



## 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](mailto:william.jackson@havant.gov.uk) or [georgie.thurlby@havant.gov.uk](mailto: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	Progress update as at end of Q3	Status
P2	Play parks improvement programme	Continued delivery of improvements to our play parks to maintain and enhance play provision within the borough	Programme progressing according to plan. Four completed refurbishment projects and preparation commencing for those to be delivered in 2024-25.	In progress

## 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

How to use this  
dashboard



# PRIDE IN PLACE

Creating a great place to  
live, work and enjoy

## Priorities for 2023-24

Reference number	Project	Initiative in Corporate Strategy	Progress update as at end of Q3	Status
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	Capital bid for detailed design of scheme has been submitted to HBC for budget consideration.	In progress
P4	Langstone Flood and Coastal Erosion Risk Management Scheme	Continued delivery of coastal protection and management projects including the Langstone Flood and Coastal Erosion Management Plan and Broadmarsh	Concluding the detailed design phase of the project and planning to seek approval to continue work to prepare and submit the planning and	In progress

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

## Priorities for 2023-24

Reference number	Project	Initiative in Corporate Strategy	Progress update as at end of Q3	Status
P6	Havant town centre Bulbeck Road car park demolition and redevelopment	Progressing the regeneration of Bulbeck Road car park site	Authority via Cabinet to demolish car park - scheduled for March 2024. Appointment of agent to advise, market and dispose of asset to follow.	In progress
P3	Plaza A to B Programme	Developing a regeneration plan for Havant Plaza and civic centre to make best use of the surrounding land	Plans finalised and agreed. Demo area established and capital bid submitted for refit costs. Business case being finalised for future occupation of A-block.	In progress
P15	Achieving a	Development and	Solutions identified for	In progress

Increased investment in the borough, stimulating the local economy

Improved job opportunities

Decreased rates of unemployment

Increased sustainability of new developments

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

## Priorities for 2023-24

Reference number	Project	Initiative in Corporate Strategy	Progress update as at end of Q3	Status
P3	Plaza A to B Programme	Review our approach to the use of the Plaza including our workstyles and facilities available	Plans finalised and agreed. Demo area established and capital bid submitted for refit costs. Business case being finalised for future occupation of A-block.	In progress

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

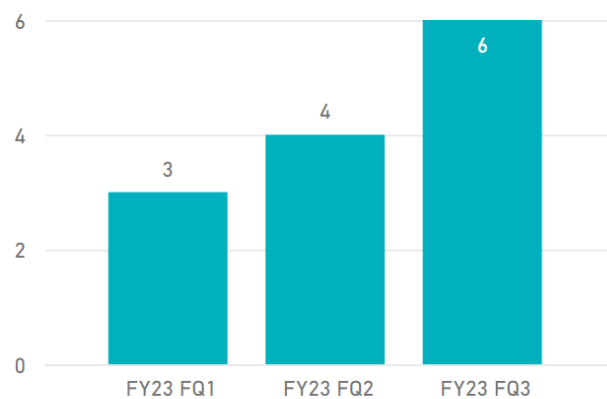
How to use this dashboard

## Homelessness

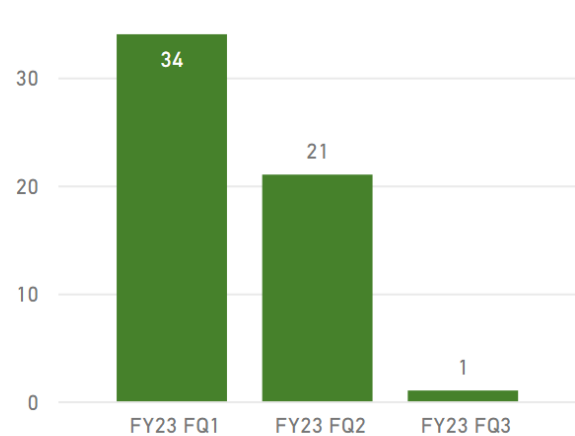
We have a statutory duty to prevent and relieve homelessness in the borough.

### Rough sleepers in the borough

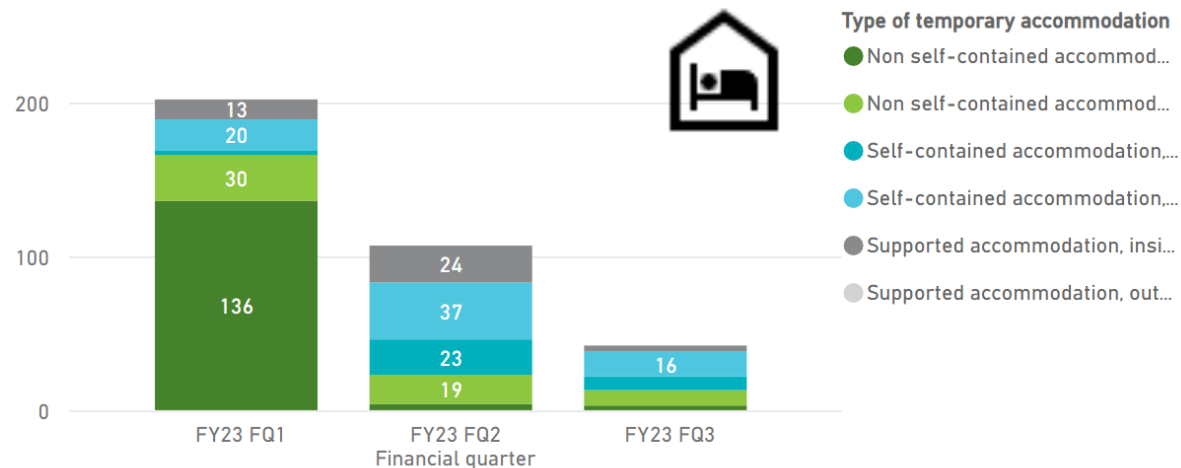
Average of monthly snapshot



### Homelessness 'main duty' acceptances



### Temporary accommodation placements



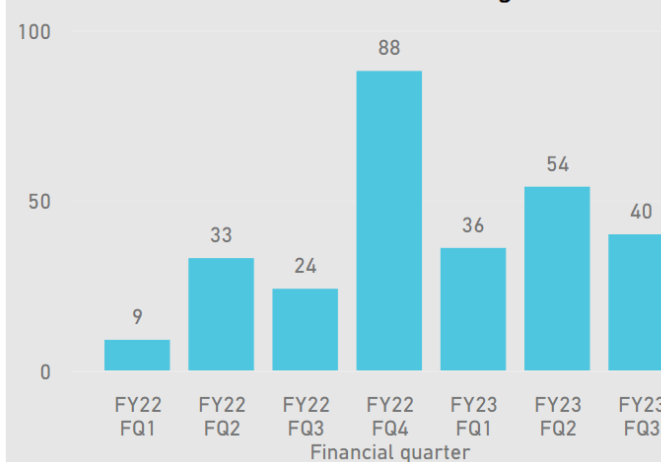
[See more data from the Housing team](#)

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

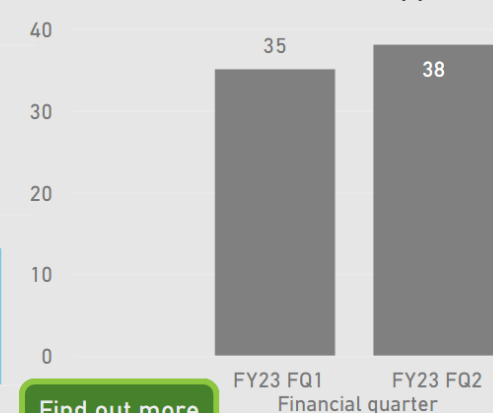
## Housing supply

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

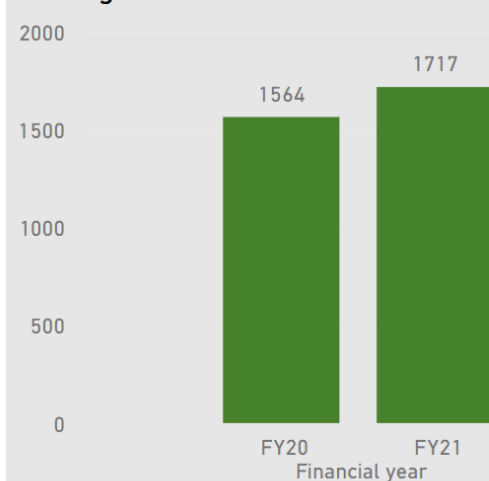


### Disabled Facilities Grants approved



[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

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



32

play parks

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

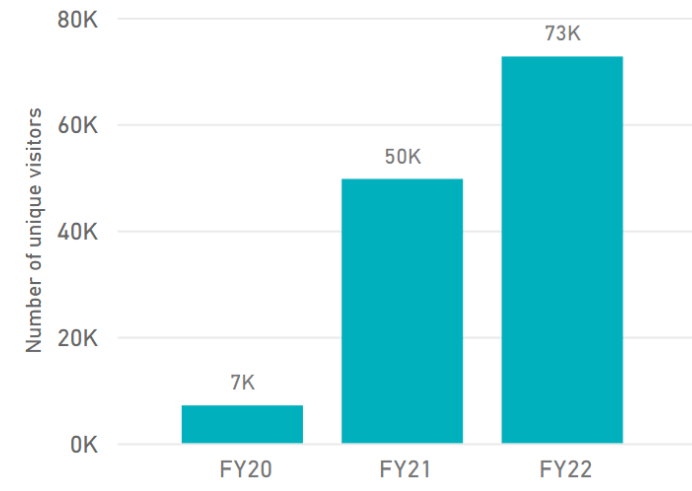


770

allotment plots

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

### Visitors to council-owned leisure centres



867

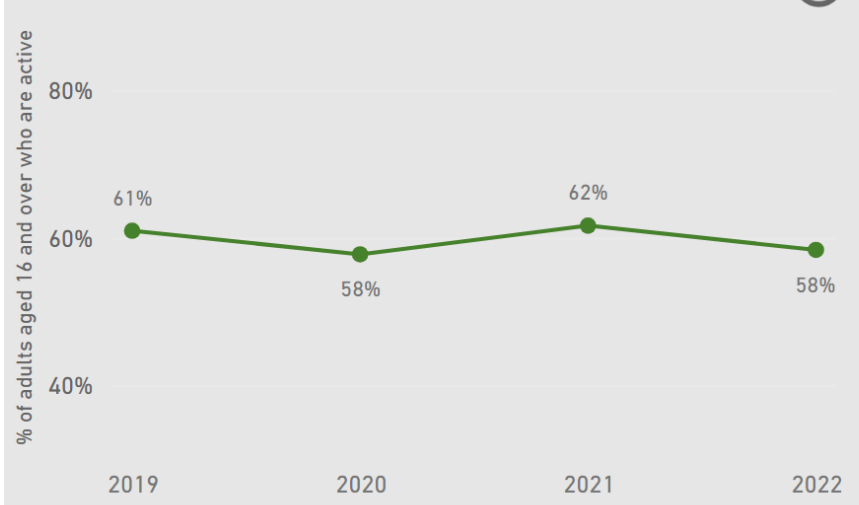
Number of attendees to Get Up and Go programme 2019-21

50%

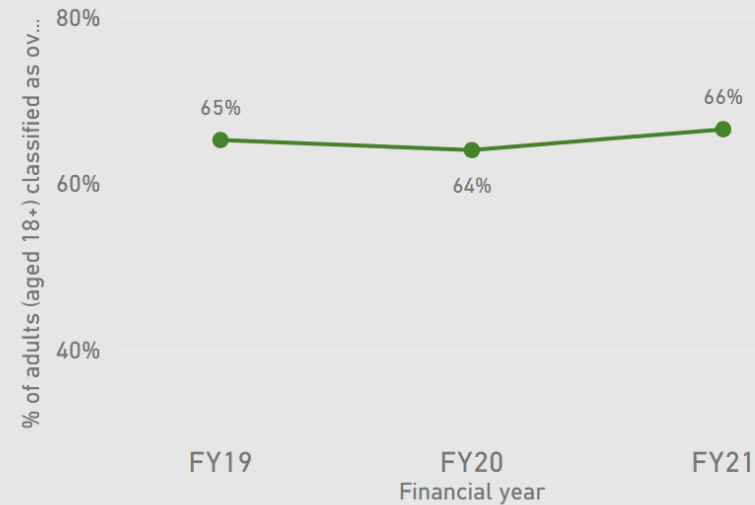
% of attendees who were still active 6 months later

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

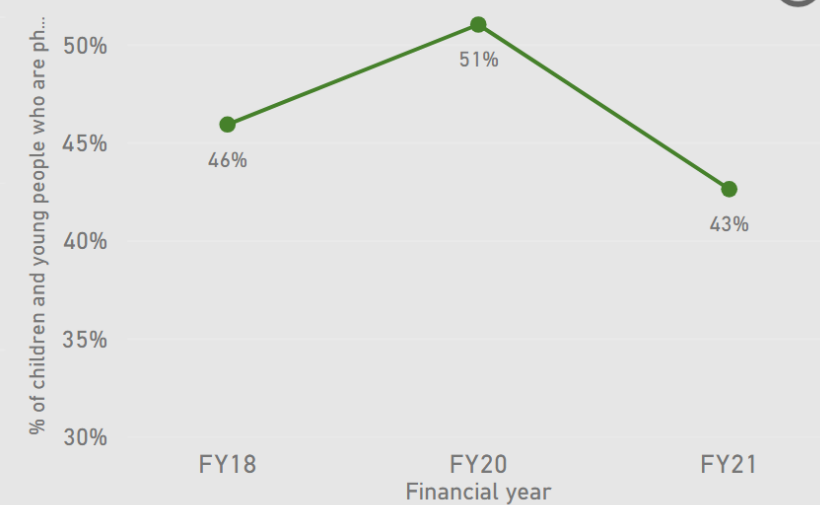
### Activity levels among adults



### Obesity among adults



### Activity levels among children

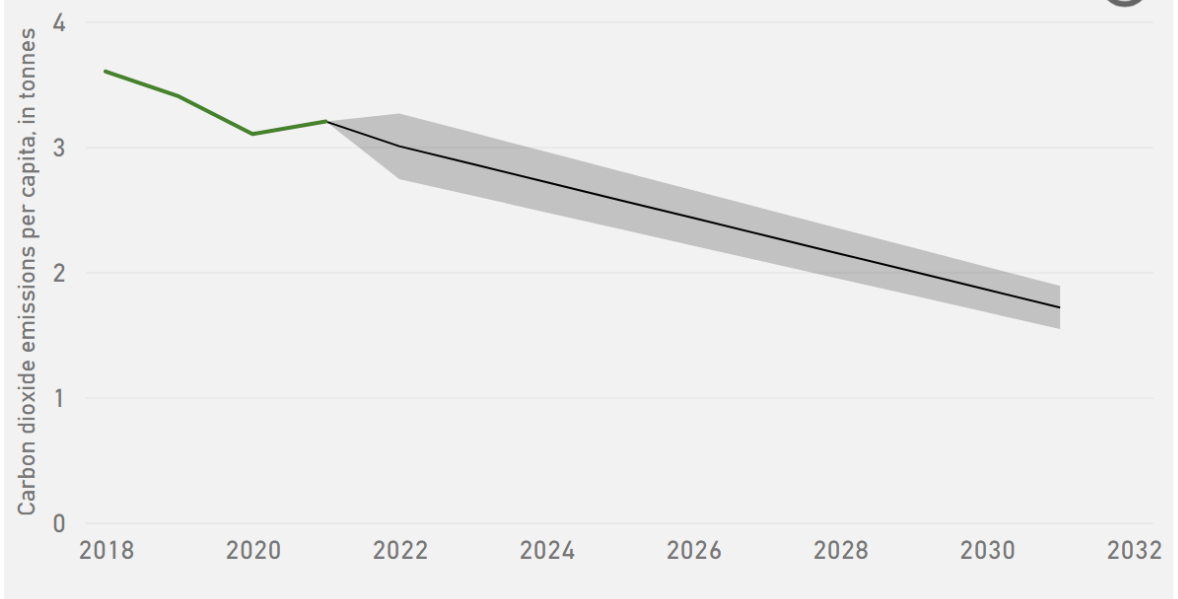






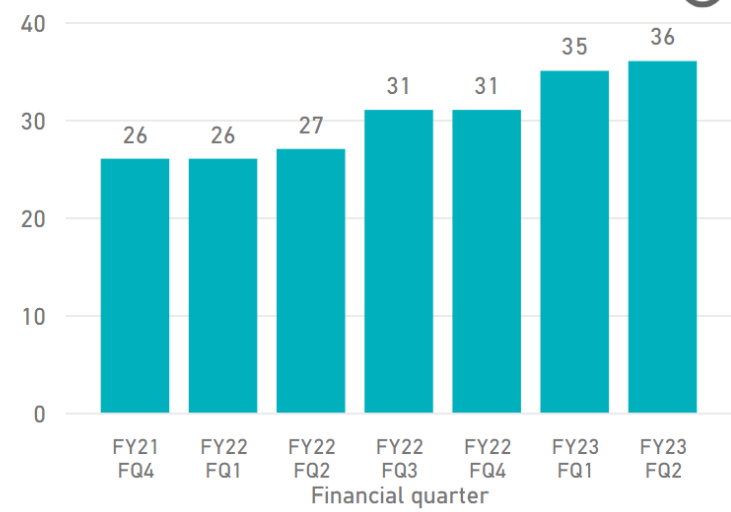
[Read our Climate and Environment Strategy](#)

