website



Printing



Further metrics coming soon

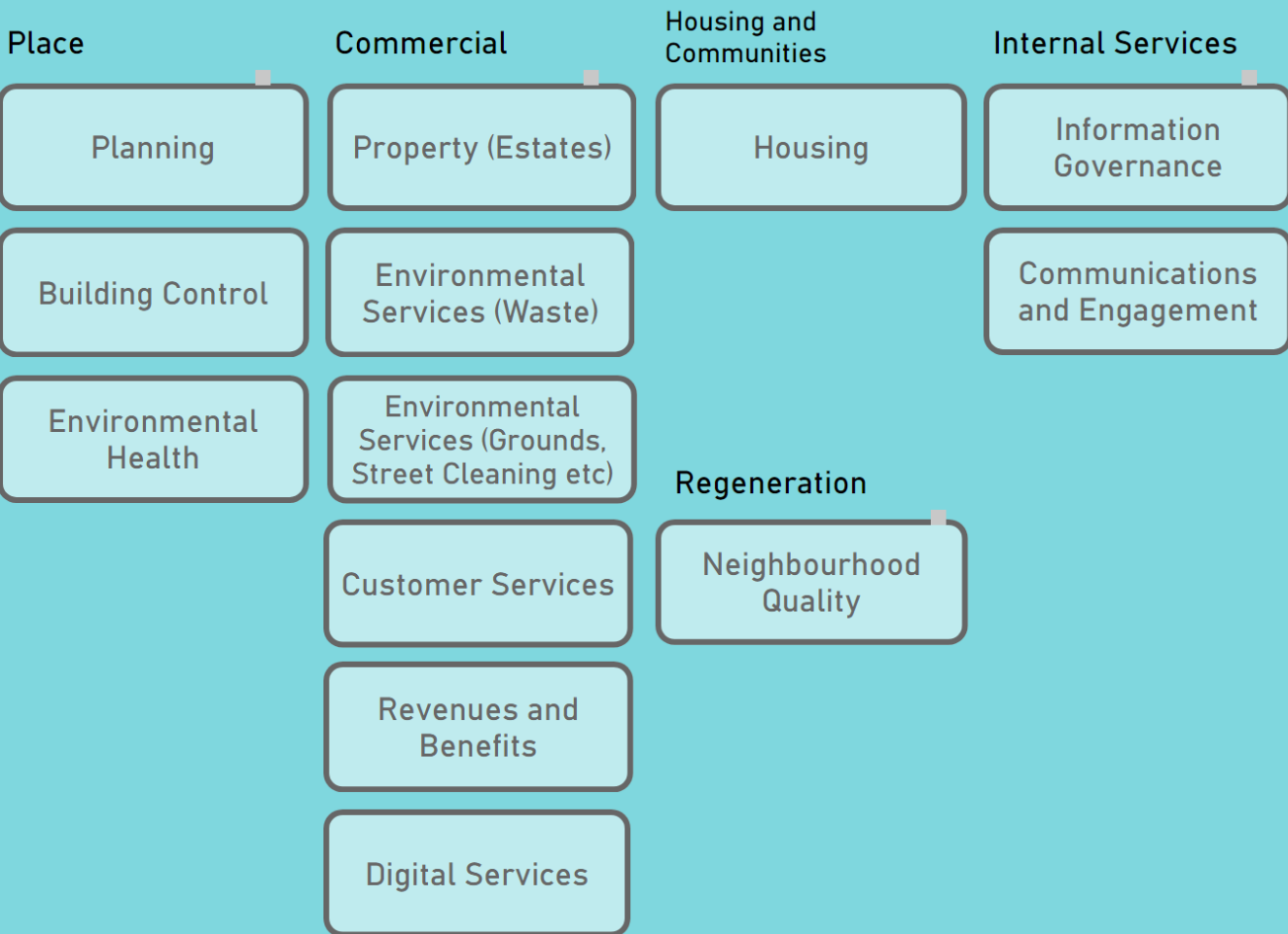
Fit for purpose council services



For us to achieve the aspirations in our Corporate Strategy, it is crucial that our services are functioning effectively, efficiently, and at a reasonable cost.

This section uses a balanced scorecard approach, combining data from several different internal sources to show whether our services are performing according to expectations.

Operational performance (KPIs)



Governance

Complaints

Internal audit

Information requests

People

Vacancies and sickness

Workforce diversity

Finance

Quarterly monitoring

Staffing spend against budget

Key income streams

Funding bids and grants

Complaints



Select a quarter to view the data

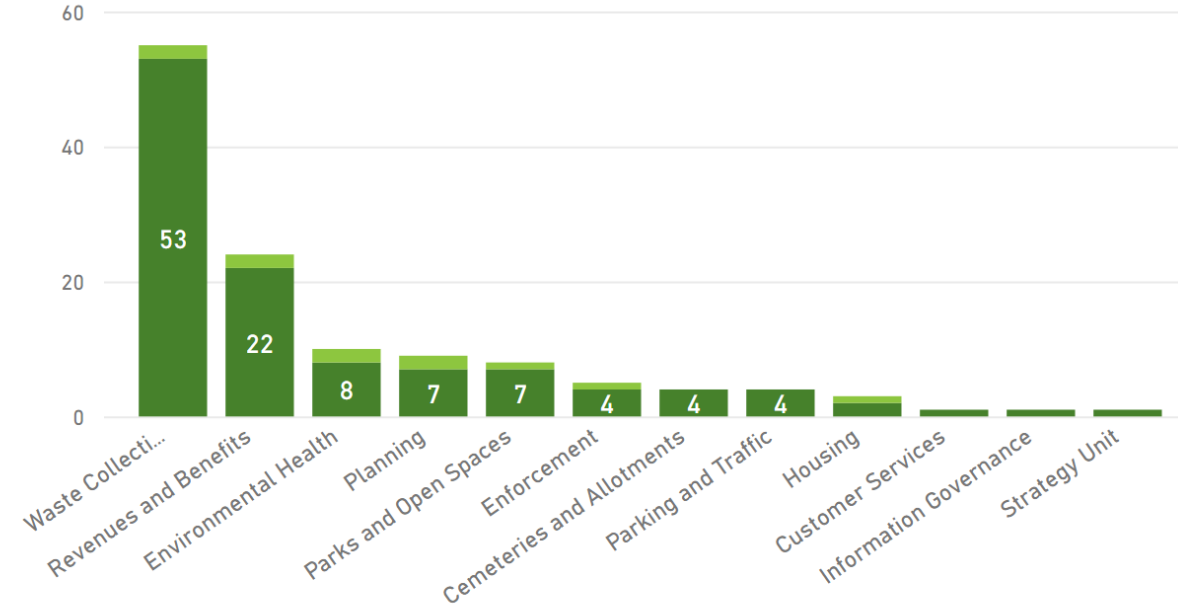
FY23 FQ2

117

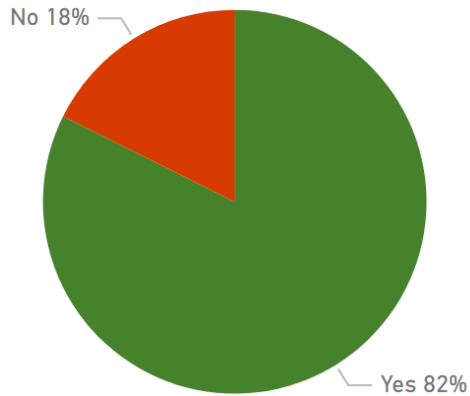
complaints received during the quarter

Number of complaints received by service

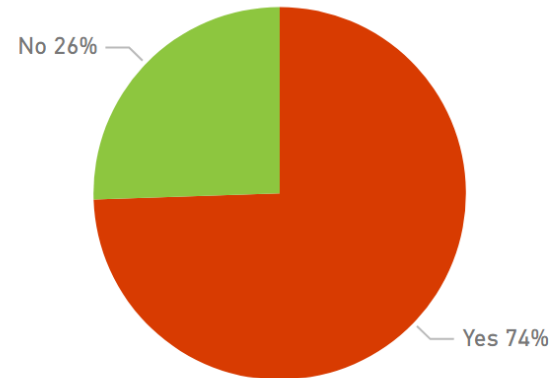
Complaint stage ● Stage 1 ● Stage 2



% of complaints answered within SLA



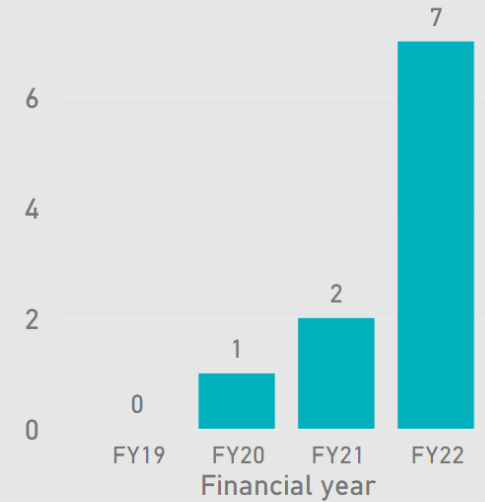
% of complaints that were justified



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.

Oflog metric

Number of Local Government Ombudsman complaints upheld



[Find out more about our Complaints Policy and Procedure](#)

Our SLA is 10 working days for Stage 1 complaints and 15 working days for Stage 2 complaints.

