



FAREHAM BOROUGH
COUNCIL

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Fareham:



the prosperous, safe and attractive place to be.

Fareham Borough Council

Annual Report

2010

Further Information and Contacts

You can view Fareham Borough Council's annual report at:

<http://www.fareham/council/general/intro.asp>

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Foreword to the Annual Report by the Executive Leader of Fareham Borough Council, Councillor Seán Woodward

This year continues to be dominated by the decline in the economy, with consequences for Fareham Borough Council and for our residents. We have a strong track record of delivering efficiencies and are continuing to work hard to make efficiency savings and create new income streams.

We have been encouraging small businesses in Fareham to apply for small business rate relief and have helped set up a Smarter Working Centre aimed at business start ups.

Encouragement for generating new jobs and shopper interest in Fareham Town Centre came with the news that Next; 99p Stores; and Top Man will be taking units in Fareham Shopping Centre in addition to the Tesco store in Quay Street, which is due to open in late Spring 2011.

I am delighted to announce that Fareham's Community Hospital has opened in the Western Wards for Out Patients to access services such as community health, antenatal, speech therapy, child health, diagnostic imaging, physiotherapy and occupational therapy.

Work continues on engaging with our residents, through Community Action Teams (CATs), the E-panel, Residents' Surveys and various service based consultations.

Fareham has been accepted onto the Government's wider Eco-Town programme and awarded £200,000 for the strategic development area North of Fareham. The money will be used to help plan the new "green" development site with studies focusing on the provision of green space, waste, water and renewable energy.

We are also working in partnership with the Greening Campaign to encourage local communities to take part in the initiative to 'do their bit' and reduce their carbon footprint.

Once again we have been winning awards for our Borough in the South and South East in Bloom competition. In 2010 Fareham will be competing as finalists in the 'large town/small city category' against Bedford, Crawley and Derry City for the prestigious title of 'Britain in Bloom' with entries chosen from the best in the country in 2009.

Within this Annual Report you will find out more about our achievements over the past year, what's on the horizon, our future priorities and how we are performing against the criteria laid down by government.

As always I would be delighted to receive any comments and suggestions that you, our residents, wish to make to improve the Borough that we all share and promise that all suggestions will be actively investigated.

Table of Contents

Introduction	1
Section 1 – Vision and Objectives.....	3
Section 2 – Achievements	5
Section 3 - Consulting & Engaging	28
Section 4 - Performance	31
Section 5 – Improving Value for Money	37
Section 6 - Financial Performance	39
Section 7 – Managing Risks.....	42
Section 8 - Responding to Climate Change	45
Section 9 – Future Plans for Improvement.....	48
Annex A - Corporate Priority Improvement Plan (Progress Update)	56

Introduction

1. Welcome to Fareham Borough Council's annual report for the financial year ended 31st March 2010. This document is a key part of our planning and performance management framework. It aims to provide an overview of the Council's progress and performance during the previous financial year and to highlight what plans are in place to ensure that the borough of Fareham continues to be a prosperous, safe and attractive place to live and work.

2. The annual report includes the following sections:

Section 1: Vision and Objectives

3. This section explains the Council's vision, including details of the seven corporate objectives that contribute to the achievement of the corporate vision.

Section 2: Key Achievements

4. This section looks at each of the seven corporate priorities and highlights key progress and achievements during the previous financial year.

Section 3: Consulting and Engaging with our communities

5. This section describes the main consultation exercises carried out during the previous financial year with a summary of the key messages.

Section 4: Performance

6. This section describes the key measures and indicators that are used by the Council to manage performance.

Section 5: Managing and Improving Value for Money

7. This section summarises the Council's approach to managing and improving value for money.

Section 6 - Financial Performance

8. This section provides a summary of the Council's financial performance for year ended 31 March 2010.

Section 7 - Managing Risks

9. This section describes how the Council manages risks that could affect our ability to deliver services and achieve corporate priorities and objectives.

Section 8 - Responding to Climate Change

10. This section provides details of the Council's carbon footprint and what we are doing to reduce our impact on the environment

Section 9: Future Plans for Improvement

11. This section provides details of the Council's corporate priority improvement plan. Annex A also provides a progress update for each of the projects contained within the corporate priority improvement plan.