## Carbon dioxide emissions



## Sustainable transport methods

Publicly available electric vehicle charging points in the borough

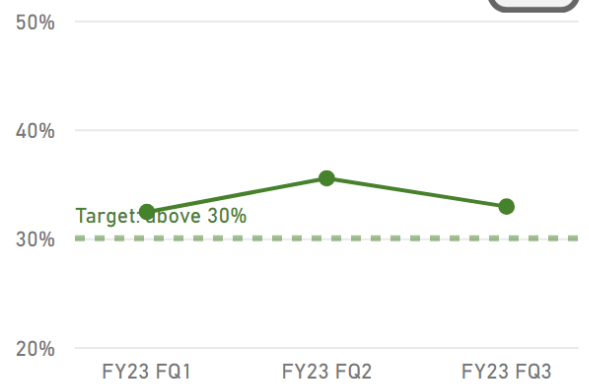


Find out about what the council is doing to reduce its own carbon emissions

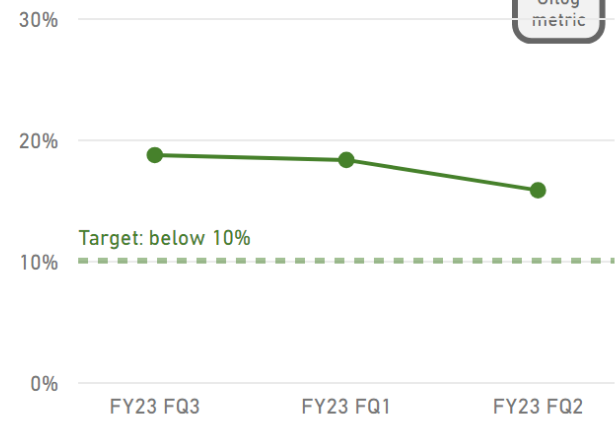


## Recycling and waste

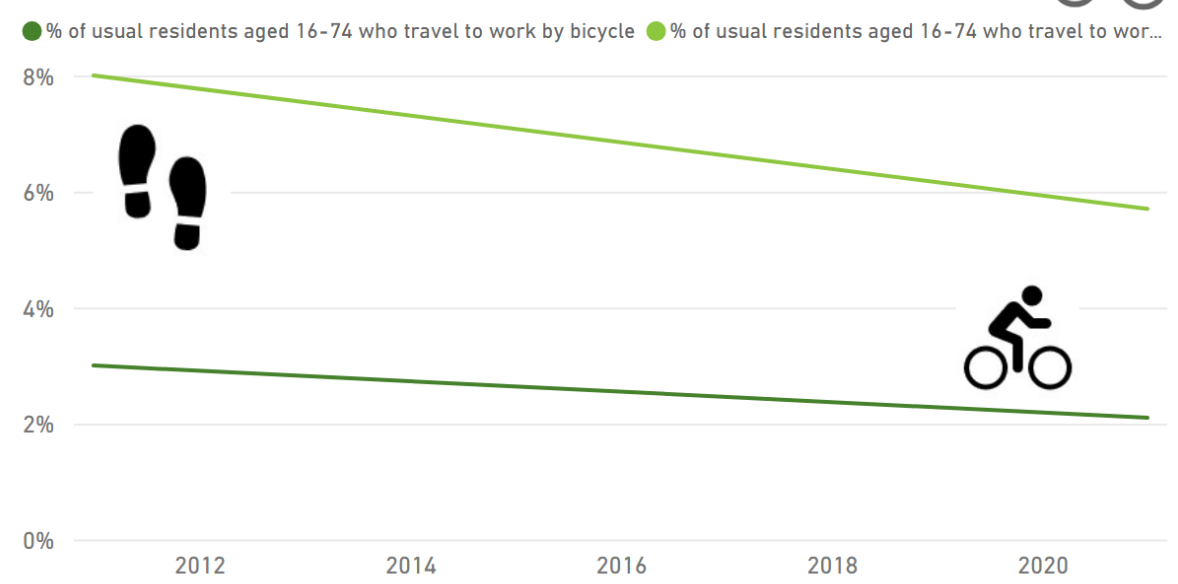
% of household waste sent for recycling



Contamination rates of recycling



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





# Climate and environment - the council's carbon footprint

## 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.

### Display Energy Certificate (DEC) rating for the Public Service Plaza building

Score	Operational rating	This building	Typical
0-25	<b>A</b>		
26-50	<b>B</b>	45 <b>B</b>	
51-75	<b>C</b>		
76-100	<b>D</b>		
101-125	<b>E</b>		100
126-150	<b>F</b>		
150+	<b>G</b>		



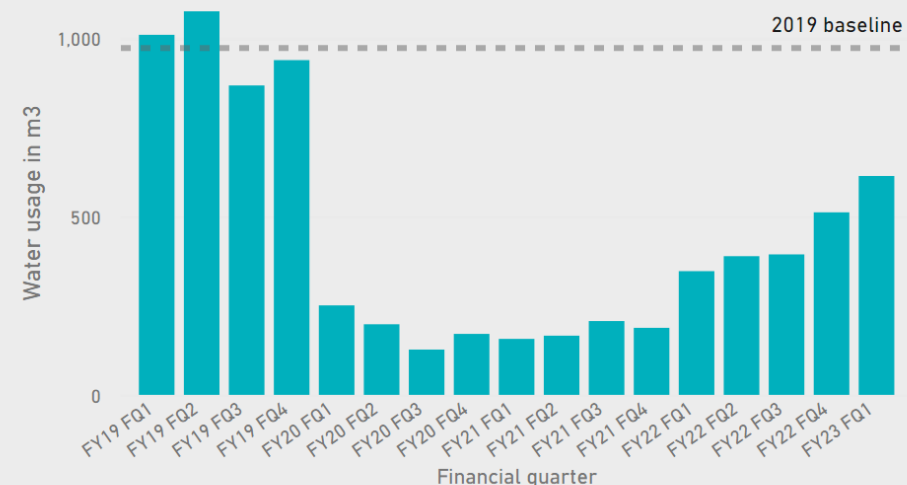
Read our Climate and Environment Strategy

Find out about carbon emissions for the whole borough

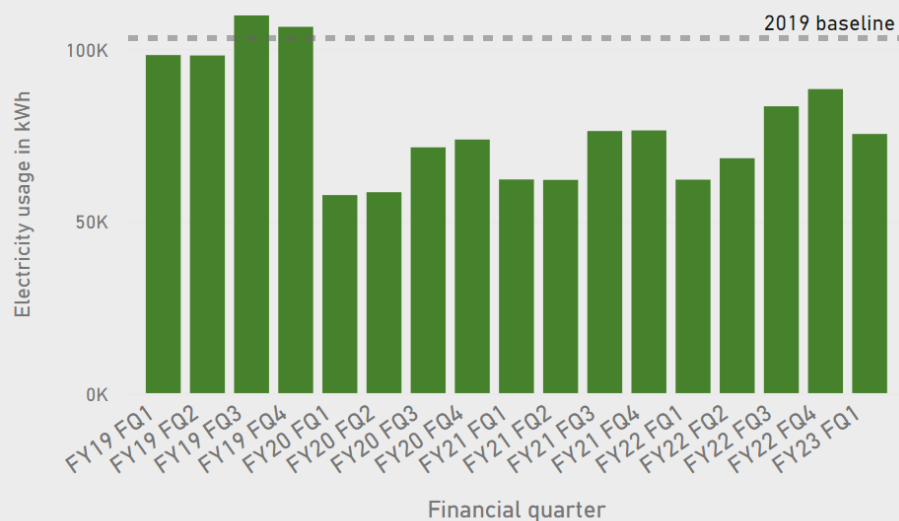
Find out about what we are doing to improve biodiversity and protect our green spaces

View data on waste and recycling in the borough

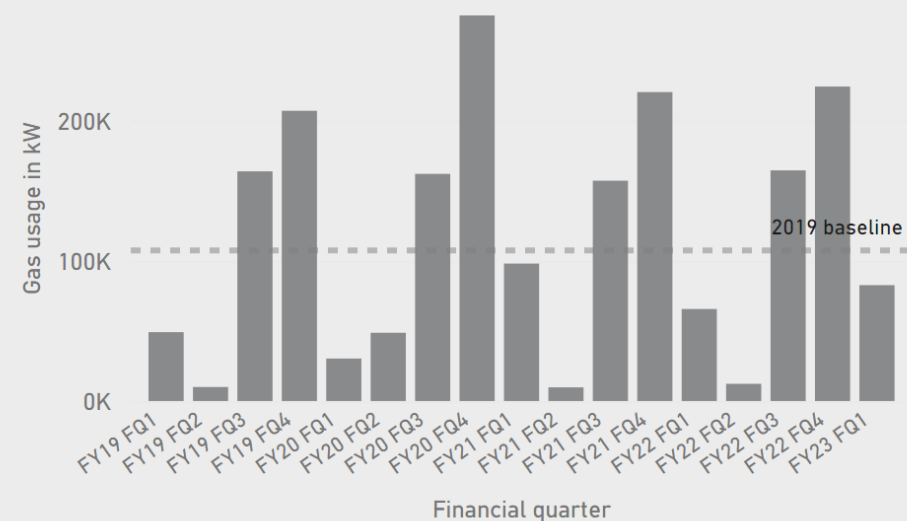
### Water usage in council offices



### Electricity usage in council offices



### Gas usage in council offices



# Employment and skills

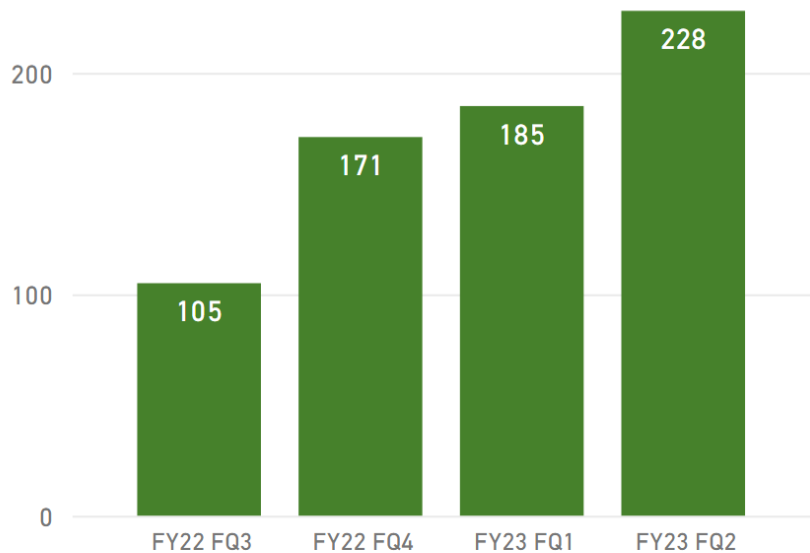
[Find out more about the Youth Hub](#)

Although responsibility for skills and employment matters sits with the county council, we have aspirations to help improve outcomes for residents by working with partners such as local colleges and the Department for Work and Pensions.

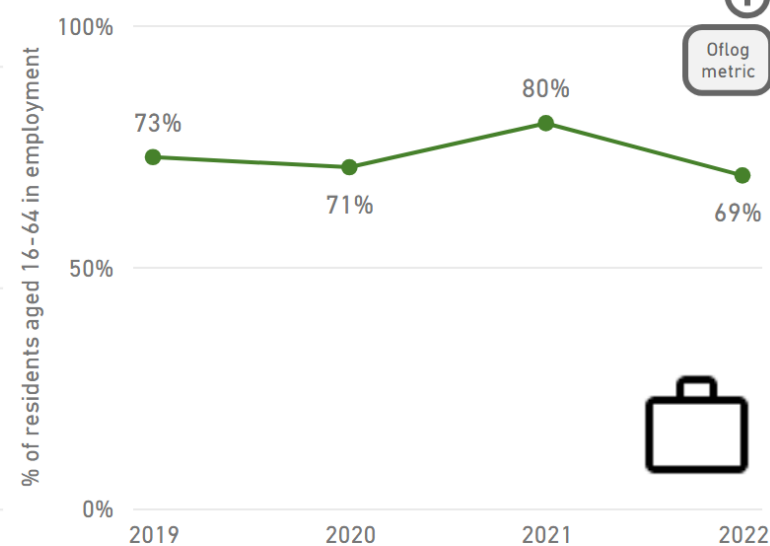
[Read our Regeneration and Economy Strategy](#)

Residents' survey data will be added here when available

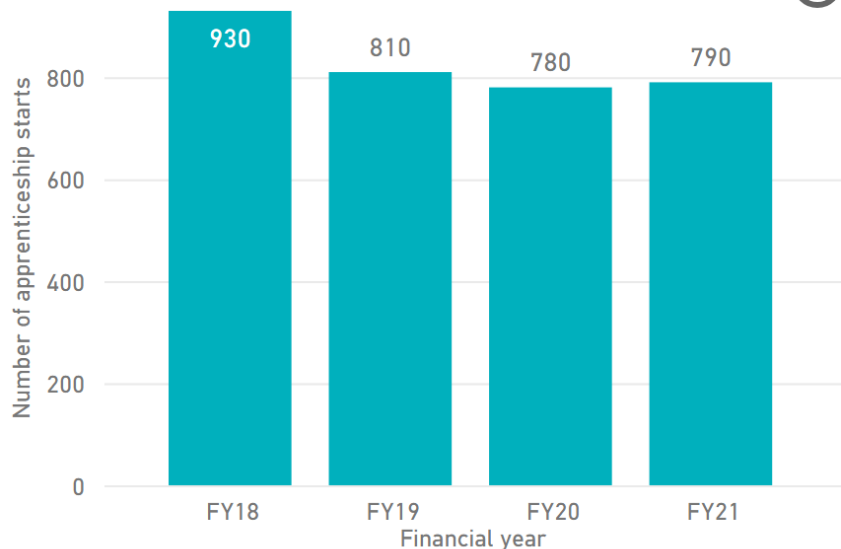
### Youth Hub - number of young people supported by the service to date