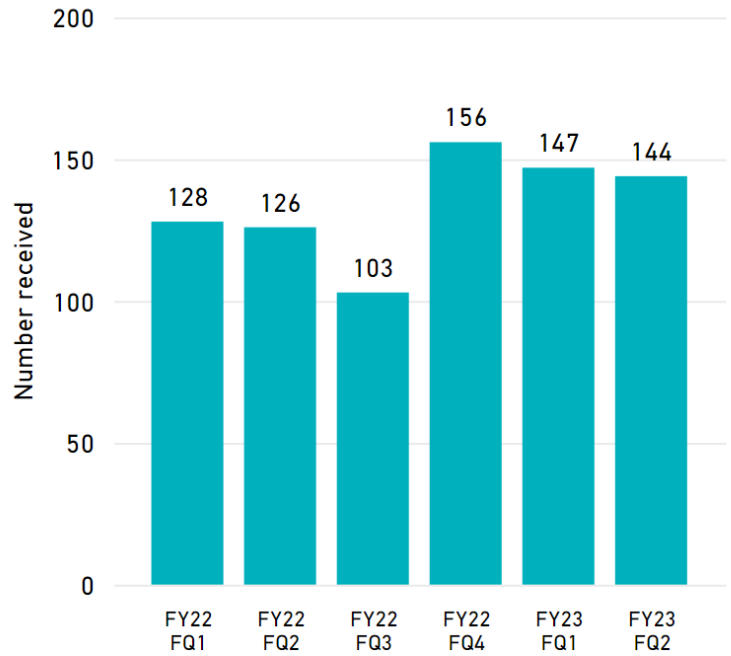
Find out more about access to information

View previous FOI requests

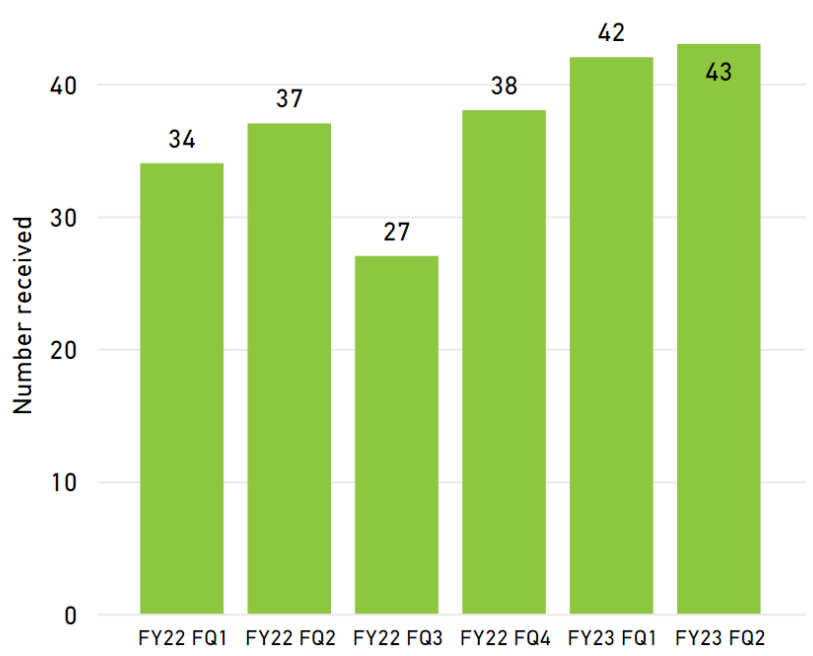
Reset filters



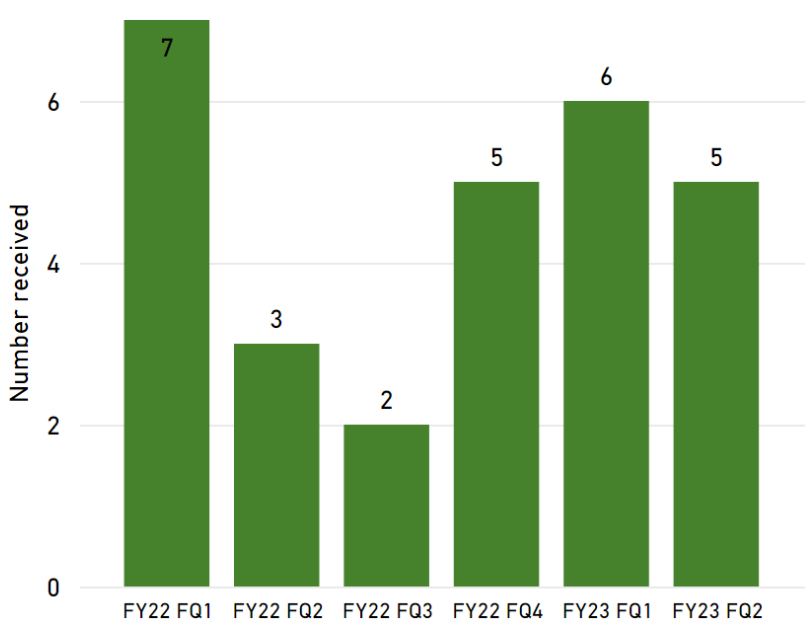
Freedom of Information requests



Environmental Information Regulations requests

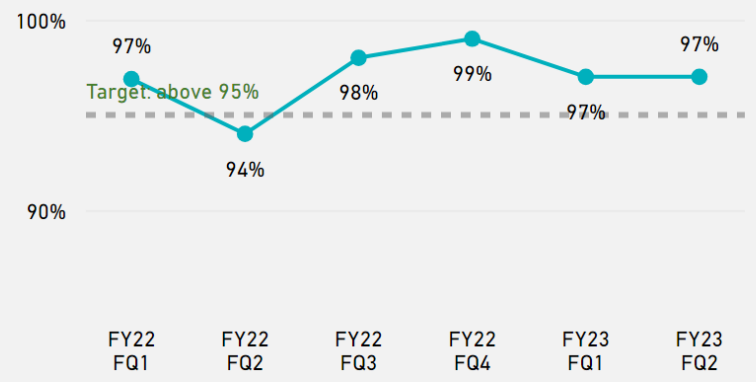


Subject Access Requests

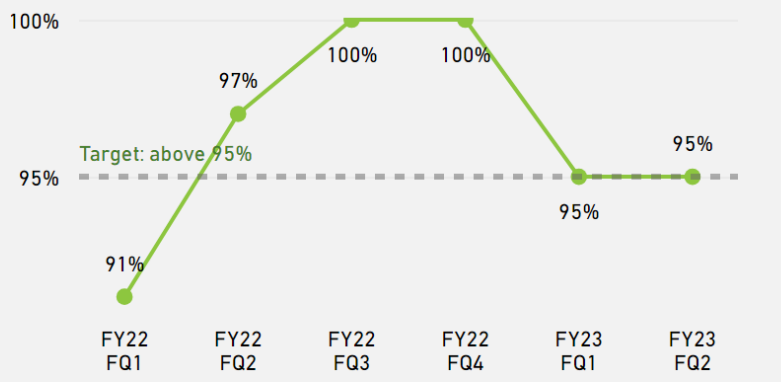


% of requests completed within the statutory timeframe

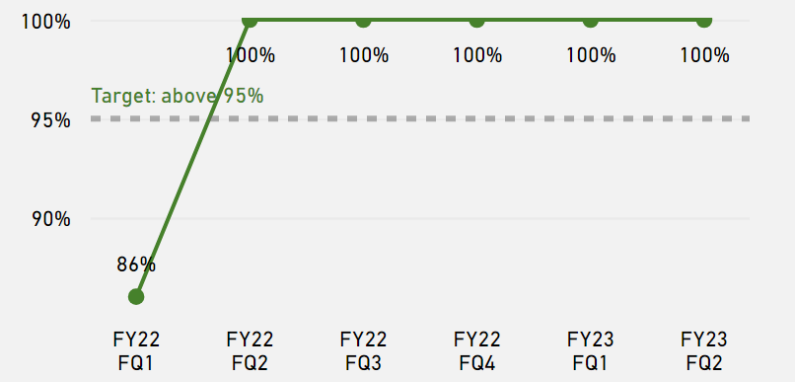
Freedom of Information requests



Environmental Information Regulations requests



Subject Access Requests



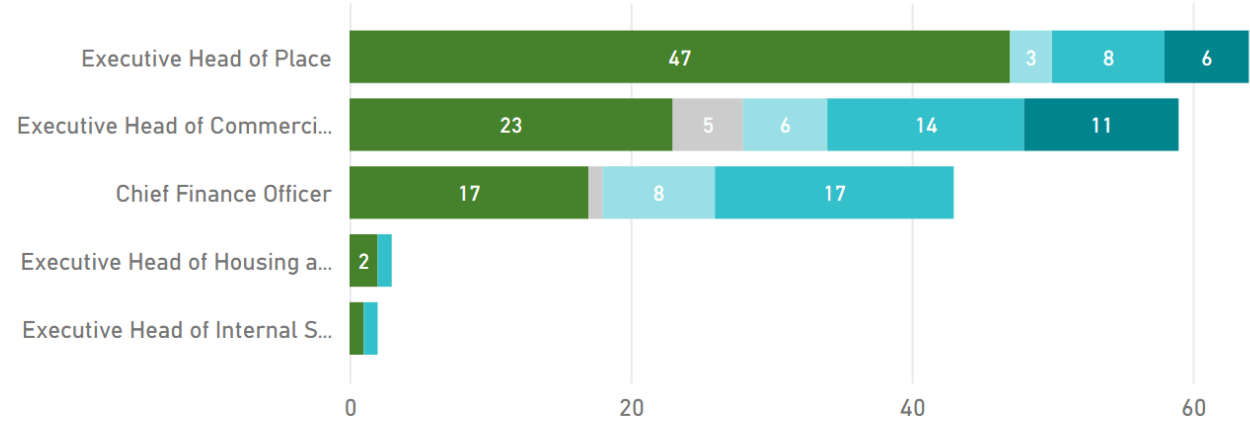


Our internal audit service plays an important role in realising our commitment to continuous improvement. Internal audit undertakes 'fieldwork' to review several service areas each year and provides an opinion on whether the systems of internal control within the service are robust.