GENERAL STATEMENTS

12. In order to fulfil statutory and audit requirements Fareham Borough Council must provide a number of statements regarding various aspects of the Council's operations. These statements relate to:
- Statement of Contracts
 - Data Quality
 - Complaints about Member Behaviour

Statement of Contracts

13. Fareham Borough Council has not awarded any contracts in the last financial year involving the transfer of staff from the Authority to third parties.

Data Quality

14. Good quality information is essential for sound decision making at every level and is an underpinning element of the Council's performance management framework. It is vital that the performance information used to inform, plan and manage its activities is accurate and reliable, which in turn relies on operational data that is also accurate, reliable and complete.
15. Fareham Borough Council is committed to achieving and maintaining a high level of data quality and will build on existing policies and procedures by identifying processes, applying standards, assessing performance and providing tools to enable and sustain improvement.

Complaints about Member Behaviour

16. The Council maintains a Standards Committee of 9 members, 3 of whom are independent of the elected councillors. This includes the Chairman and Vice Chairman. The Committee's three main functions are:
- to promote and maintain high standards of conduct by members and co-opted members of the Council;
 - to assist members and co-opted members of the Council in observing the Council's Code of Conduct;
 - to monitor member training and development.
17. The Council is pleased to be able to report that no complaints alleging a breach of the Code of Conduct for Members were referred to the Committee for local determination during the year.

Section 1 – Vision and Objectives

1. Fareham Borough Council has worked hard to establish a clear vision for the borough to ensure that it remains a prosperous, safe and attractive place to live and work.
2. This vision is maintained and improved by focussing on seven corporate priorities. These were developed several years ago in consultation with elected members and officers of the Council, alongside partners working in the borough and, most importantly, residents. These objectives drive the work of the Council and help to ensure that Fareham progresses in the way we all want it to.
3. To help us achieve these seven corporate objectives we have identified a range of desired outcomes for local people that we are working hard to achieve. All our plans and resources are directed to achieving these outcomes so that elected members and officers are clear what they are trying to achieve and how their efforts contribute to the overall vision.
4. Our corporate priorities and their associated desired outcomes are listed below:

Corporate Priority	Desired outcomes for local people
Protecting and enhancing the environment	<ul style="list-style-type: none"> • Plan a sustainable environment • Manage new development • Protect the built heritage and natural environment • Respond to climate change • Manage public and open spaces • Provide efficient and effective waste collection services
Maintaining and extending prosperity	<ul style="list-style-type: none"> • Enable employment opportunities • Encourage vibrant town and district centres • Enable and support transport and mobility needs
A safe and healthy place to live and work	<ul style="list-style-type: none"> • Reduce crime and disorder • Protect the health and safety of people • Promote good health • Ensure new and existing buildings are safe
Leisure for health and for fun	<ul style="list-style-type: none"> • Provide leisure and cultural opportunities

Corporate Priority	Desired outcomes for local people
A balanced housing market	<ul style="list-style-type: none"> • Support and enable an affordable housing market • Prevent homelessness • Provide social housing
Strong and inclusive communities	<ul style="list-style-type: none"> • Build stronger communities • Build more inclusive communities • Enable people to play an active part in society • Provide prompt and accurate payment of housing and council tax benefits
Dynamic, prudent, progressive, best practice Council	<ul style="list-style-type: none"> • Ensure adequate corporate governance arrangements. • Ensure transparent decision-making. • Ensure vibrant local democracy. • Ensure adequate arrangements to secure continuous improvement.

5. Alongside these priorities and desired outcomes, it is important to say that our work and our decision-making is guided by a set of values, to which we are committed.
6. Firstly, Fareham Borough Council is committed to being open, accessible and responsive to the needs of our customers, responding in a clear and fair way and treating residents with fairness, dignity and respect.
7. Secondly, Fareham Borough Council, working closely with our partners, will lead and achieve for Fareham residents the best possible outcomes, by ensuring that decisions are prudent and that the people of Fareham receive their services in the most efficient way.
8. Finally, Fareham Borough Council will protect the positive aspects of our communities, but will also look forward to ensure progress brings prosperity, whilst maintaining all that is good about the borough of Fareham.