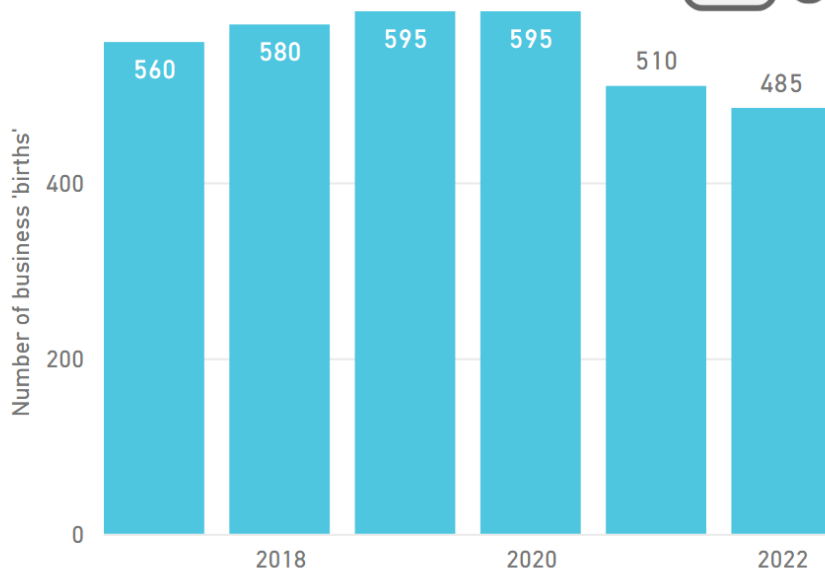
### Proportion of people in employment in the borough



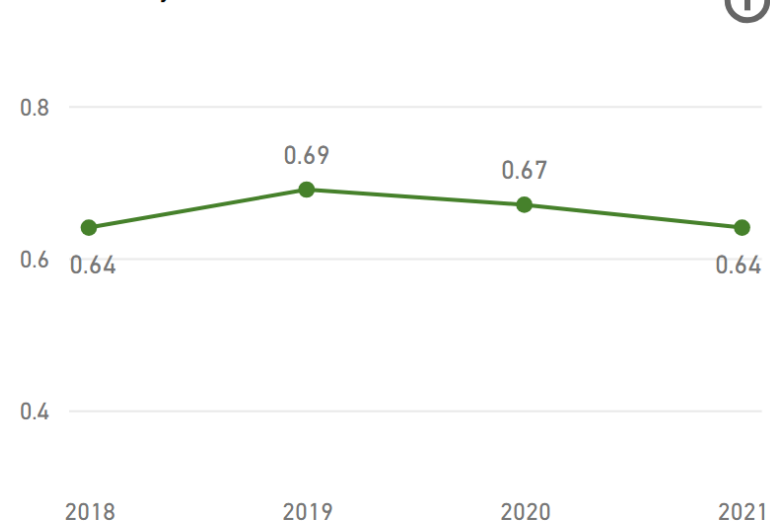
### Apprenticeship starts in the borough



### 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.

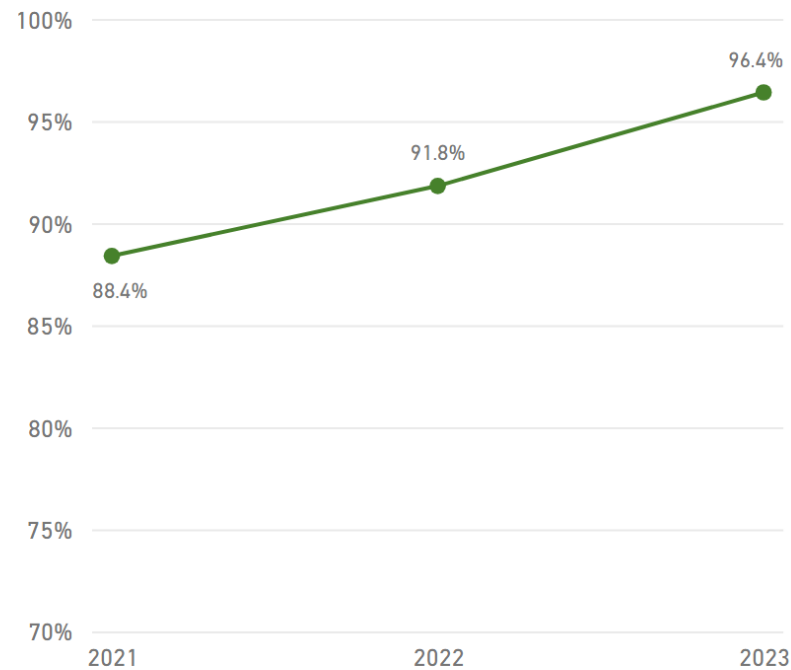
# Democracy and engagement

[Learn more about our digital engagement](#)[Learn more about council complaints](#)

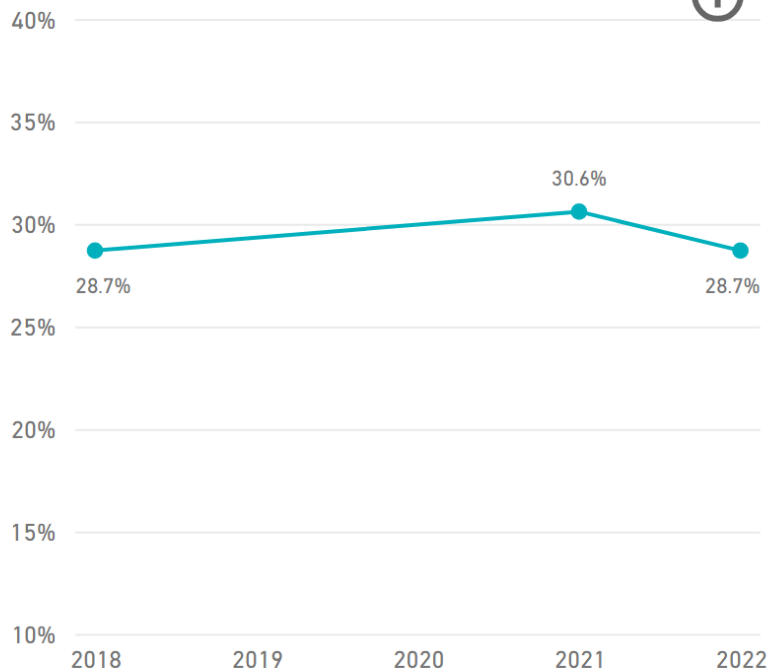
We are committed to enabling residents to take part in local and national decision making. Alongside our statutory responsibility to administer general and local elections in Havant borough, we undertake regular engagement with our residents and businesses about matters that are important to them.

## Participation in decision making

### Annual canvass - response rate

[Find out more about the annual canvass](#)

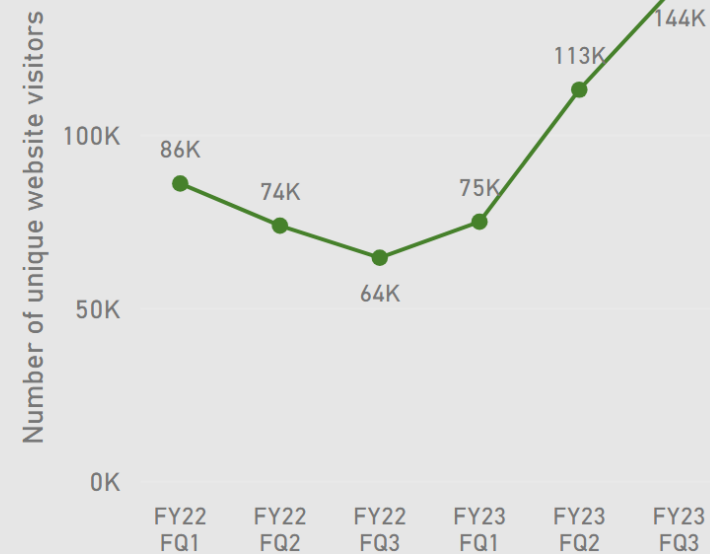
### % turnout at local elections



## Access to information

[Find out more about information requests](#)

### Visitors to the Havant Borough Council website



# Cleanliness and safety



As a local authority we have an important role to play in ensuring that the borough is kept clean and safe, whether by cleaning the streets, offering pest control services, inspecting and maintaining our built environment assets or working with partners such as the police to ensure a joined-up approach to tackling crime in our area.

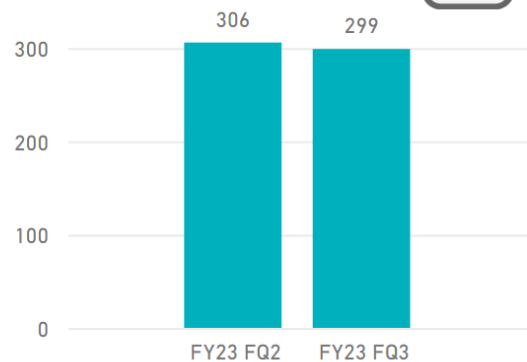
## Cleanliness of public realm

Street cleanliness index data will be added here when available

Residents' survey data will be added here when available

### Number of fly tipping incidents reported in the borough

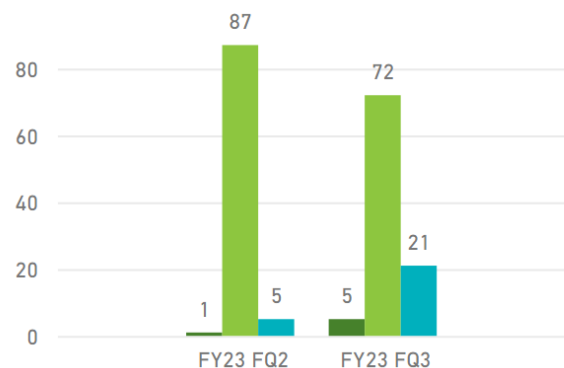
Oflog metric



### Fly tipping enforcement actions

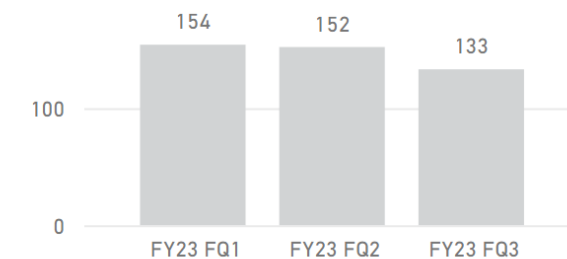
Oflog metric

● Fixed Penalty N... ● Investigations ● Warning letter...

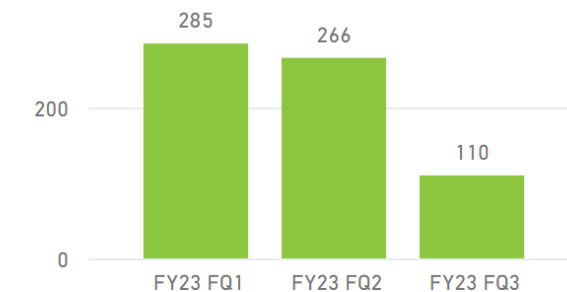


## Public safety and health

### Number of pest control new treatments



### Number of new pollution cases\* reported



\*Pollution cases may include complaints about noise, bonfires, vermin etc

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

# 100%



## Antisocial behaviour and crime



**4**  
council-maintained  
CCTV cameras in place  
in the borough

Find out more about  
Environmental Health

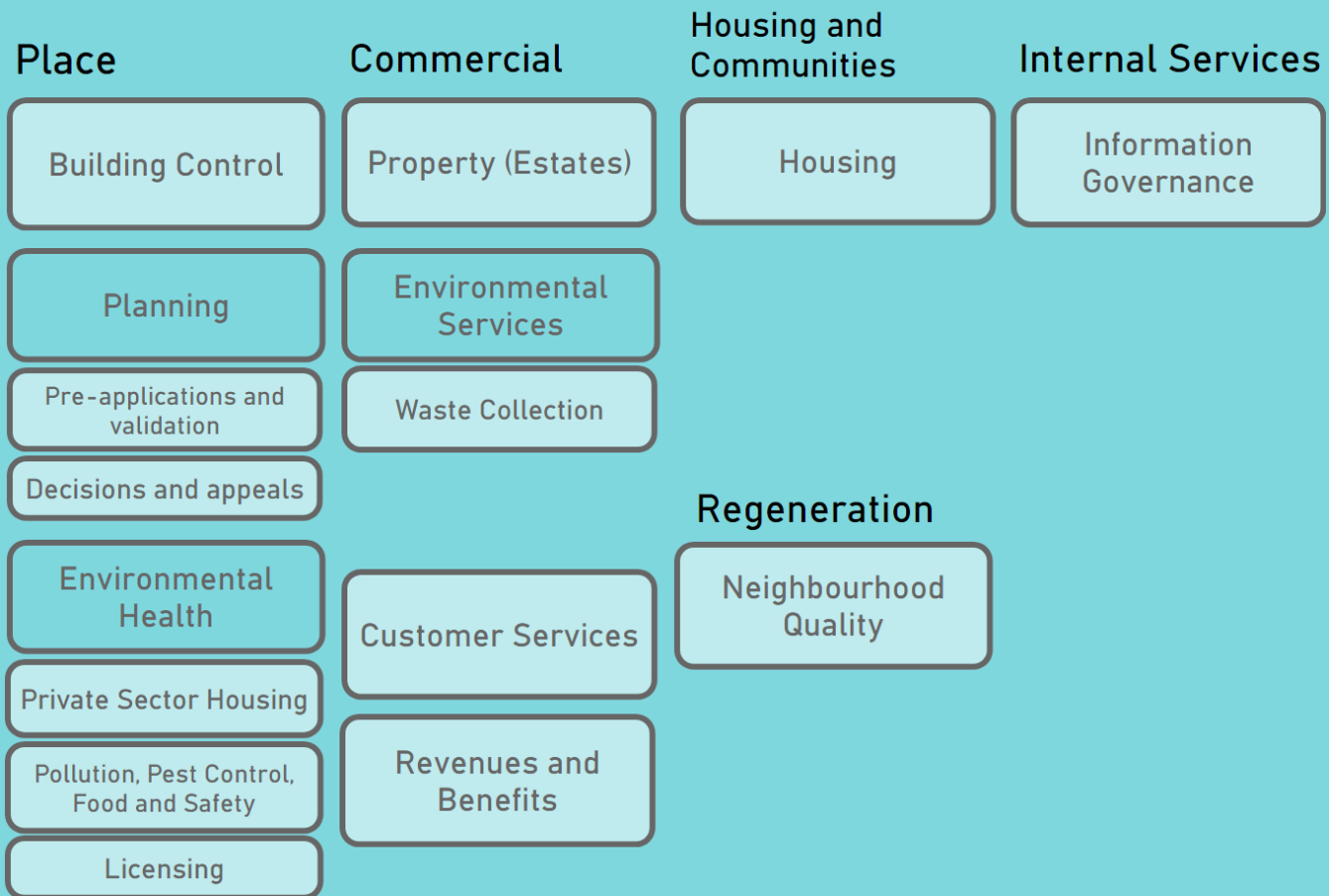
# Fit for purpose council services



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. Most of these metrics are updated on a quarterly basis.

## Operational performance (KPIs)



## Governance

Complaints

Information requests

## People

Workforce diversity

## Finance

Financial monitoring information is provided in quarterly outturn reports provided to Cabinet.

# Complaints

Customers are at the centre of the council's business and any feedback is useful to help us develop our services. We have a customer complaints policy which supports a structured, consistent method in dealing with complaints and reaching an appropriate resolution.