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



Audit Review	Audit Sponsor	Assurance Opinion	Total Management Action(s)	Complete	Not Yet Due	Overdue L	Overdue M	Overdue H
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
Disabled Facilities Grants	Executive Head of Place	Reasonable	14	8	0	1	5	0
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	4	0	1	0	0
Human Resources - Recruitment 2022/23	Executive Head of Internal Services	Reasonable	14	1	0	0	1	0
Homelessness – Service Improvement Action Plan 2022/23	Executive Head of Housing and Communities	Reasonable	3	2	0	0	1	0
Asset Management (Tenanted Properties)	Executive Head of Commercial	Limited	4	0	1	1	0	2
Business Rates	Executive Head of Commercial	Reasonable	3	1	0	2	0	0
Contract Management	Executive Head of Commercial	Reasonable	3	0	0	0	2	1
Council Tax	Executive Head of Commercial	Reasonable	3	1	0	0	1	1
Cyber-Attack Response Pathway	Executive Head of Commercial	Reasonable	10	9	0	0	1	0
IT Device Management	Executive Head of Commercial	Reasonable	9	8	0	0	1	0
Lease Income	Executive Head of Commercial	Reasonable	3	0	0	0	0	3
Lease Income 2022/23	Executive Head of Commercial	Reasonable	0	0	0	0	0	0

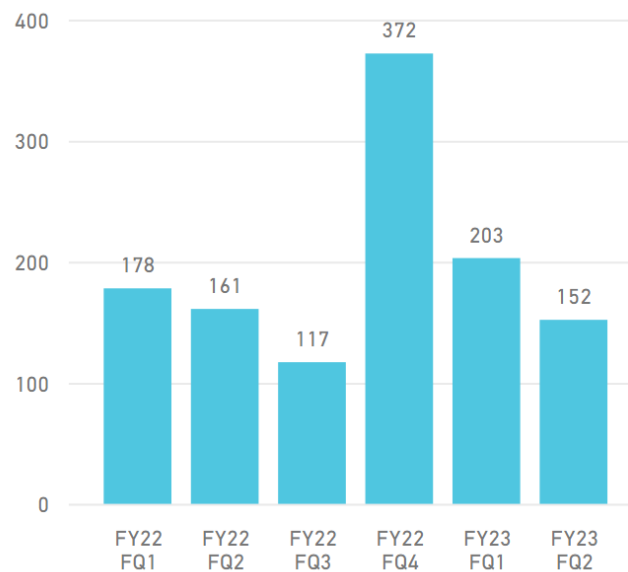
Operational performance - Building Control



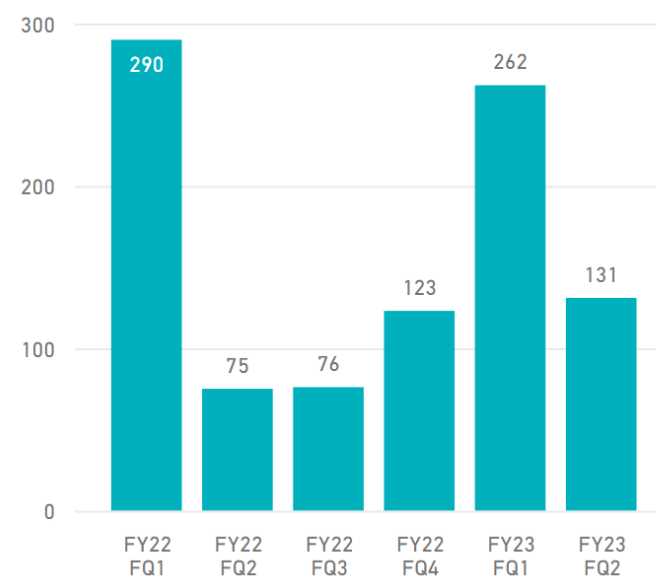
Find out more about building regulations



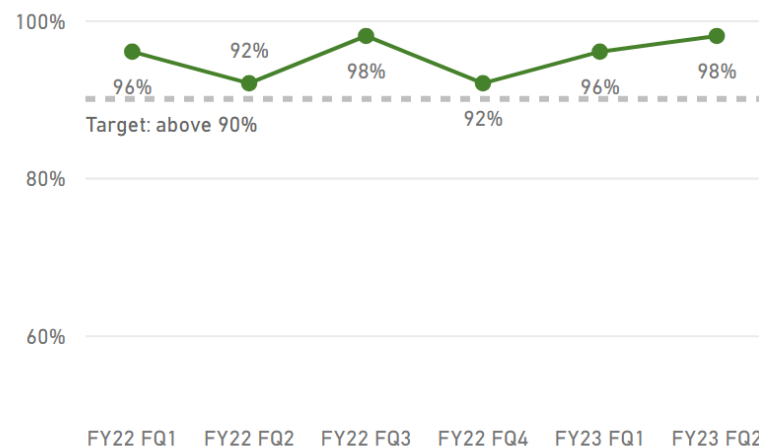
Number of Building Regulations projects commenced under the Council's control



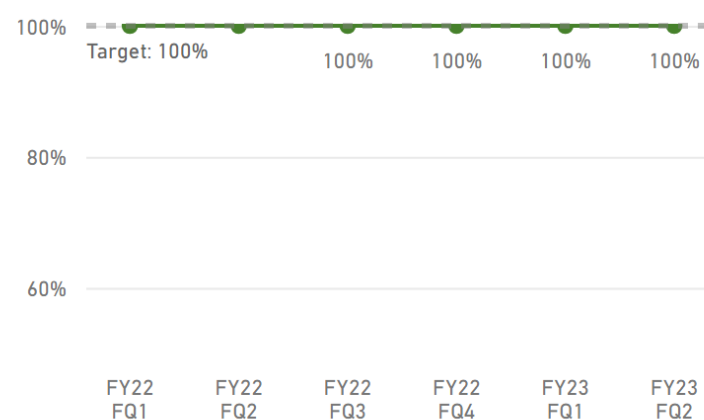
Number of Building Regulations projects completed under the Council's control



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

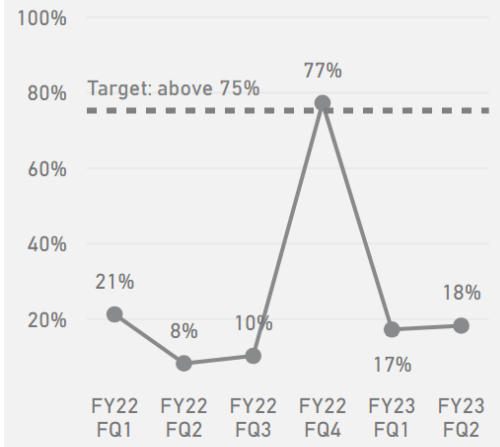
Operational performance - Planning



Find out more about the planning service

Validation

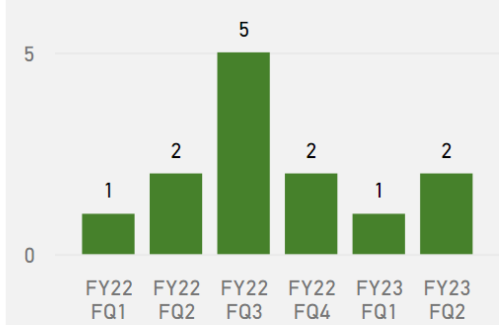
All applications - % of applications processed within 3 working days of receipt



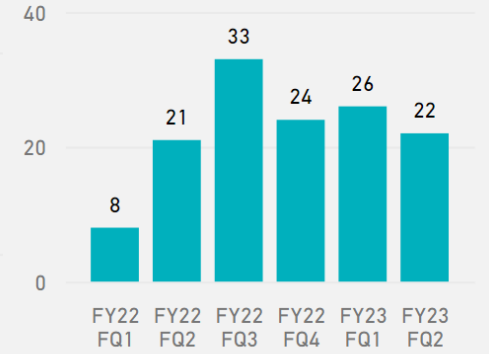
Further metrics are currently under development

Decision

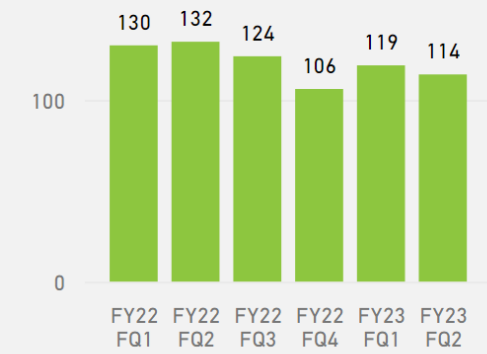
Major planning applications decided



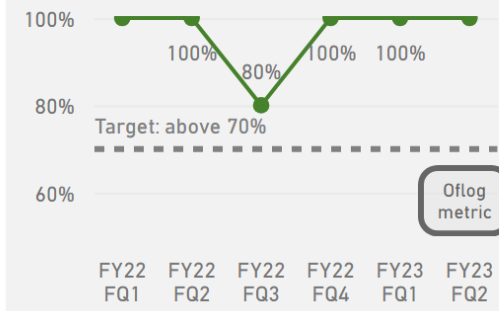
Minor planning applications decided



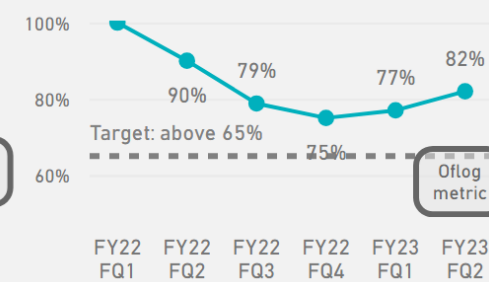
Other planning applications decided



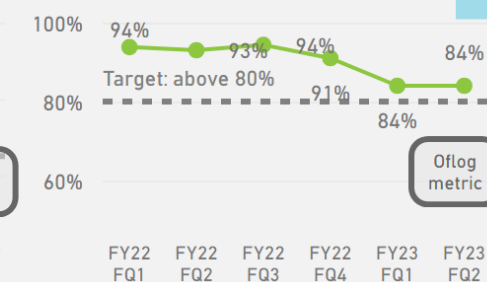
Major planning applications - % decided within 13 weeks or agreed time extension