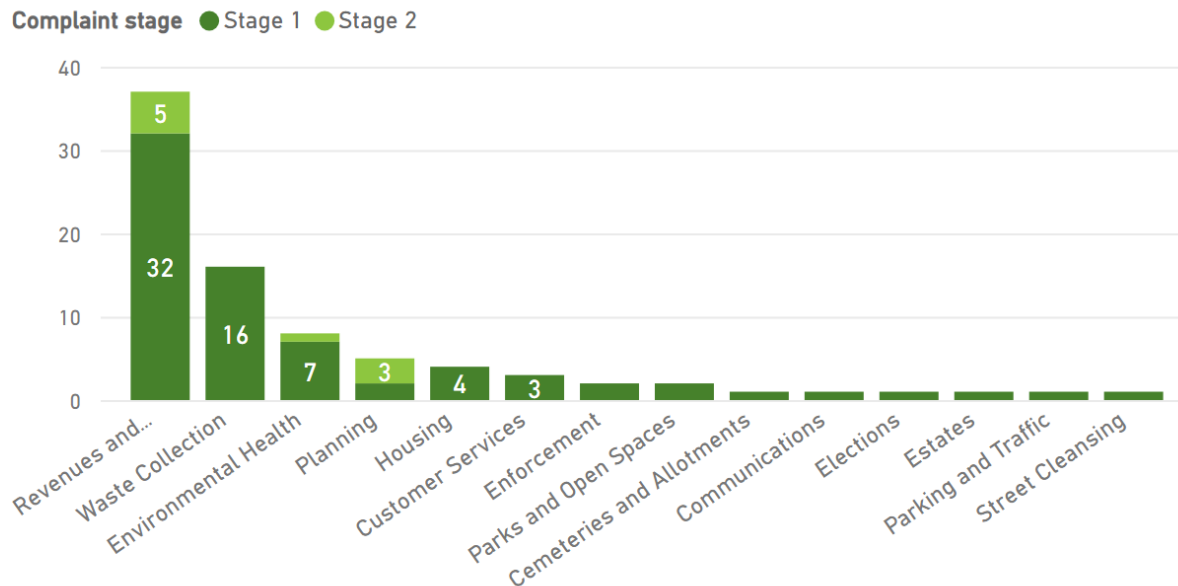
Select a quarter to view the data

- FY23 FQ2
- FY23 FQ3

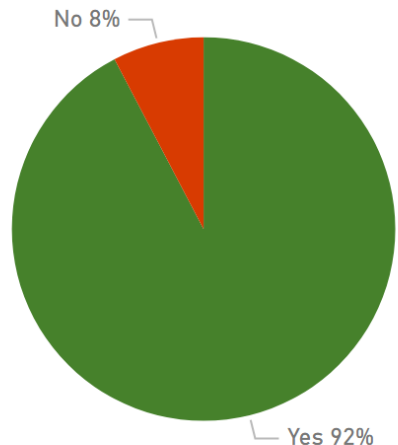
# 83

complaints received during the quarter

## Number of complaints received by service

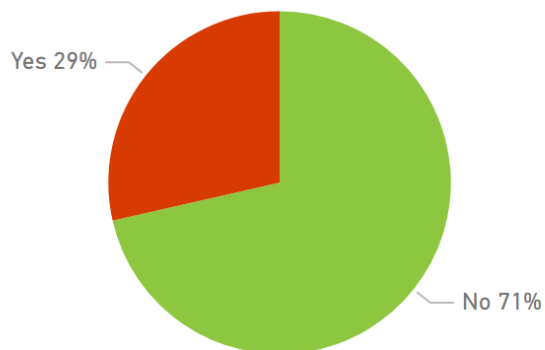


## % of complaints answered within SLA



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

## % of complaints that were justified

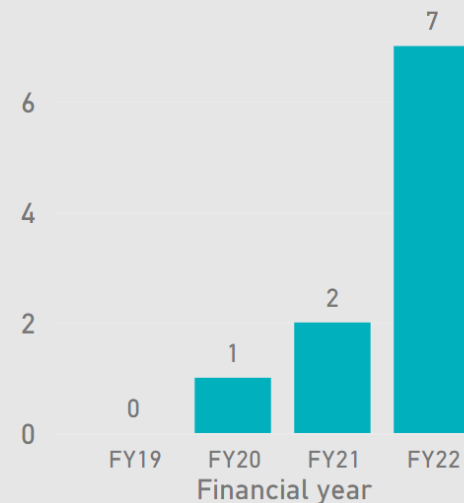


A complaint is found to be justified where we accept that there was a fault in the service provided by the council.

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

# Information requests

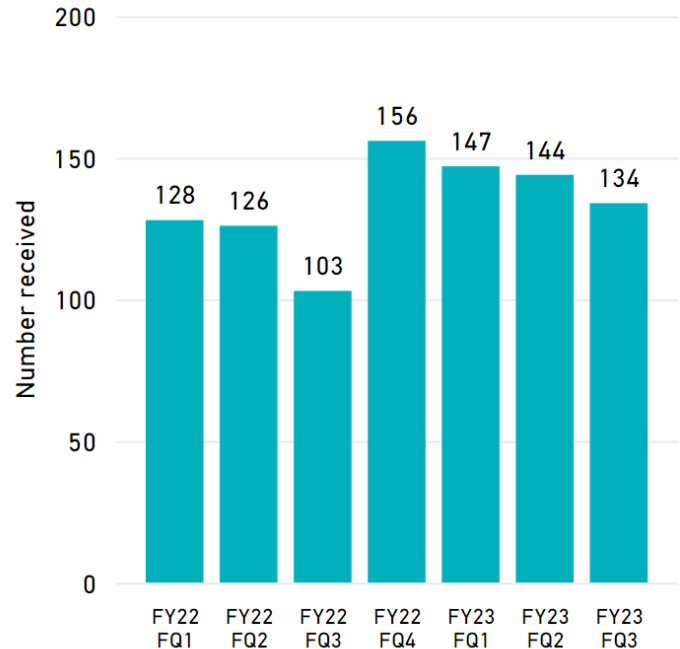
Find out more about access to information

View previous FOI requests

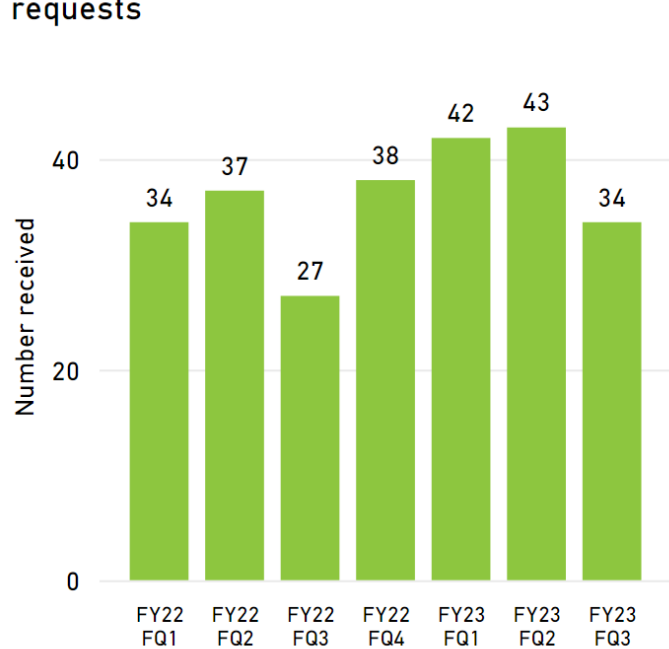
Reset filters



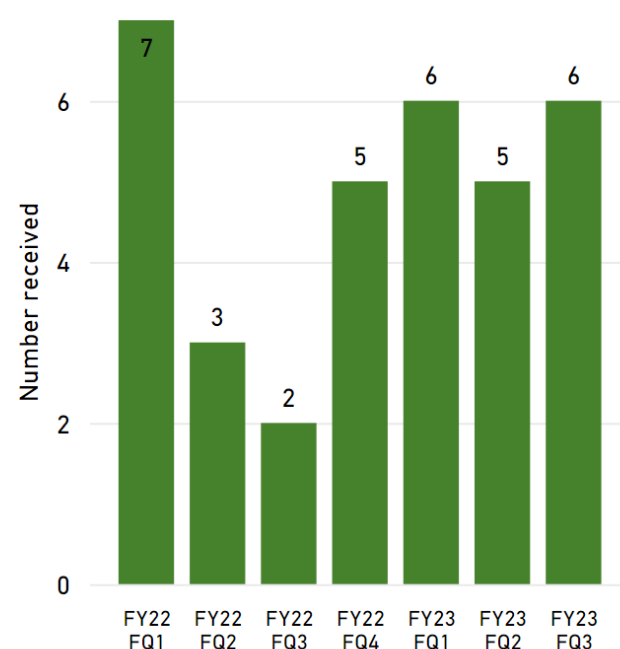
## Freedom of Information requests



## Environmental Information Regulations requests



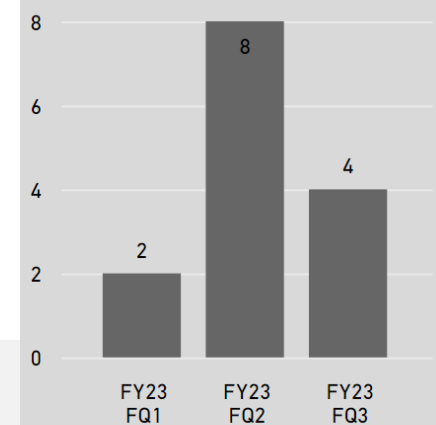
## Subject Access Requests



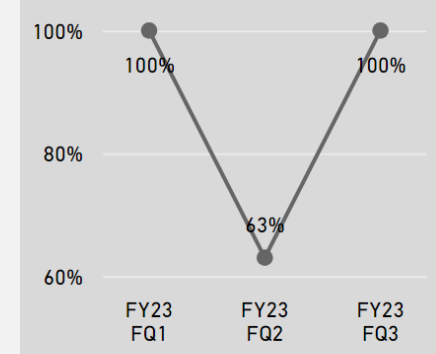
## Internal reviews

An internal review can be requested if the person or organisation submitting an information request is not happy with our response. [Find out more about internal reviews.](#)

## Internal reviews requested

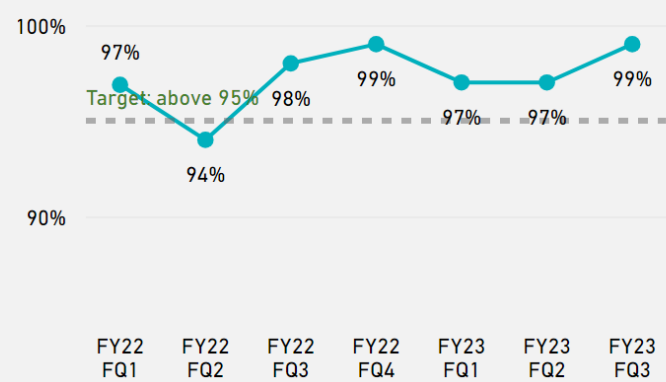


## % of internal reviews upheld

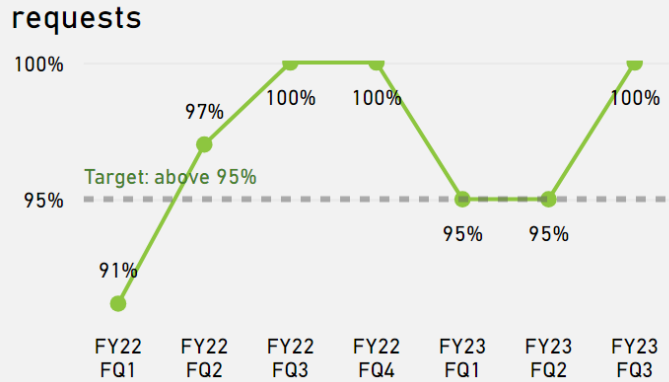


## % of requests completed within the statutory timeframe

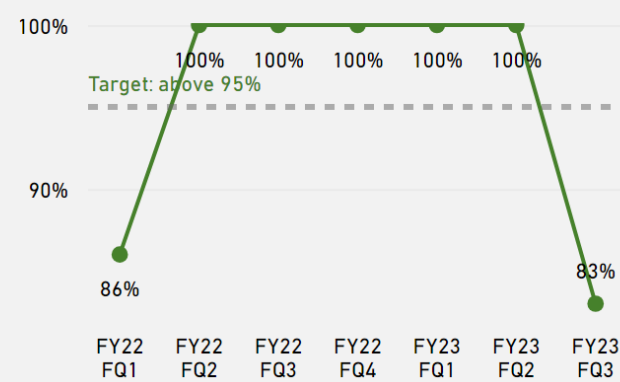
### Freedom of Information requests



### Environmental Information Regulations requests



### Subject Access Requests





See more Planning data

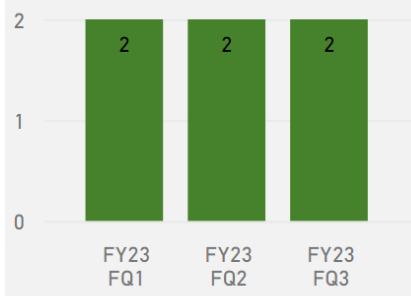


Find out more about the planning service

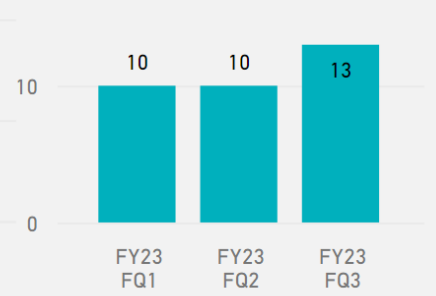
## Pre-application enquiries

Our Planning team works with prospective applicants to discuss and offer advice on individual cases before a formal application is submitted to the council. This can increase the likelihood that a formal planning application will be approved when it is submitted.

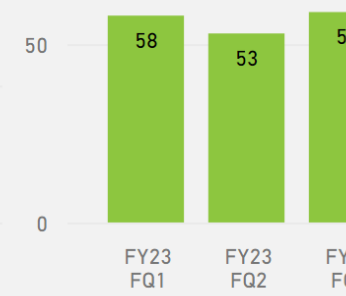
Major applications - number of pre-application enquiries received



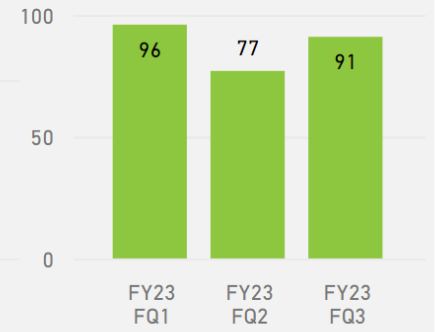
Minor and change of use applications - number of pre-application enquiries received



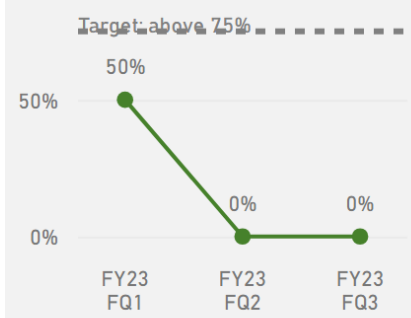
Householder applications - number of pre-application enquiries received



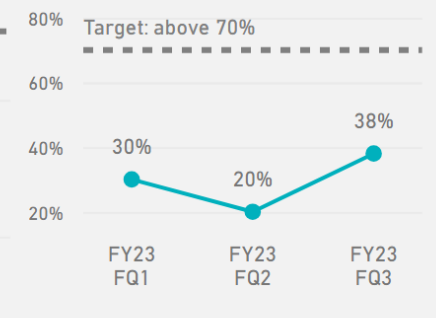
Information - number of pre-application enquiries received



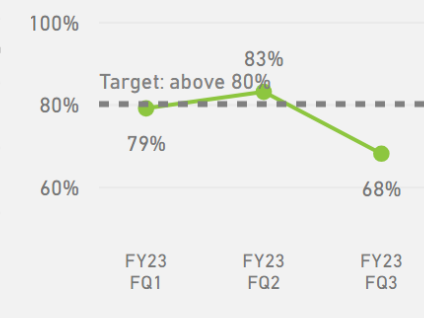
Major applications - % of pre-application enquiries responded to within 25 working days



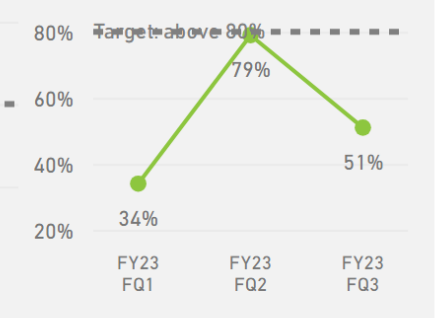
Minor and change of use applications - % of pre-application enquiries responded to within 15 working days



Householder applications - % of pre-application enquiries responded to within 10 working days



Information - % of pre-application enquiries responded to within 10 working days

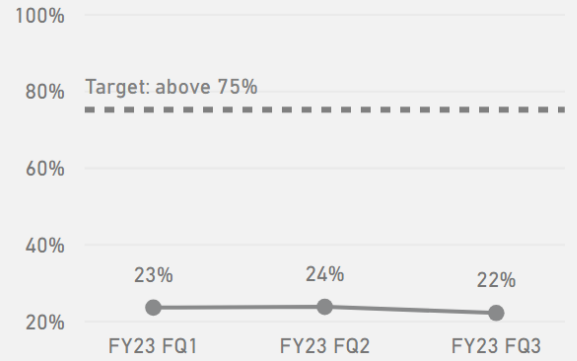


The time taken to respond to an enquiry is measured from the date of validation, date of formal meeting or interim response. For some applications, much of this time is taken up by the requirement to consult with statutory and non-statutory consultees.

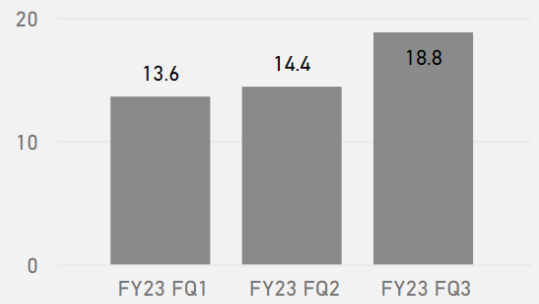
## Validation

Once a planning application has been submitted to the council, it must be validated. This process involves checking that the required information has been submitted and that the correct fee has been paid. Find out more here: <https://www.gov.uk/guidance/making-an-application>

% of applications processed (validated) within 10 working days of receipt



Average number of days taken to validate an application



Pre-applications are not included in these metrics.

[Find out more about the planning service](#)

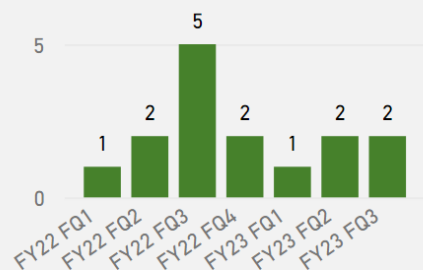
[See more Planning data](#)

[Reset filters](#)

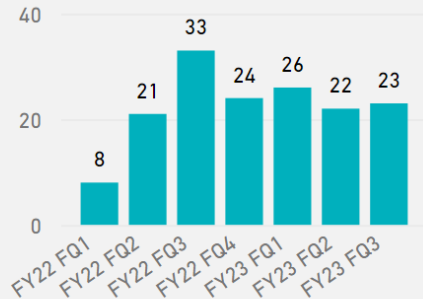


## Decisions

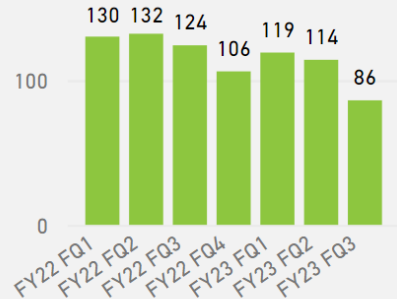
### Major planning applications decided



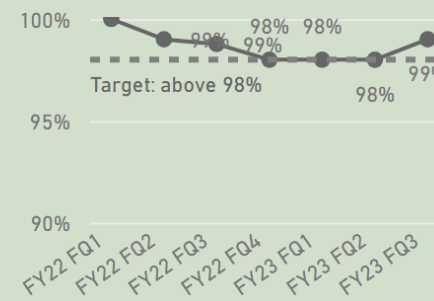
### Minor planning applications decided



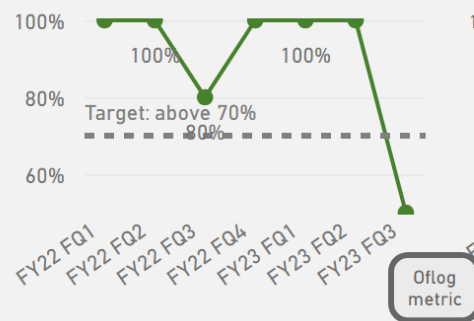
### Other planning applications decided



### All applications - % decided within 26 weeks

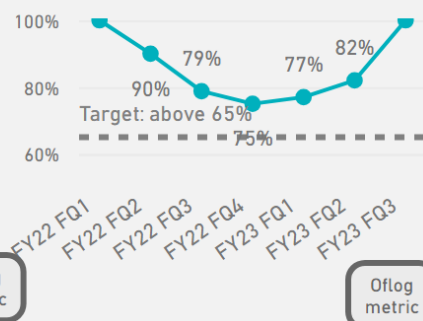


### Major planning applications - % decided within 13 weeks or agreed time extension



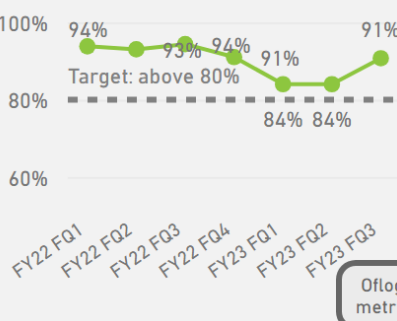
Oflog metric

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



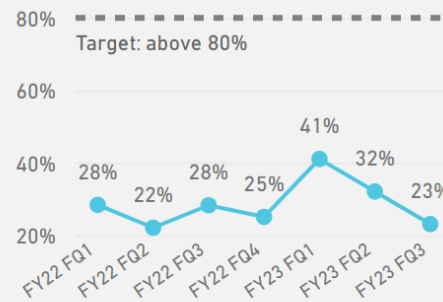
Oflog metric

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



Oflog metric

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

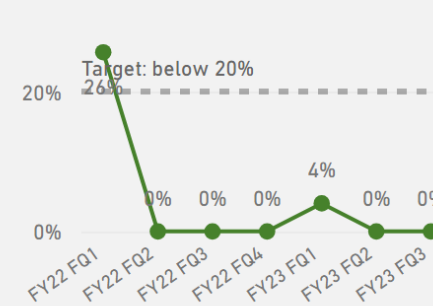


[Find out more about discharging conditions](#)

## Appeals

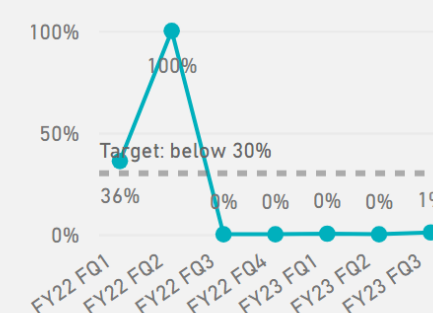
Oflog metric

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



Oflog metric

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



Appeals data are provided based on central government definitions.

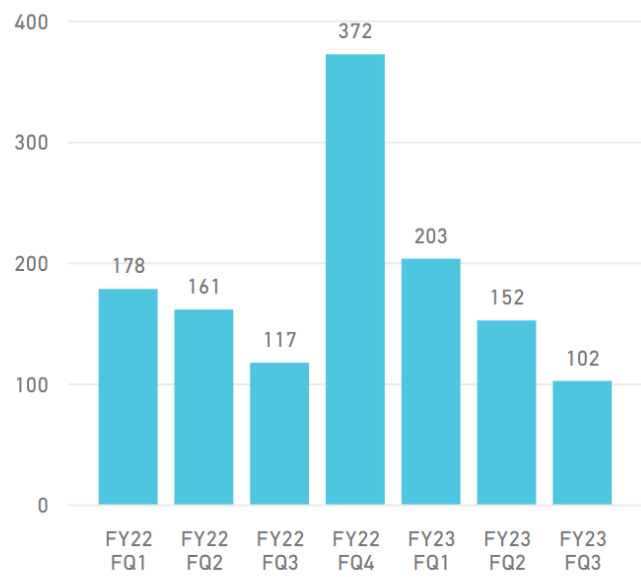
# Operational performance - Building Control



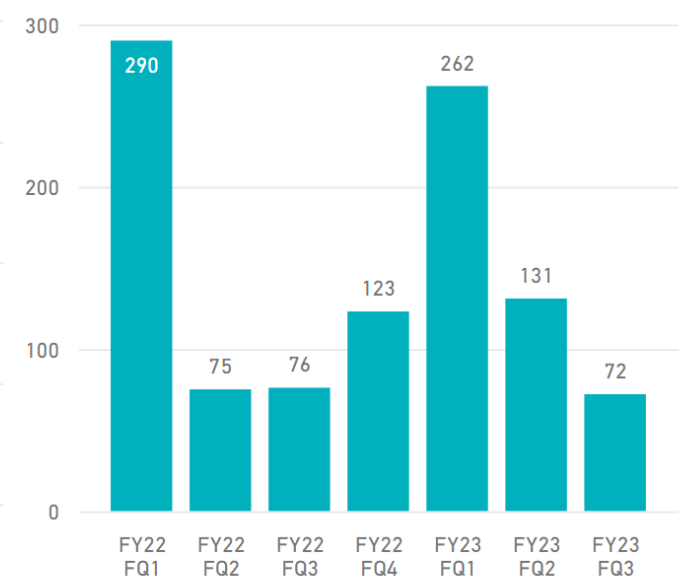
Find out more about building regulations



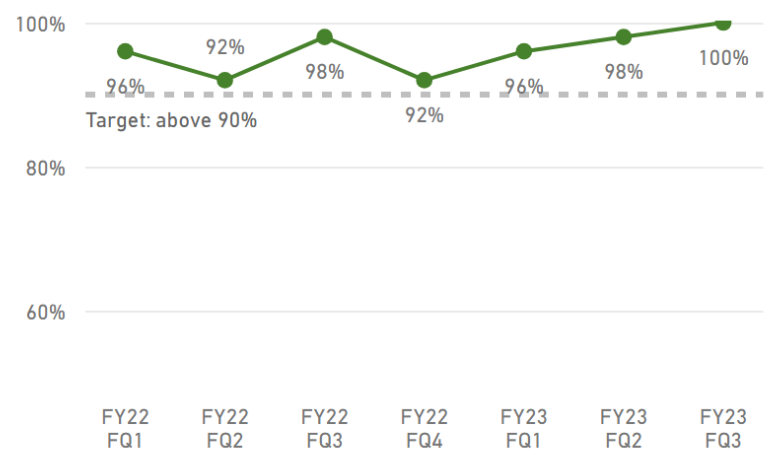
### Number of Building Regulations projects commenced under the Council's control



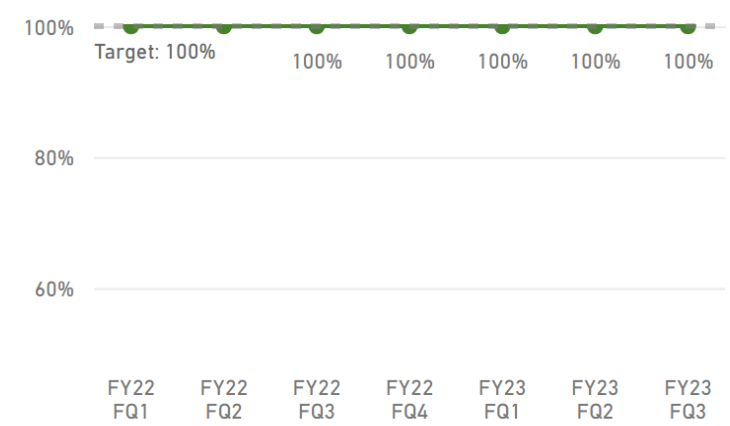
### Number of Building Regulations projects completed under the Council's control



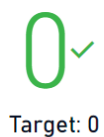
### Full Plans applications checked within 15 days (%)



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



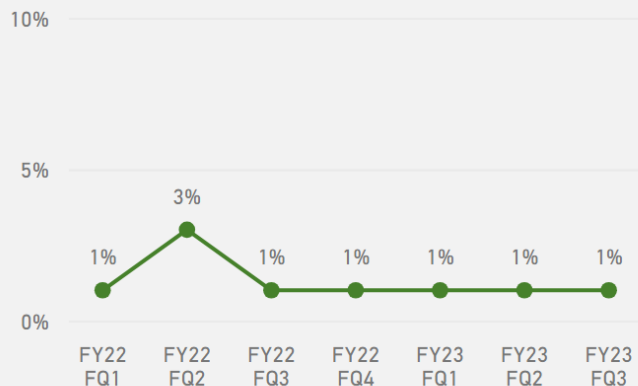
### Number of claims submitted against the Council for Building Control negligence / non-compliance that the Council was unsuccessful in defending