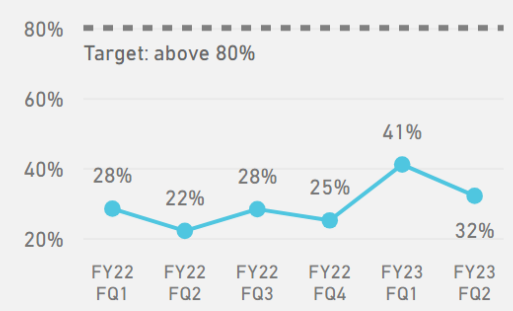
Minor planning applications - % decided within 8 weeks or agreed extension



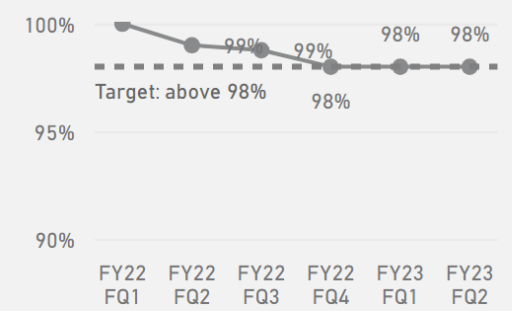
Other planning applications - % decided within 8 weeks or agreed extension



Discharge of condition applications - % decided within 8 weeks

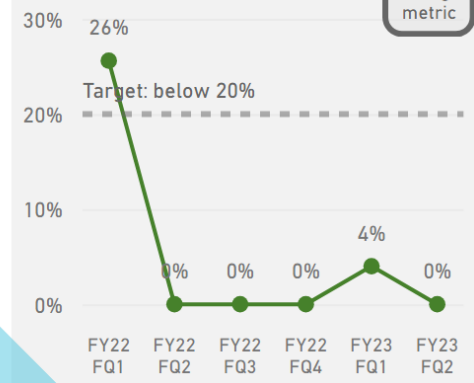


All applications - % decided within 26 weeks

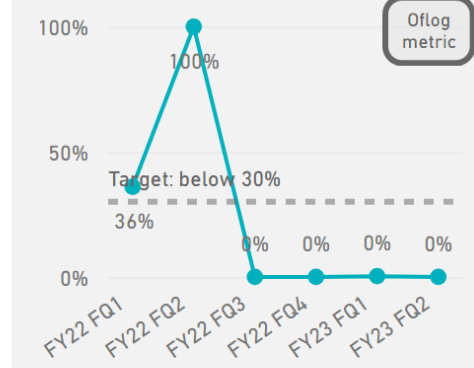


Appeals

Major planning applications - % of decisions allowed on appeal



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

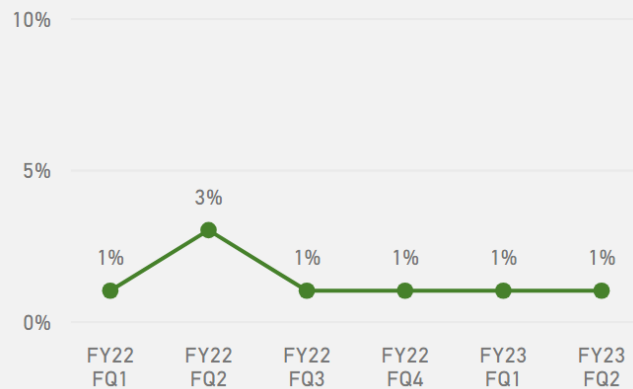


Appeals data are provided based on central government definitions.

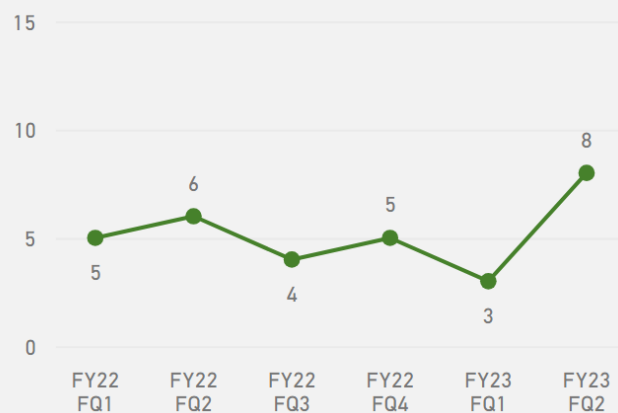


Vacancy rate across investment portfolio

Empty commercial property - % based on available floorspace

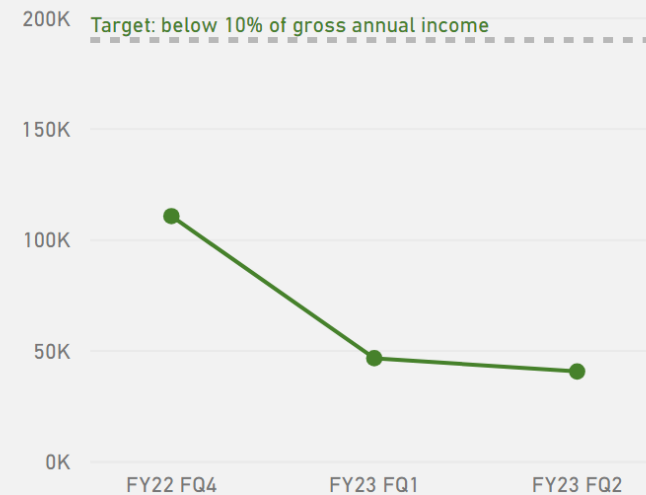


Empty commercial property - number of vacant/to let units

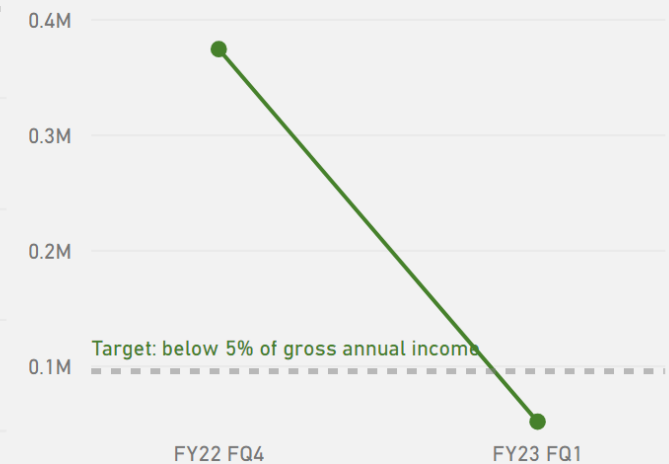


Rent debt across investment portfolio

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



Select a quarter to view the data

FY23 FQ1

FY23 FQ2

107

Total households placed in temporary accommodation during quarter

Non self-contained accommodation including B&B

4

Number of households placed into B&B during quarter

58

Average number of days spent in B&B accommodation

(Blank)

Number of households in B&B at end of quarter

9

Number of households who spent more than 6 weeks in B&B

Self-contained accommodation

60

Number of households placed into self-contained accommodation during quarter

76

Average number of days spent in self-contained accommodation

(Blank)

Number of households in self-contained accommodation at end of quarter

Supported accommodation

24

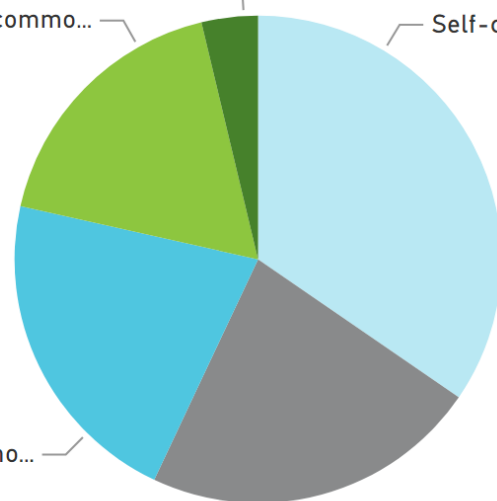
Number of households placed into supported accommodation during quarter

87

Average number of days spent in supported accommodation

0

Number of households in supported accommodation at end of quarter



Find out more about the council's housing service

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

FY23 FQ2

Housing options and advice

21

Number of households who have had a main duty* accepted

4

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

107

Number of households placed into temporary accommodation during quarter

[See more data about temporary accommodation placements](#)

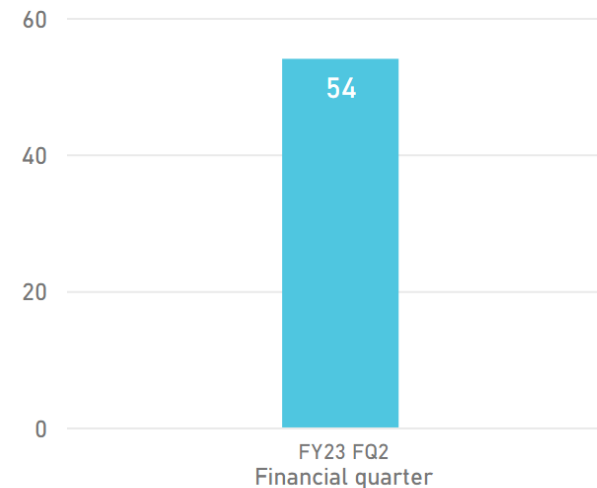
*A main duty applies when the authority is satisfied that the applicant is eligible for assistance, unintentionally homeless and falls within a specified priority need group

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

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

Housing supply

New affordable homes in the borough



Hampshire Home Choice

60

Number of successful lets agreed during quarter

1,777

Number of households on the waiting list at end of quarter

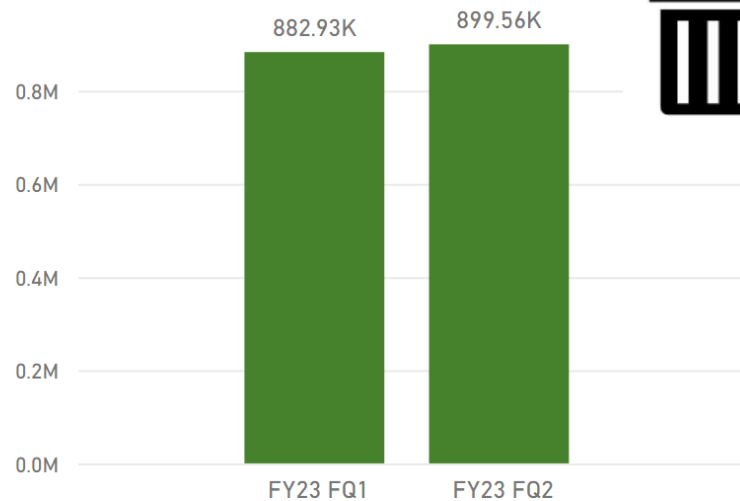
Operational performance - Environmental Services

Environmental Services (household waste collection, street cleaning, grounds maintenance, allotments, cemeteries and public conveniences) are provided by the council's joint venture, Norse SE.

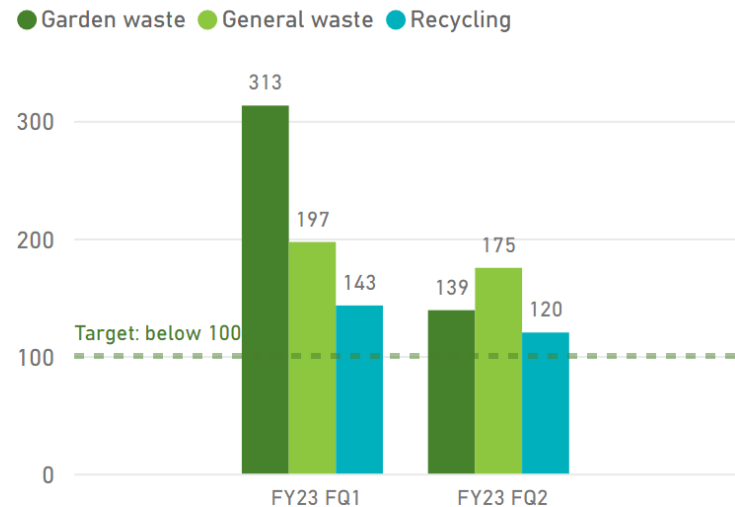
Household waste collection



Total collections carried out



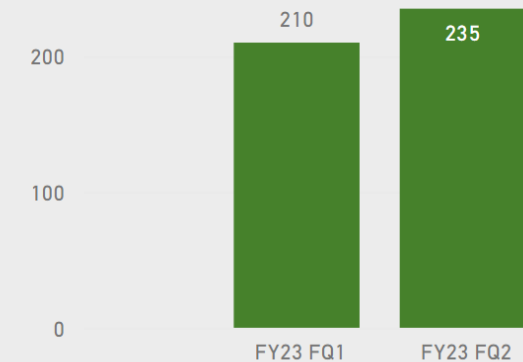
Number of missed bins per 100,000 opportunities



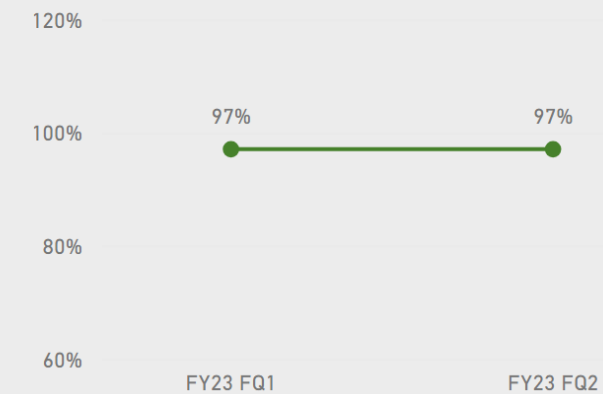
Bulky waste collection

The council offers this service for large items such as fridges, freezers, sofas etc

Number of collections carried out

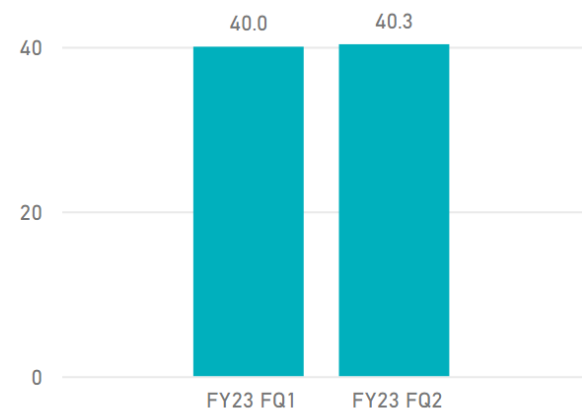


% of collections carried out within SLA



Household waste collection - average residual waste per household (kg)

Oflog metric



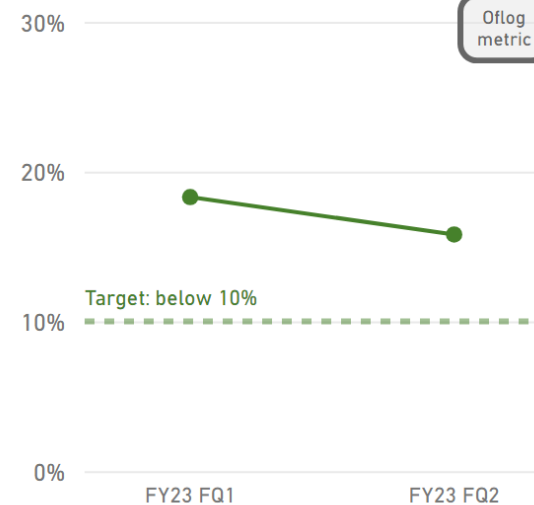
% of household waste sent for recycling

Oflog metric



Contamination rates of recycling

Oflog metric

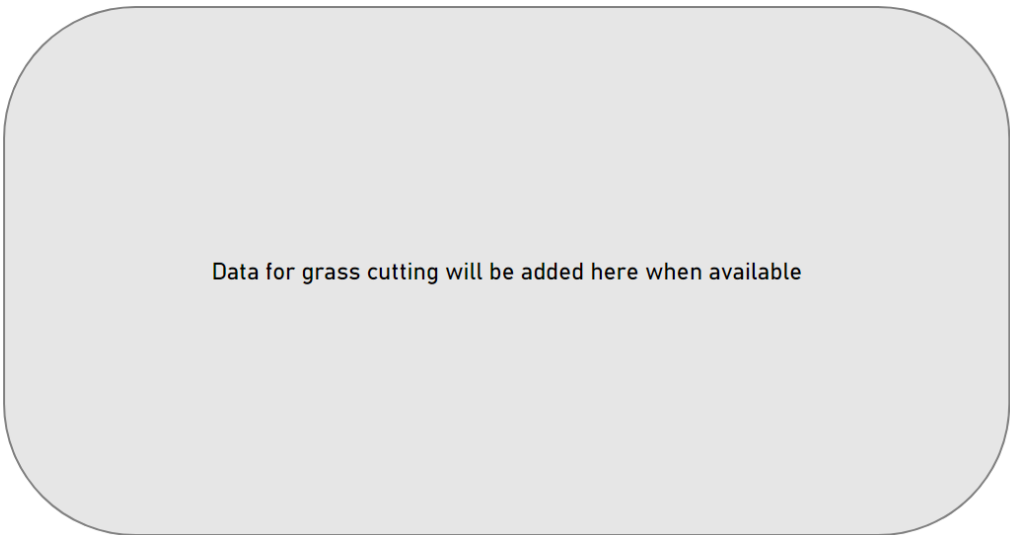


Operational performance - Environmental Services

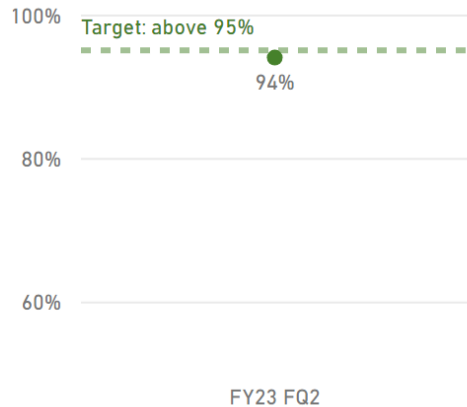


Environmental Services (household waste collection, street cleaning, grounds maintenance, allotments, cemeteries and public conveniences) are provided by the council's joint venture, Norse SE.