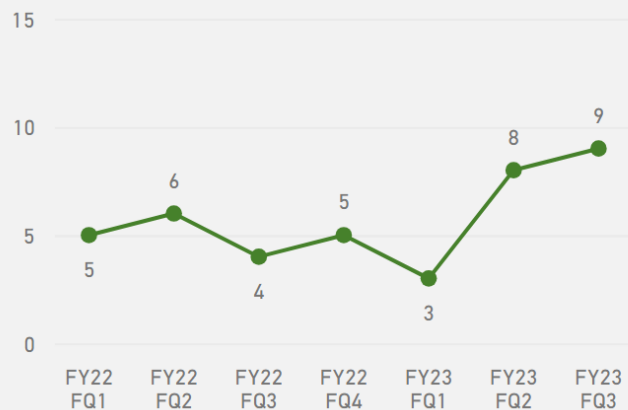


## Vacancy rate across investment portfolio

Empty commercial property - % based on available floorspace

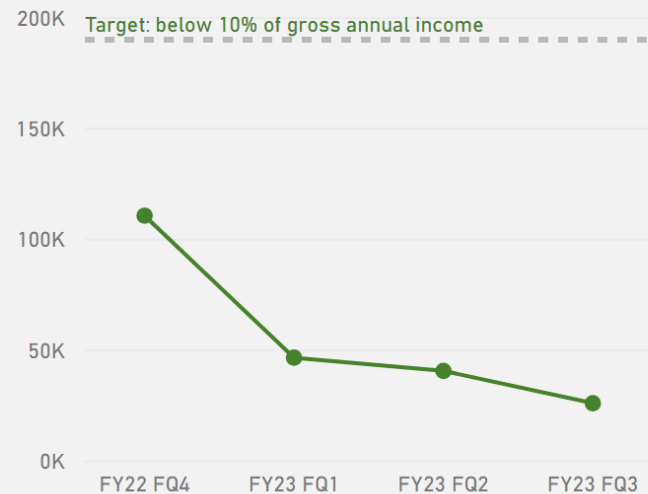


Empty commercial property - number of vacant/to let units

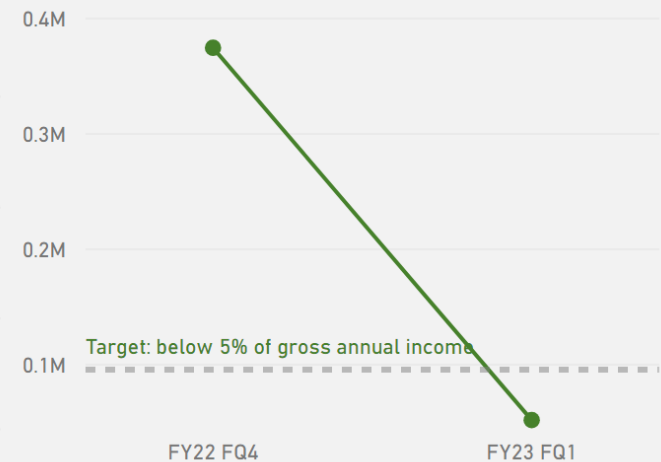


## Rent debt across investment portfolio

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

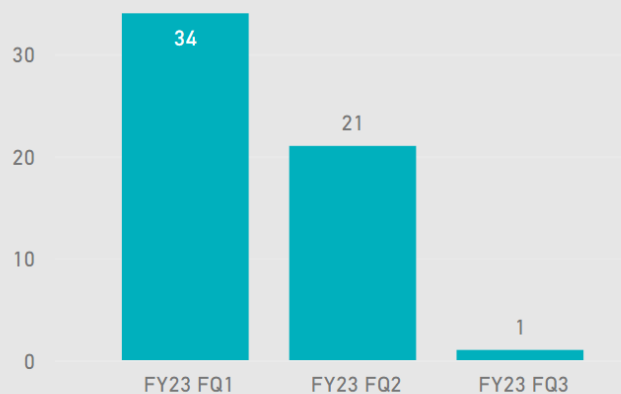


Find out more about our property portfolio

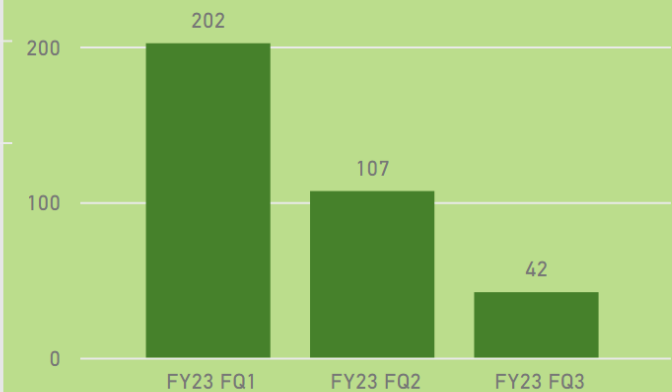


## Housing options and advice

Number of households that have had a main duty\* accepted

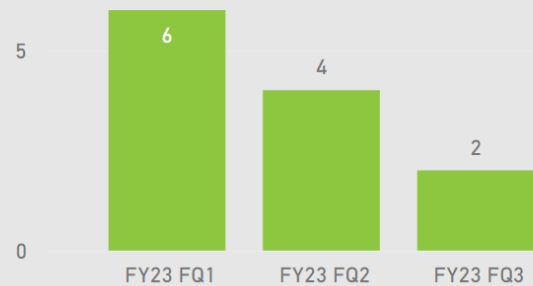


Number of households placed into temporary accommodation



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

Number of households that have maintained their tenancies as a result of HBC Housing team's assistance



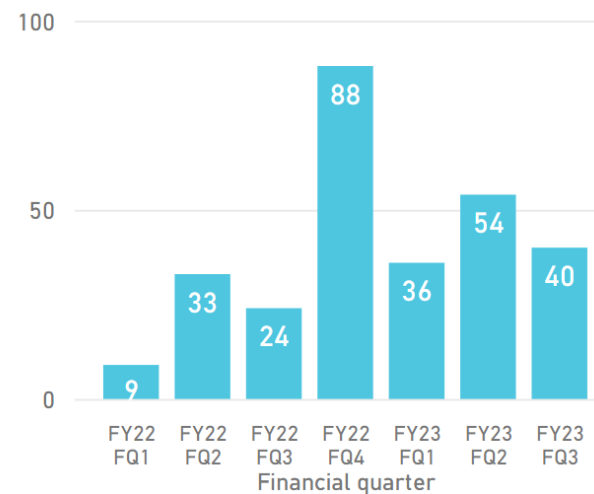
\*A main duty applies when the authority is satisfied that the applicant is eligible for assistance, unintentionally homeless and falls within a specified priority need group

## Housing supply

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

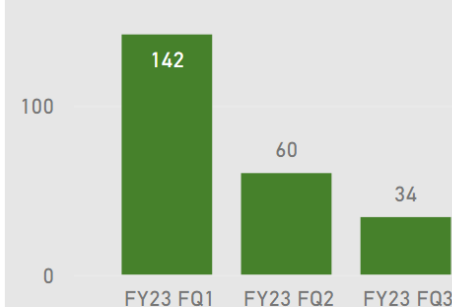
[Find out more about the council's housing service](#)

New affordable homes in the borough



## Hampshire Home Choice

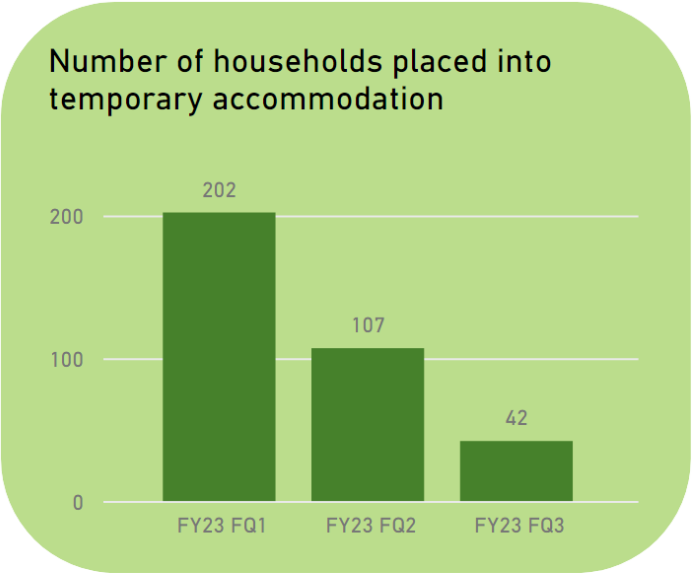
Number of successful lets agreed during quarter



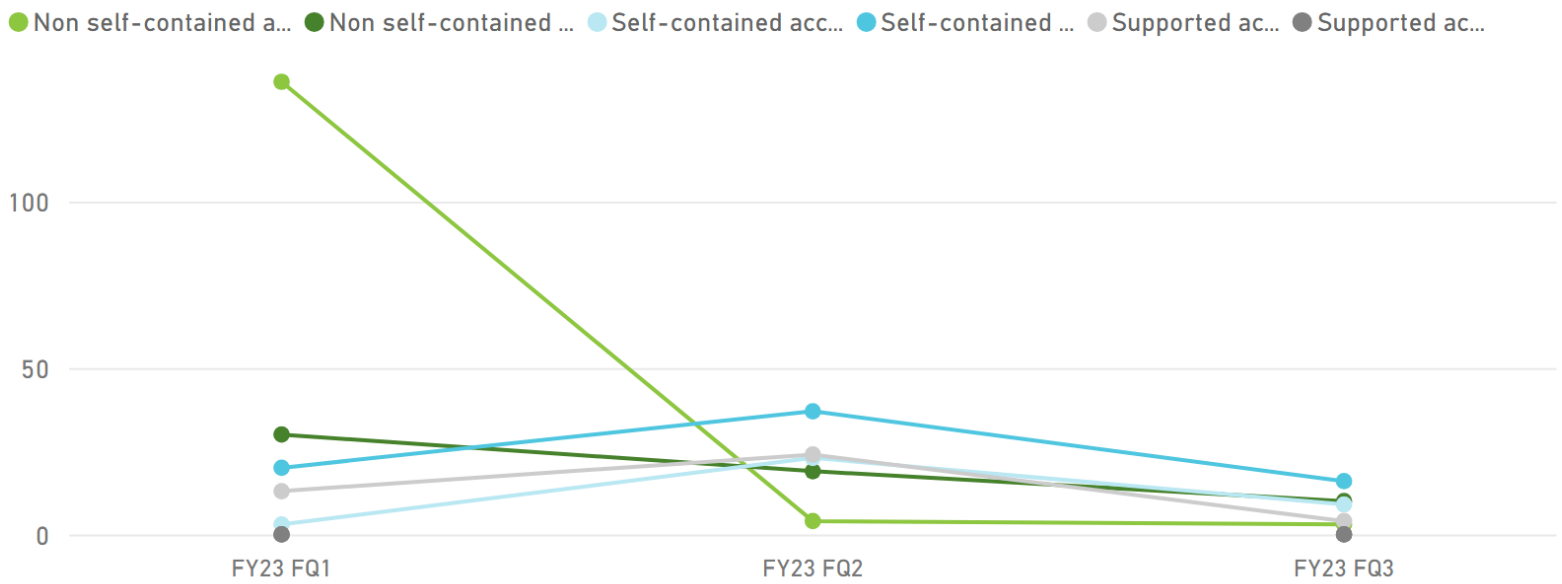
# 1,719

Number of households on the waiting list at end of the last quarter

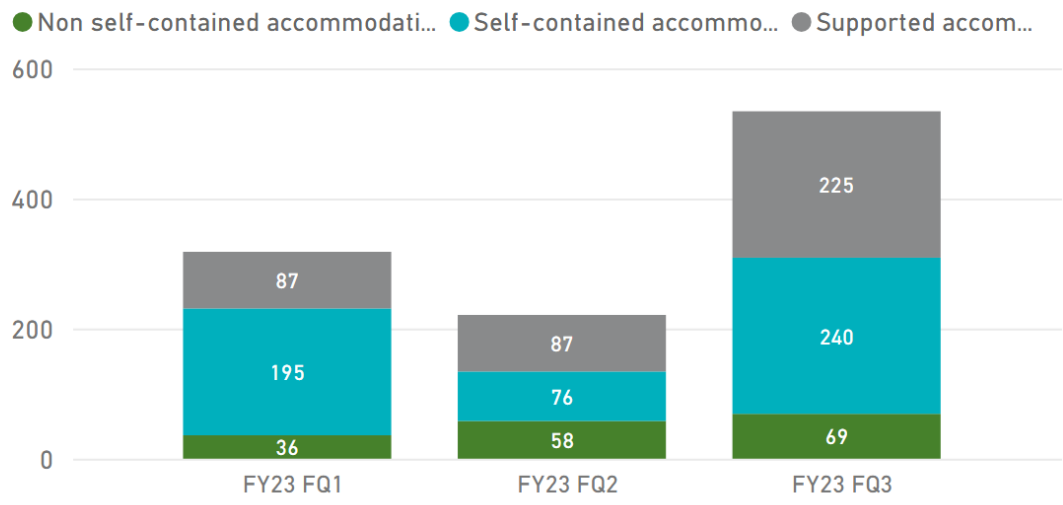
# Operational performance - Housing



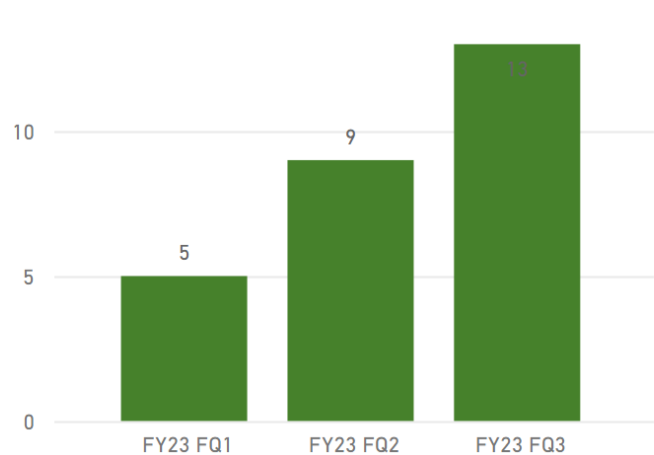
### Types of temporary accommodation that households were placed into



### Average time spent in temporary accommodation (days)



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



Find out more about the council's housing service

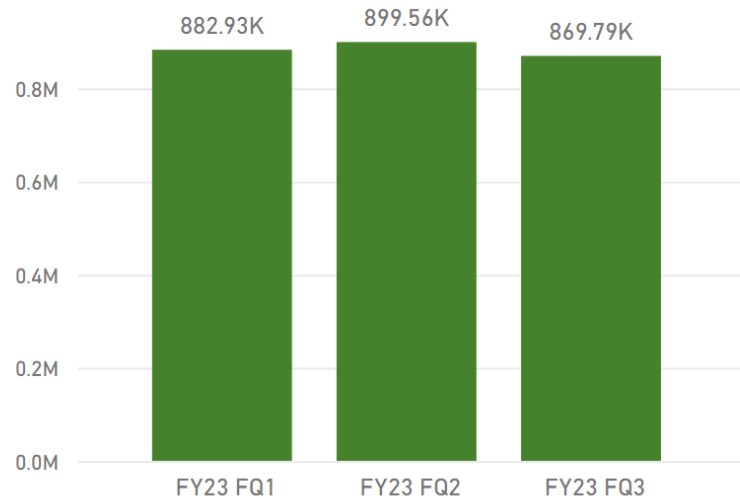
# Operational performance - Environmental Services

[See more Environmental Services data](#)[Reset filters](#)

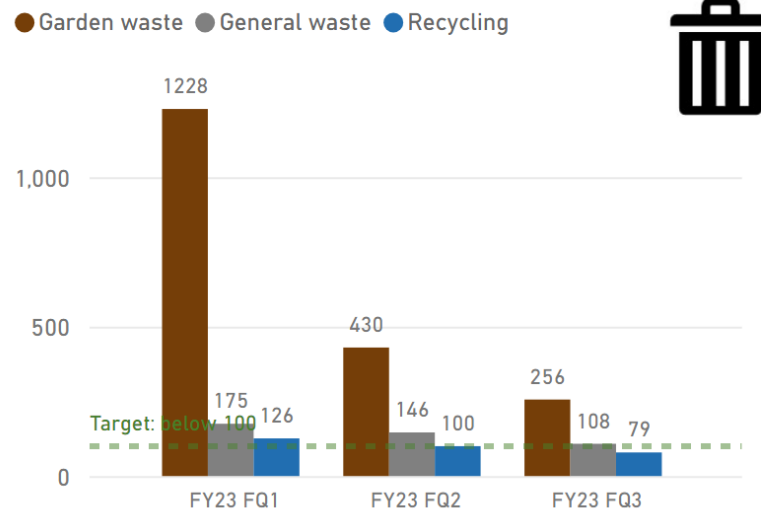
Environmental Services (household waste collection, street cleaning, grounds maintenance, allotments, cemeteries and public conveniences) are provided by the council's joint venture, Norse SE.