Grounds maintenance



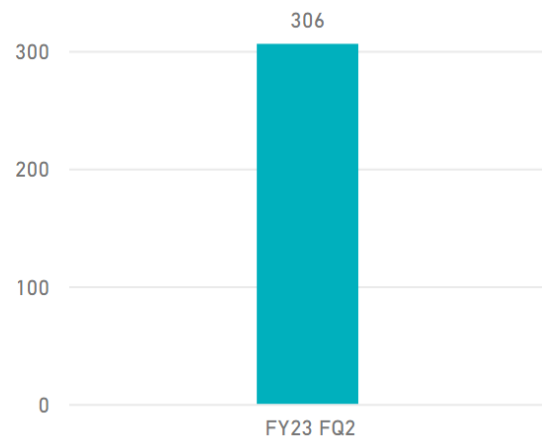
Allotment occupancy rate (%)



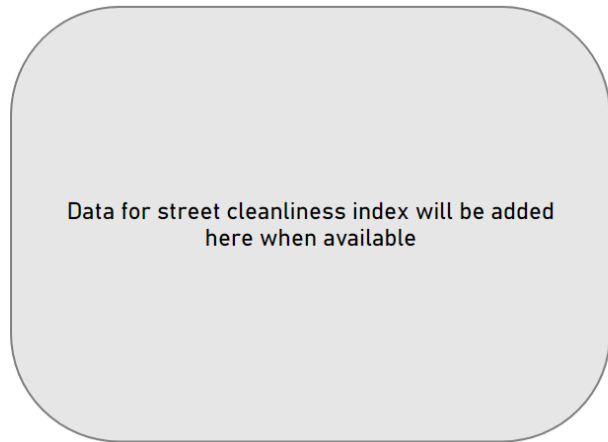
Street cleanliness

Number of fly tipping incidents reported

Oflog metric

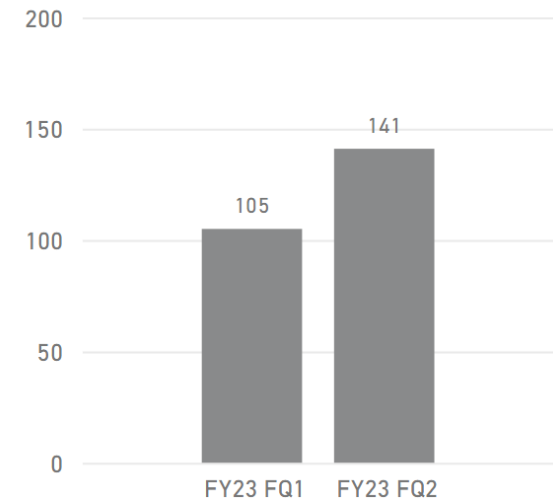


Find out about fly tipping enforcement actions



Other services

Number of taxi MOTs carried out



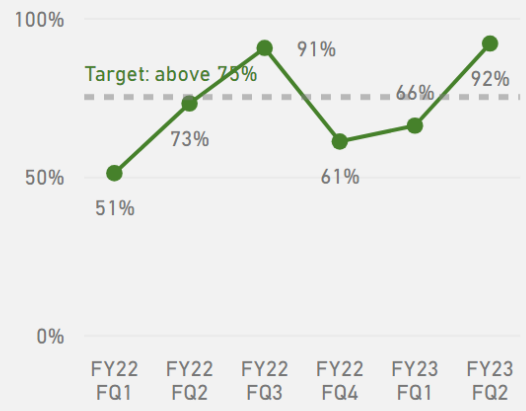
Operational performance - Customer Services / Revenues and Benefits

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

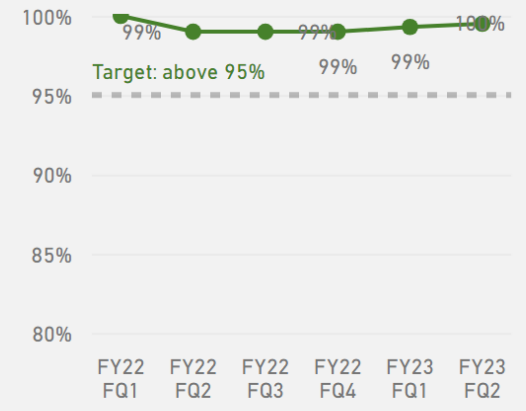


Customer Services phone lines

Calls answered within 20 seconds in the CSC (%)



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

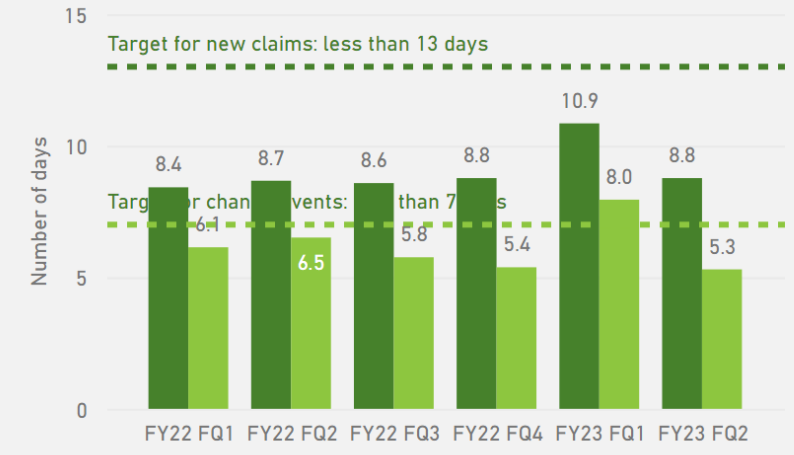


Customer satisfaction data will be added here when available

[View complaints data](#)

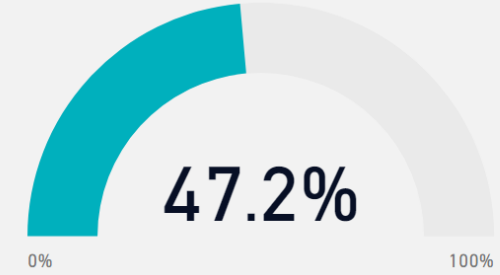
Benefits applications processing

Average processing time for housing benefit and council tax benefit

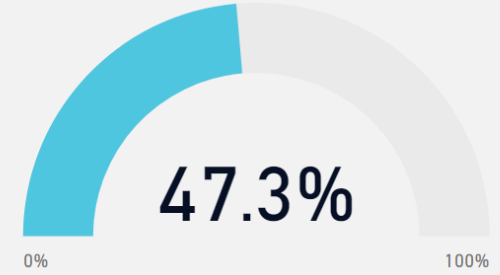


Council tax and business rates collection

Non domestic rates cash collection - cumulative (%) Oflog metric



Council tax cash collection rate - cumulative (%) Oflog metric

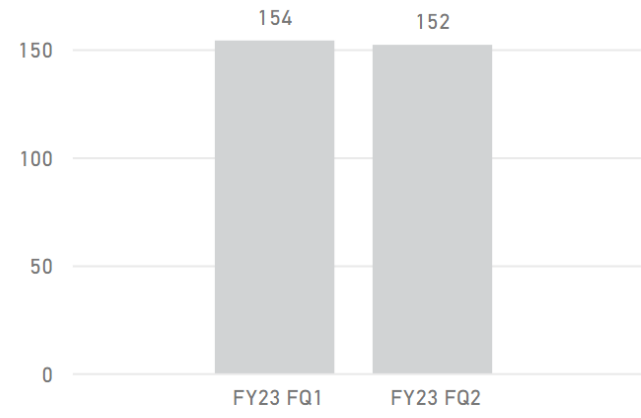


Position as at end of Q2. Collection rates of council tax and non domestic rates (also known as business rates) are monitored throughout the financial year to ensure that the collection targets will be reached by the end of March.



Pest control

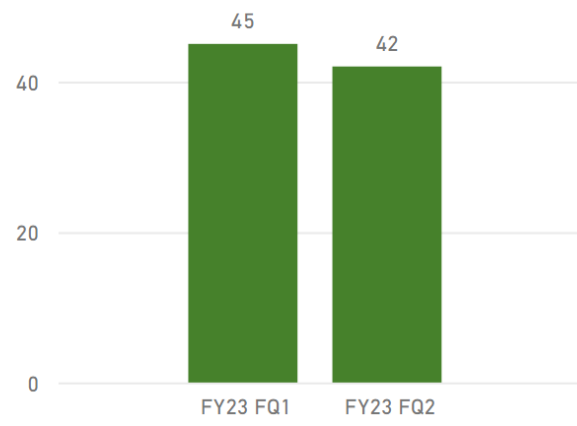
Number of pest control new treatments



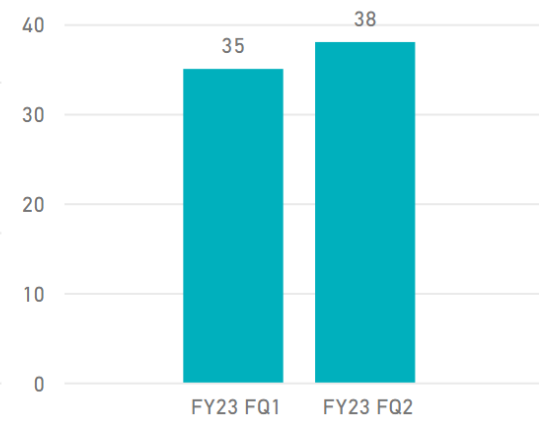
Further metrics are currently under development