## Household waste collection

### Total collections carried out



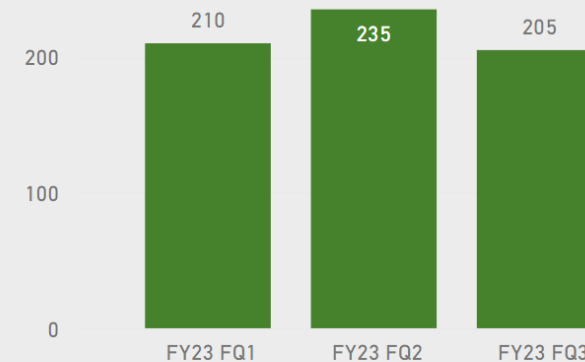
### Number of missed bins per 100,000 opportunities



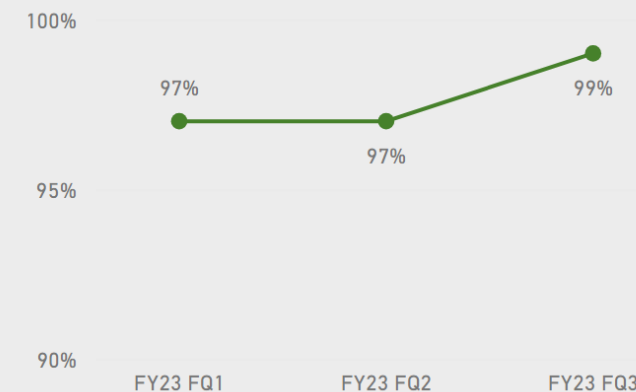
## Bulky waste collection

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

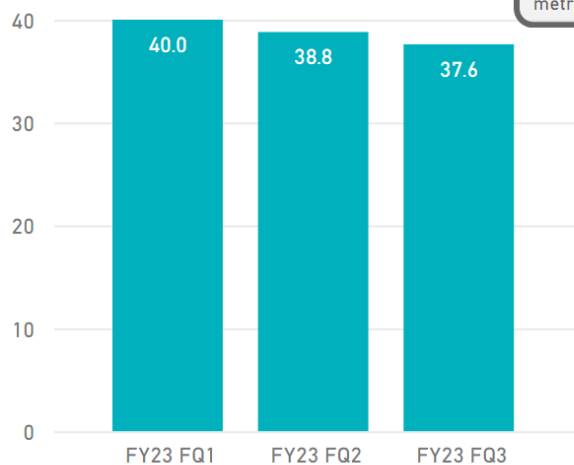
### Number of collections carried out



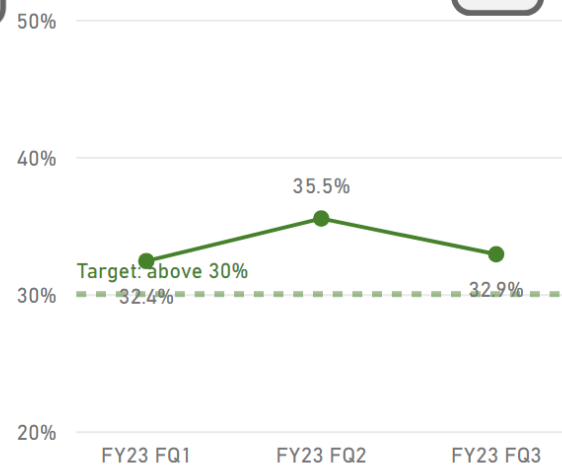
### % of collections carried out within SLA



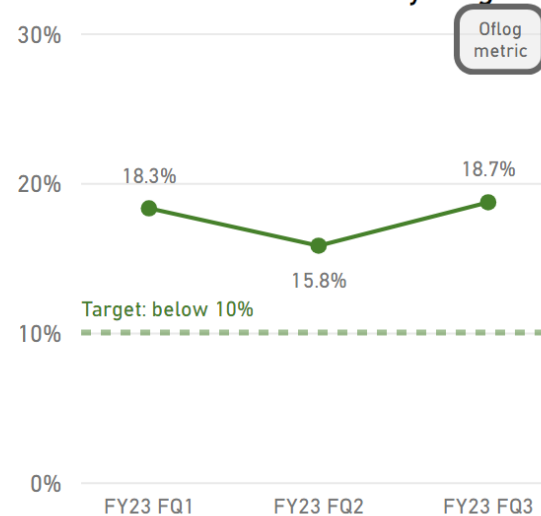
### Household waste collection - average residual waste per household (kg)



### % of household waste sent for recycling



### Contamination rates of recycling





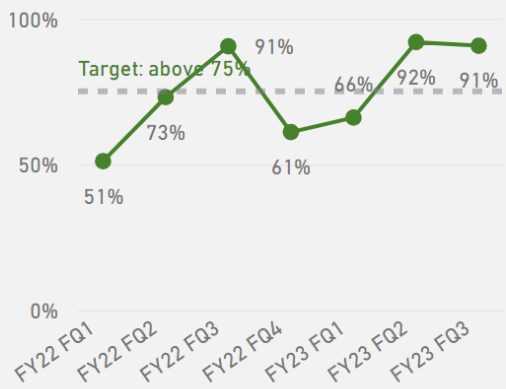
# Operational performance - Customer Services / Revenues and Benefits

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

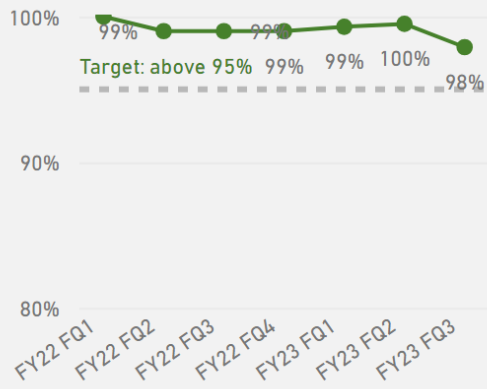


## Customer Services phone lines

Calls answered within 20 seconds in the CSC (%)

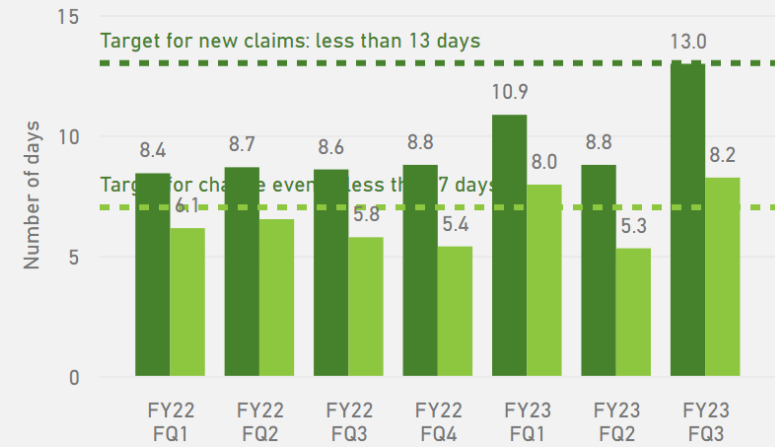


Calls answered and completed by CSC - one and done (%)



## Benefits applications processing

Average processing time for housing benefit and council tax benefit



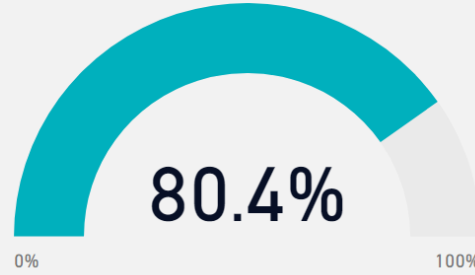
Customer satisfaction data will be added here when available

[View complaints data](#)

## Council tax and business rates collection

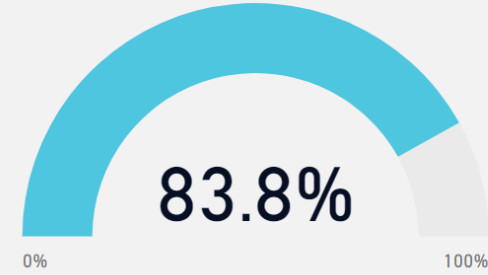
Non domestic rates cash collection - cumulative (%)

Oflog metric



Council tax cash collection rate - cumulative (%)

Oflog metric

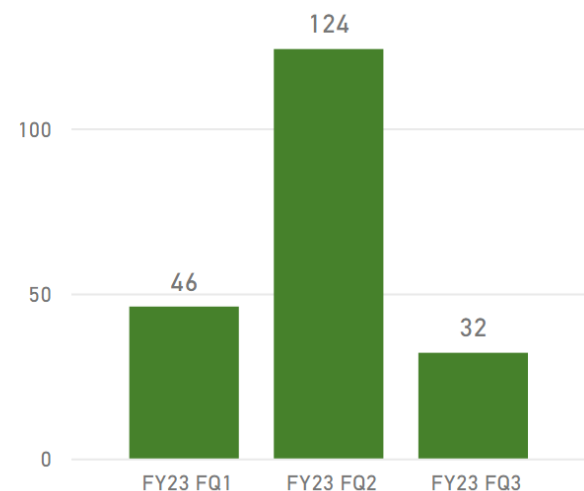


Position as at end of Q3 (31st December). Collection rates of council tax and non domestic rates (also known as business rates) are monitored throughout the financial year to ensure that the collection targets will be reached by the end of March.

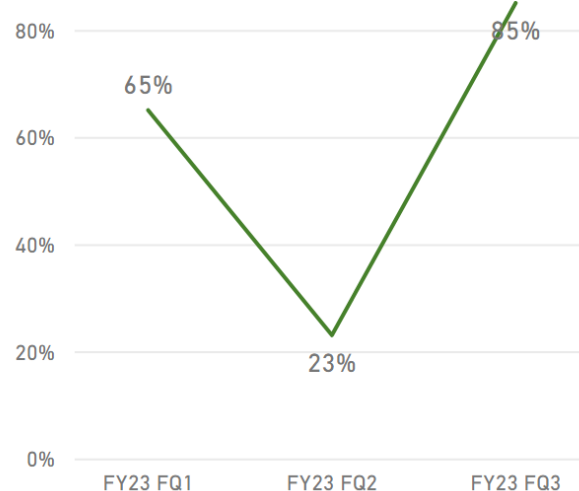
## Private sector housing

The council has a duty to check whether privately rented housing in the borough is safe and suitable to live in.

Number of new private sector housing complaints received



% of private sector housing complaints resolved within 90 days

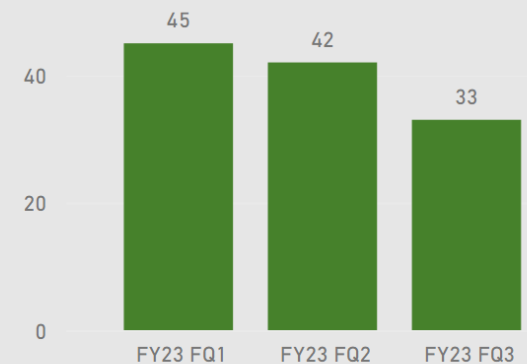


[Find out more about private sector housing enforcement](#)

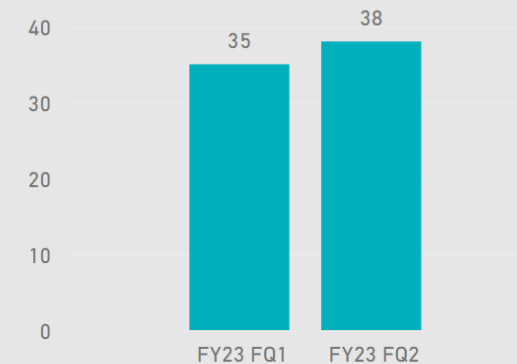
## Disabled Facilities Grants

Disabled Facilities Grants (DFGs) are provided to help disabled people to carry out essential adaptations to their homes (for example, the installation of a stairlift or a walk-in shower) so that they can live more or fully independently.

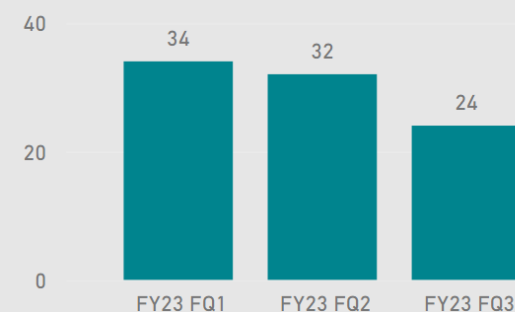
Number of new applications received



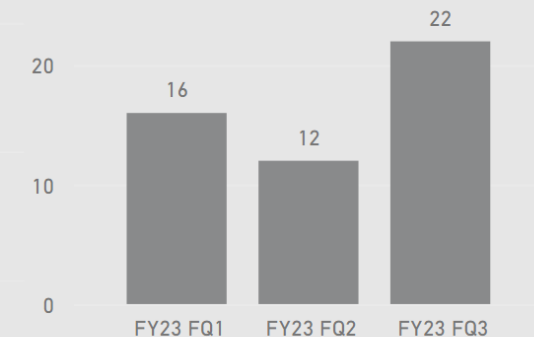
Number of applications approved



Number of applications completed and closed



Number of applications rejected or cancelled



**845,248**

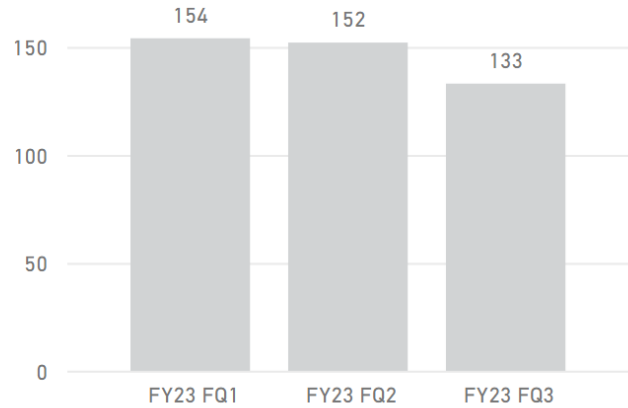
£ of grants approved during financial year (cumulative)

[Find out more about DFGs](#)



## Pest Control

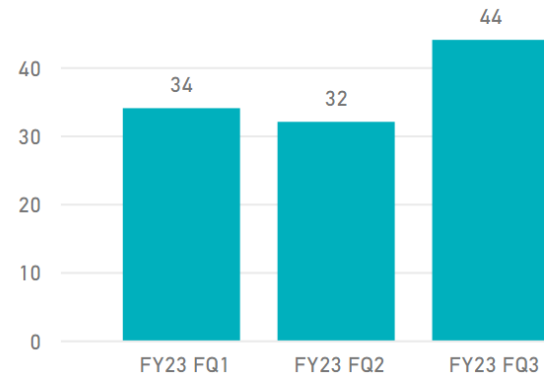
Number of pest control new treatments



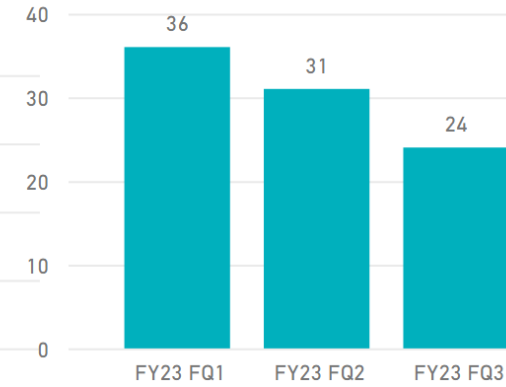
[Find out more about the pest control service](#)

## Food and Safety

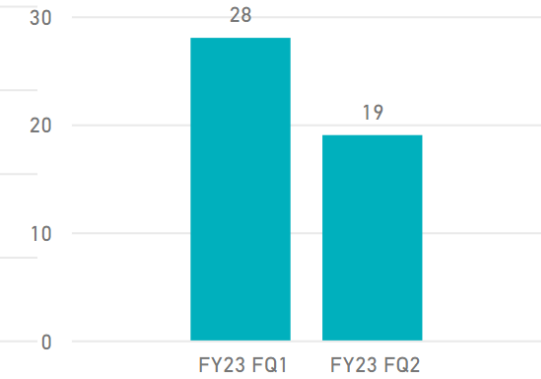
Number of new food and safety complaints received



Number of new food business registrations



Number of food hygiene inspections carried out

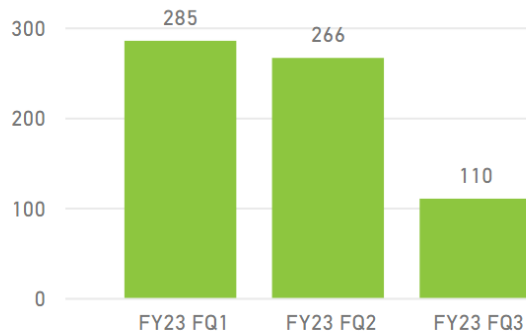


Additional data on food hygiene inspections will be added here shortly

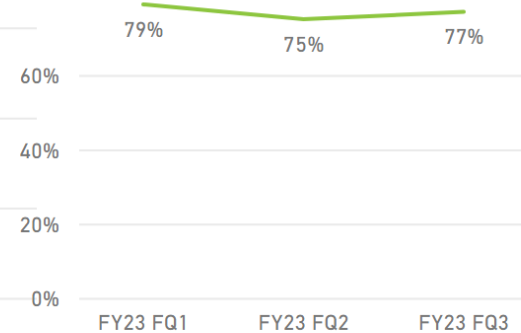
[Find out more about food hygiene inspections](#)

## Pollution

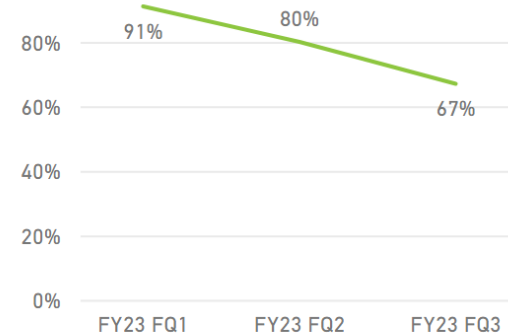
Number of new pollution cases\* reported



% of pollution cases\* meeting first response target (3 working days)



% of pollution cases\* resolved within 90 days

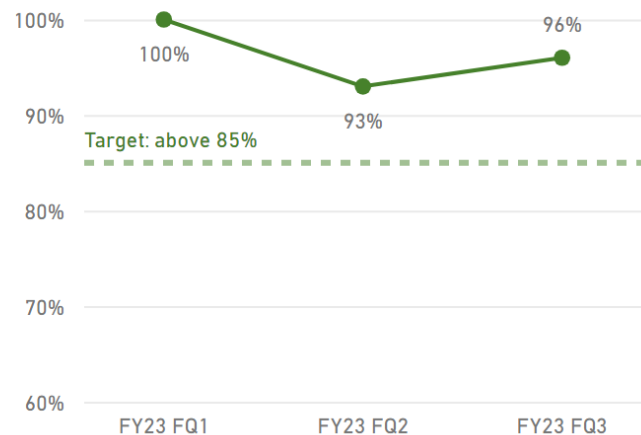


\*Pollution cases may include complaints about noise, bonfires, vermin etc

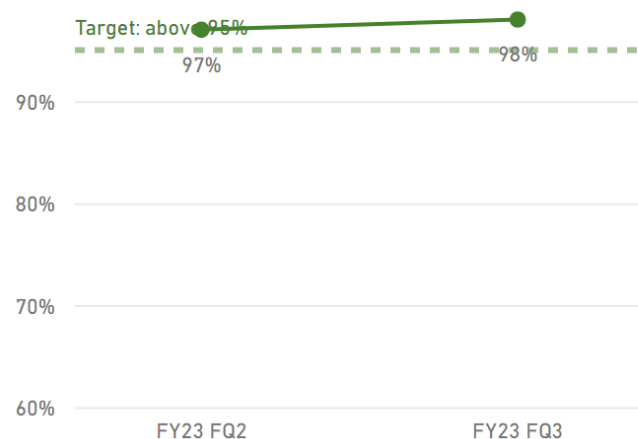


## Licensing

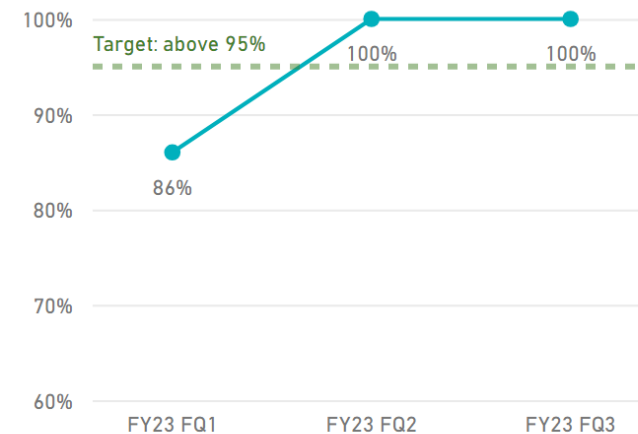
% of driver licences issued within 5 working days of all mandatory checks being completed



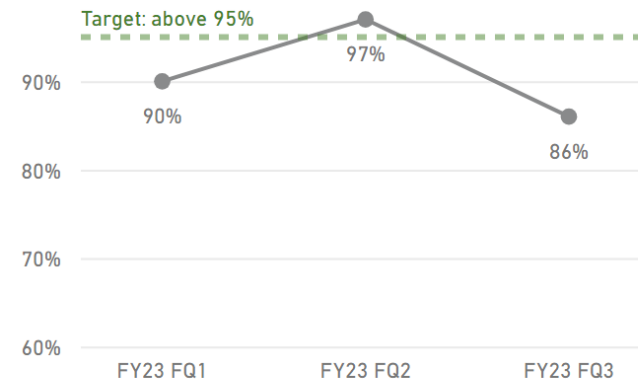
% of vehicle licences issued within 5 working days of all mandatory checks being completed



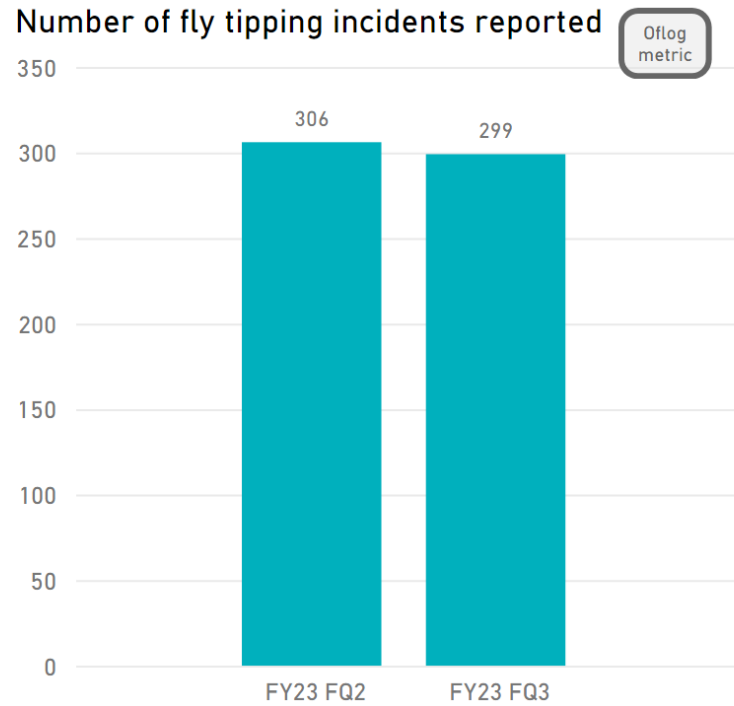
% of premises licences issued within 5 days of consultation period end



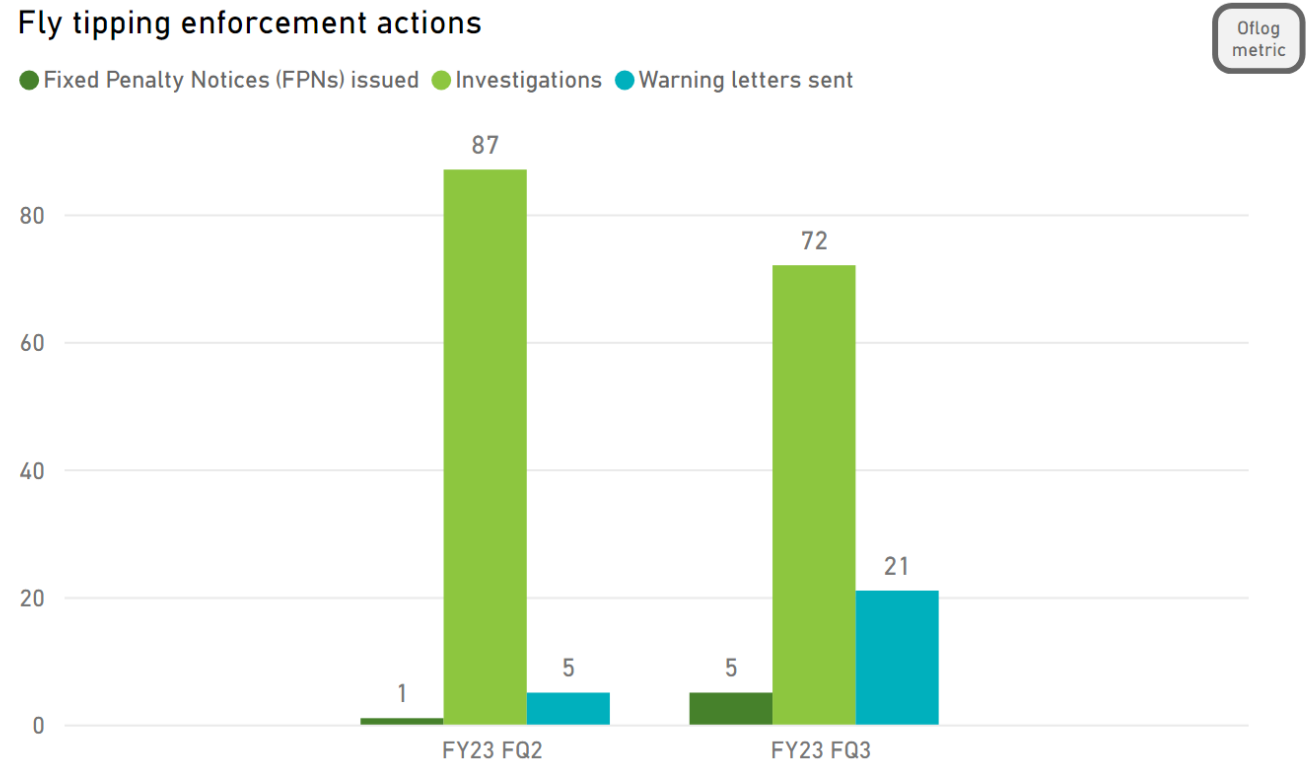
% of Temporary Event Notices acknowledged within 5 working days of application receipt



Find out more about licensing



Find out more about street cleanliness



Further metrics are currently under development

# Workforce diversity

Find out more about our commitment to equality and diversity

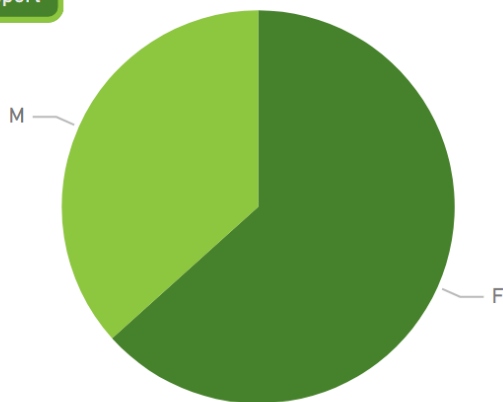


Havant Borough Council is committed to the public sector equality duty. This data is collected from permanent staff annually for the purposes of monitoring diversity in the workforce.

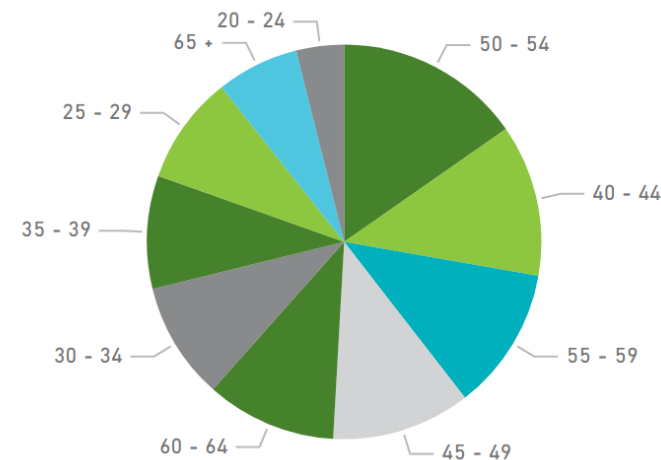
**281**  
Number of employees  
Snapshot taken 31st March 2023

## Gender

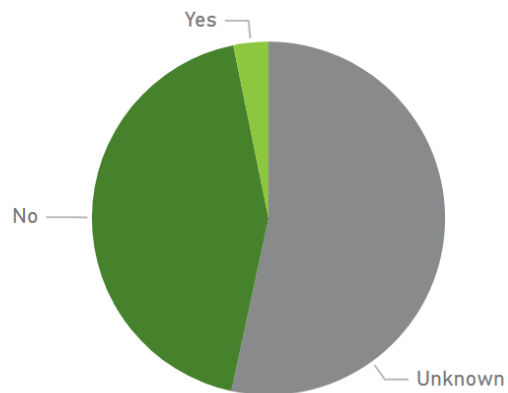
Read our gender pay gap report



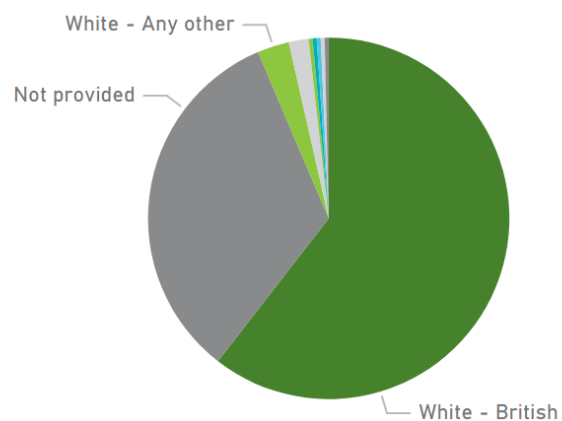
## Age



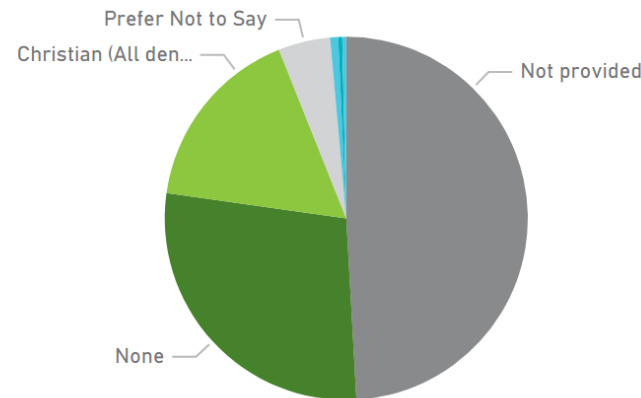
## Disability



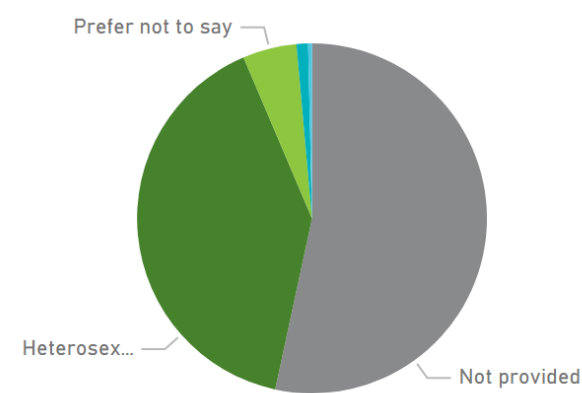
## Ethnic origin



## 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](mailto:william.jackson@havant.gov.uk) or [georgie.thurlby@havant.gov.uk](mailto:georgie.thurlby@havant.gov.uk)