Disabled Facilities Grants

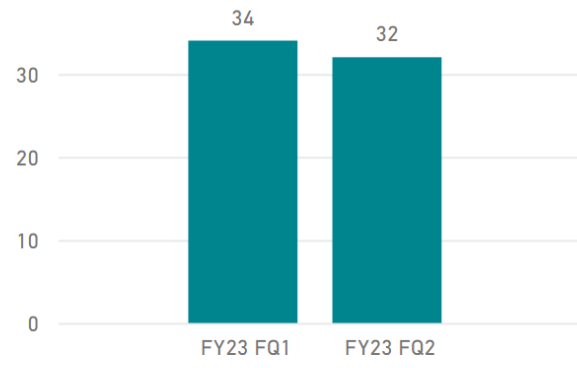
Number of new applications received



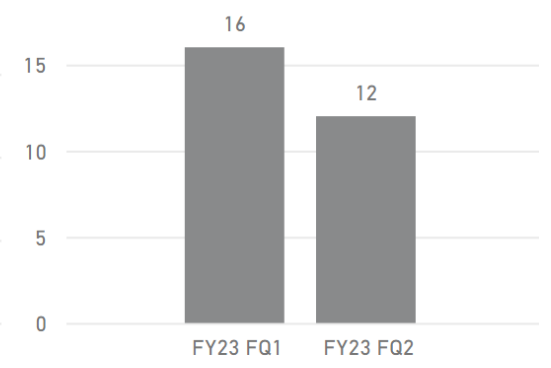
Number of applications approved



Number of applications completed and closed

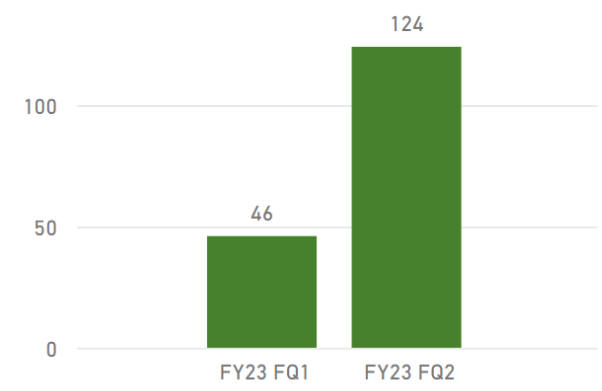


Number of applications rejected or cancelled

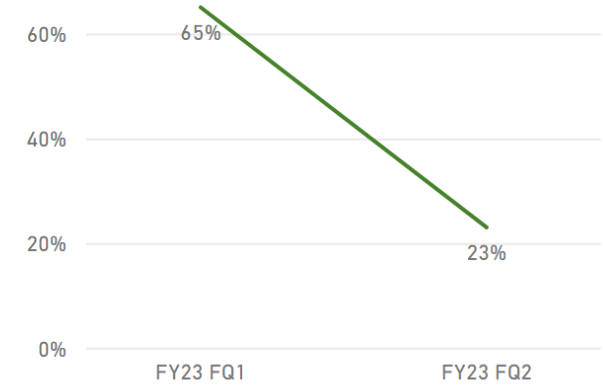


Private sector housing

Number of new private sector housing complaints received



% of private sector housing complaints investigated within 90 days



719,315

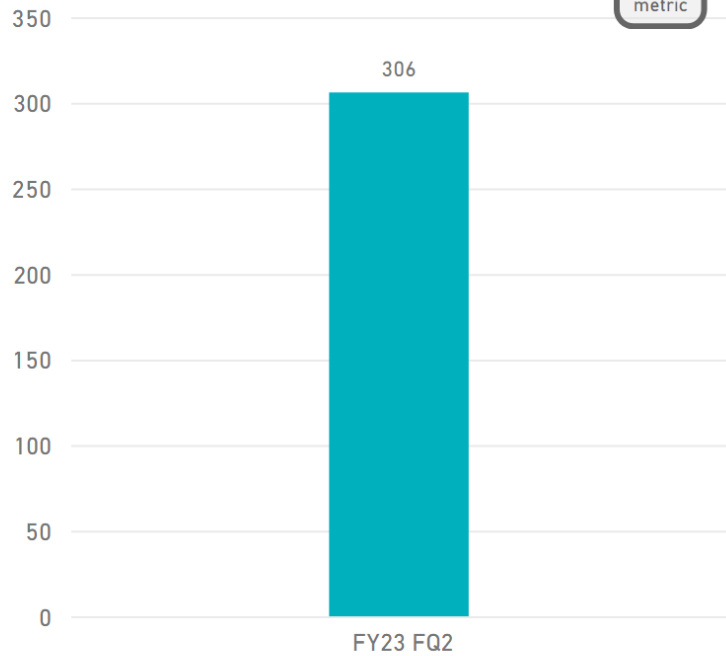
£ of grants approved during financial year (cumulative)

Find out more about DFGs



Number of fly tipping incidents reported

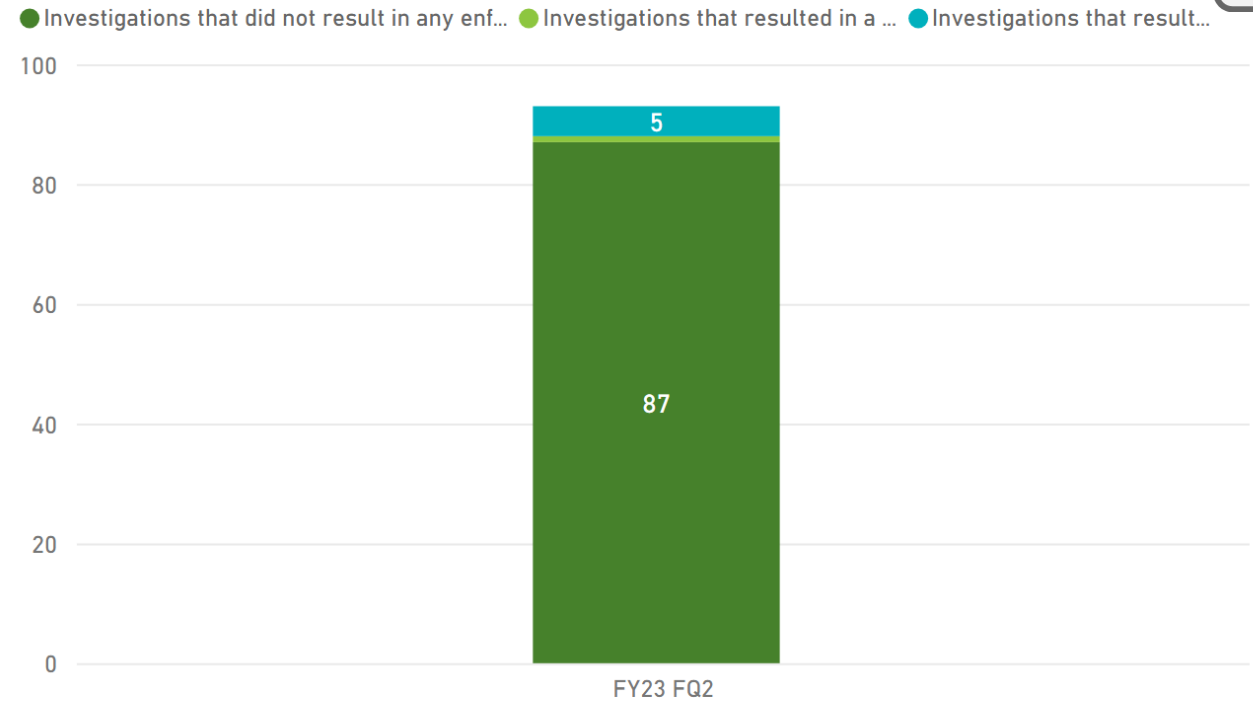
Oflog metric



Find out more about street cleanliness

Fly tipping enforcement actions

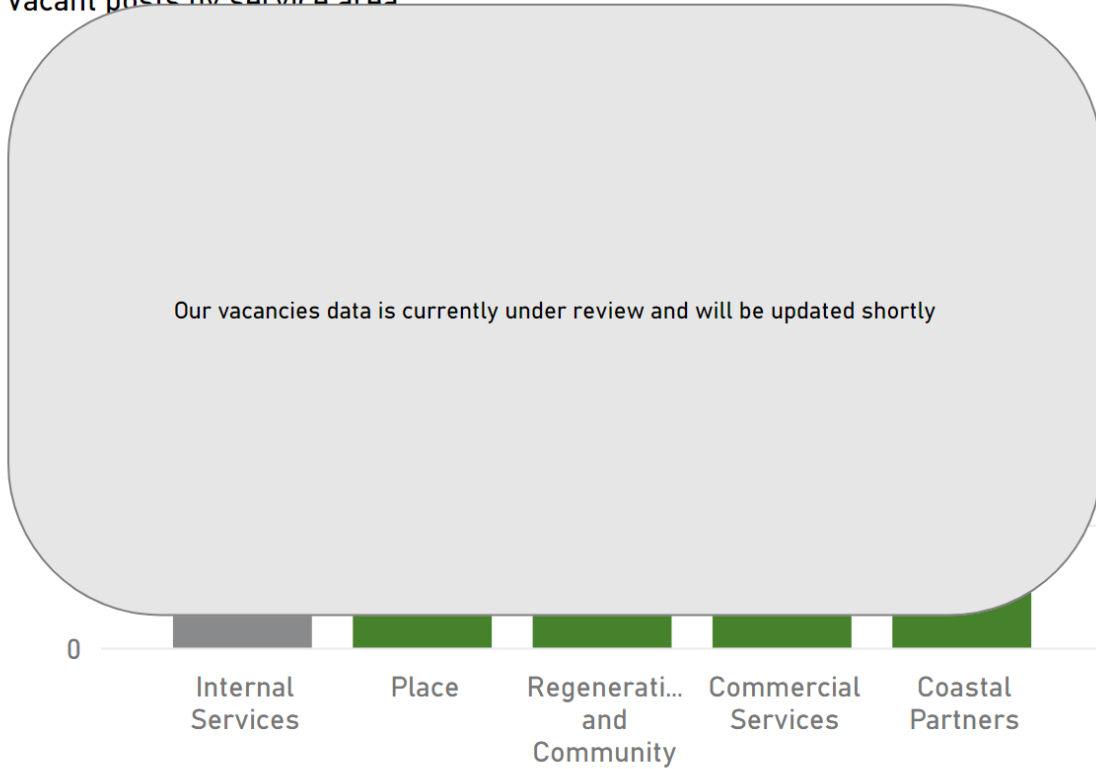
Oflog metric



Further metrics are currently under development

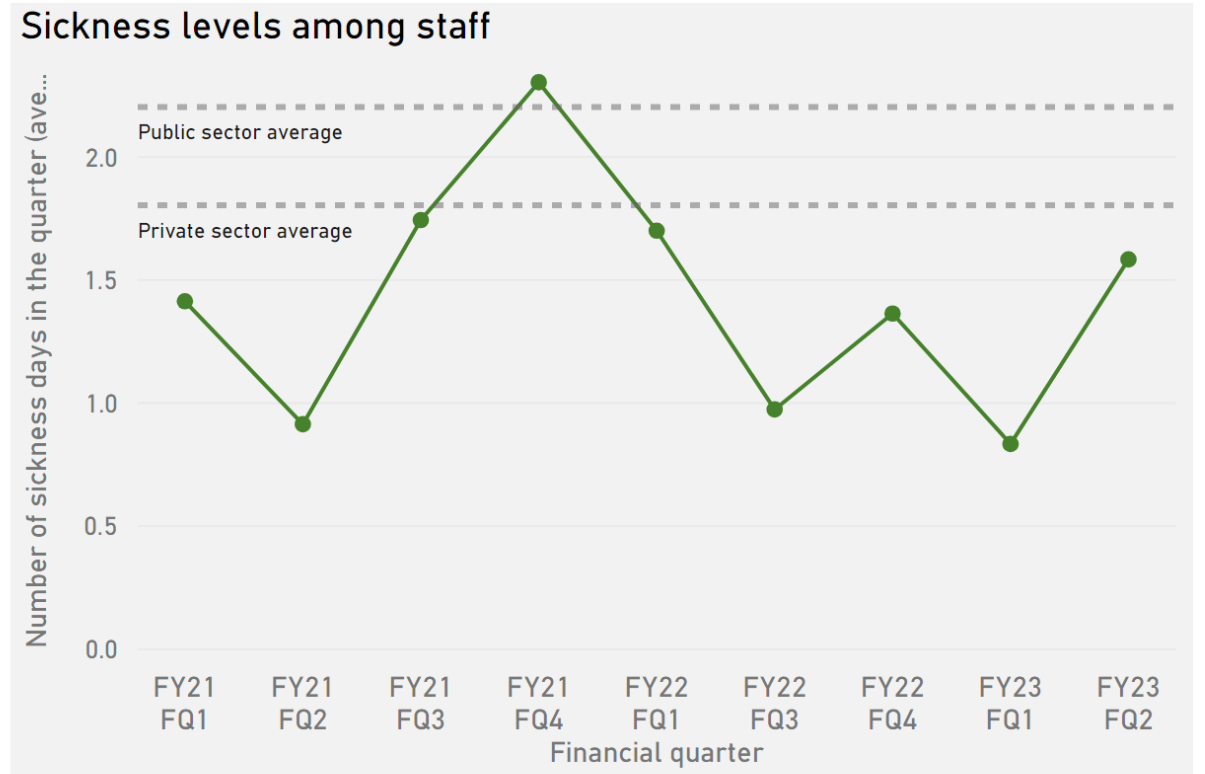


Vacant posts by service area



[View our current job opportunities](#)

Sickness levels among staff



Workforce diversity

Find out more about our commitment to equality and diversity

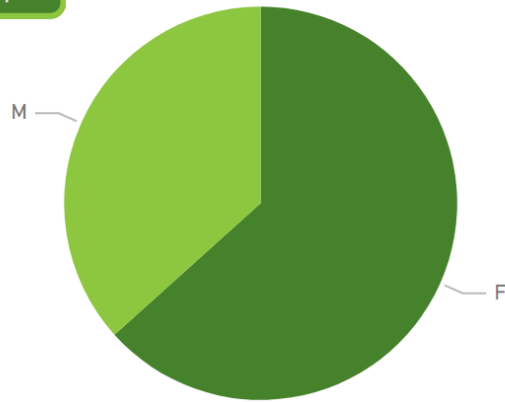


Havant Borough Council is committed to the public sector equality duty. This data is collected from permanent staff annually for the purposes of monitoring diversity in the workforce.

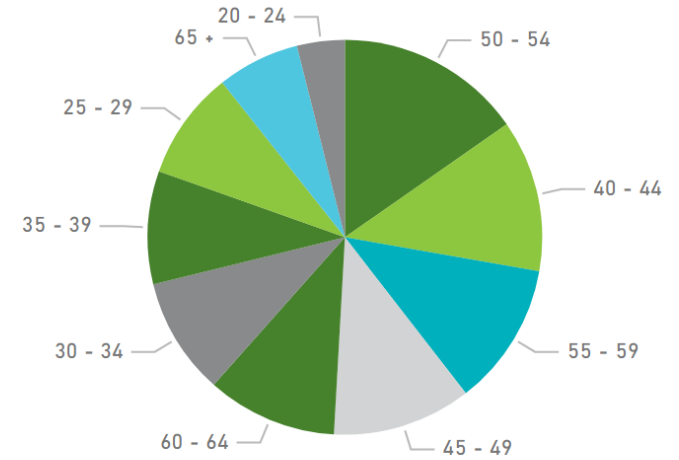
281
Number of employees
Snapshot taken 31st March 2023

Gender

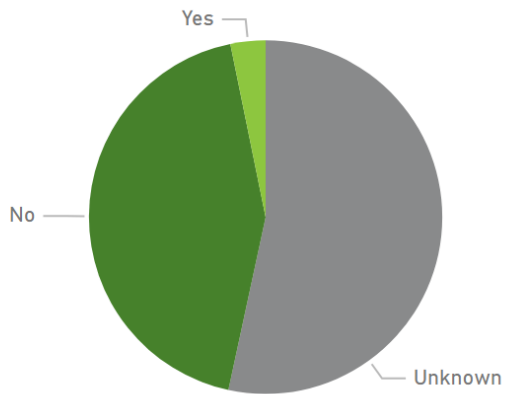
Read our gender pay gap report



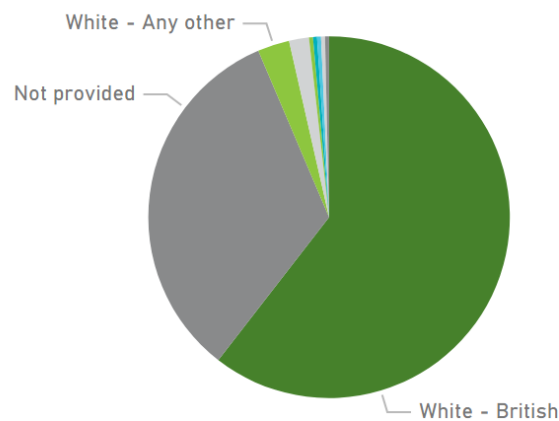
Age



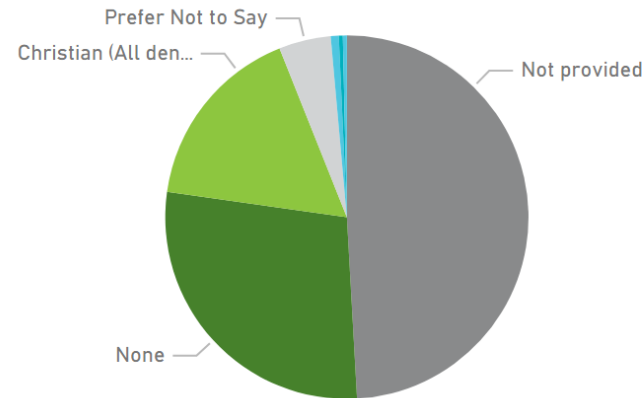
Disability



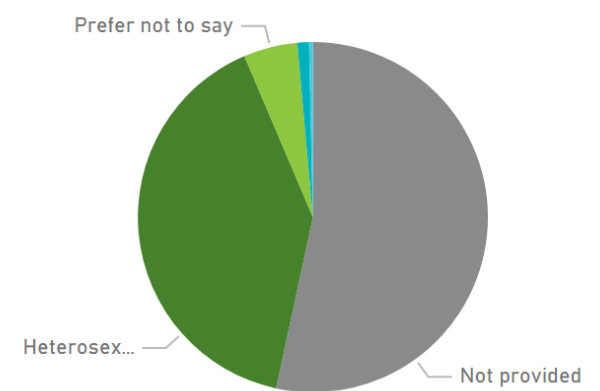
Ethnic origin



Religion






Sexual orientation






How to use this dashboard

You can use the navigation buttons to navigate between the pages of this dashboard. Every page has a  button which will take you back to the home page and a button  which will take you back to the previous page you were on.

Many of the charts and diagrams in this dashboard are interactive. You can filter data or change the way it is displayed by clicking on the charts. To reset all the charts on a page, click on the 'Reset filters' button at the top right. 

This dashboard contains data from a range of sources. Some of it is sourced from our internal records and some comes from external sources like the Office for National Statistics. Any data that comes from external sources is marked with this symbol  in the top right corner of the graph, which provides a link to the source data when clicked on.



[Read our Corporate Strategy](#)

About

This dashboard aims to provide councillors, officers, partners, and members of the public with a comprehensive picture of the progress made against our organisational objectives, as set out in our [Corporate Strategy](#).

We have collated a wide range of data and evidence, both relating to council services and to socioeconomic factors and trends across the borough, to support decision making and to allow us to monitor the impacts of our projects and initiatives.

The dashboard is built using Power BI, an interactive data visualisation tool from Microsoft. Find out more about viewing Power BI reports [here](#).

Contact

This dashboard was created and is maintained by Havant Borough Council's Strategy Unit.

For more information, or to provide feedback, please contact william.jackson@havant.gov.uk or georgie.thurlby@havant.gov.uk