Review of Corporate Vision and Objectives

9. As part of the Council's ongoing commitment to continuously review and improve what it does to enhance the social, economic and environmental well-being of all those who live in the borough, we will be undertaking a major review of our corporate vision and objectives during 2010. A major public consultation exercise will be carried out later in the year to seek to views of partners and residents. Further details will be available on the Council's website and in Fareham Today.

Section 2 – Achievements

INTRODUCTION

1. This section of the annual report highlights the achievements and improvements that have been made during the last financial year by the Council acting on its own or working in partnership with other public bodies or voluntary organisations.
2. The improvements are organised under each of our seven corporate priorities and their associated desired outcomes for local people.

PROTECT AND ENHANCE THE ENVIRONMENT

Plan a sustainable environment

3. A Draft Core Strategy document has been produced incorporating comments from the preferred options scheme; the Planning Inspectorate's advisory visit; and the Government Office for the South East; together with the outcome of further evidence studies. All scheduled local development documents have now commenced or been adopted.
4. Public consultation has taken place for the Residential Car and Cycle Parking Standards Supplementary Planning Document (SPD) and was formally adopted by the Council's Executive on 9 November 2009. The adopted SPD sets out revised parking standards for new residential developments, with the exception of the North of Fareham Strategic Development Area, taking account of expected levels of car ownership, as well as good design and the need to use land efficiently.
5. Transport for South Hampshire (TfSH) was successful in securing £20m of government funding for the first phase of a Bus Rapid Transit scheme for South East Hampshire. The Council is involved in feasibility studies on subsequent phases of the scheme such as the provision of a high quality public transport interchange at Fareham railway station and, in due course, the provision of a link to the north of Fareham Strategic Development Area.
6. The Council has also been accepted onto the Government's wider Eco Town programme and awarded £200k for the Strategic Development Area (SDA) to the north of Fareham. The Council is committed to the delivery of approximately 7,000 homes built to high environmental standards, together with businesses; a large amount of open space; schools; shops; health and community centres. The first houses on the site should be ready for occupation from 2016. The initial Eco Town award will help with the funding of studies (such as energy, waste, water, green infrastructure) to examine the feasibility of delivering the SDA to 'eco town standards' and to enable the SDA proposals to progress through the Local Development Framework (LDF) process.

Manage new development

7. In terms of processing planning applications, the Council's performance has remained in the top quartile when compared to other district councils in England. Overall, 85% of planning applications were processed within their target time.
8. The percentage of appeals that are allowed against the Council's planning decisions is monitored regularly by officers and members of the Planning Development Control Committee. In 2006/7 we successfully defended 74% of appeals against our decisions, which was in the top quartile when compared to other district councils in England. However, this performance did not continue in 2007/08 when it dropped to only 49% of the decisions, which was in the bottom quartile. Following a review by the Scrutiny Board in 2008 and subsequent close monitoring by the Planning Development Control Committee, performance has improved in 2008/09 when the Council successfully defended 73% of its decisions and even better performance in 2009/10 when the Council successfully defended 84% of its decisions.

Protect the built heritage and natural environment

9. The completion of the improvement scheme at the western end of West Street in 2008 highlighted the need to improve the eastern end of West Street. Fareham Borough Council's Executive has allocated £250,000 for the scheme and Hampshire County Council's Regeneration of Older Urban Areas Initiative is to contribute a further £100,000. Work is due to start in June 2010.
10. A programme of Conservation Area Character Assessments has been completed for each of the 13 Conservation Areas designated by the Council as having special architectural or historic interest. The character of each area derives not just from the age and style of individual buildings but also from the way groups of buildings are arranged, the spaces between them, their historical significance in the development of an area and their use. Many other factors such as: open spaces, landscaping, trees and important views all interact to form the overall character of an area. In order to make informed decisions about development that affects the character of a conservation area it is essential to have a clear understanding of what makes the area special. This series of Conservation Area Character Assessments identifies the features in each conservation area that help to define its character. The appraisals are not intended to be comprehensive and the omission of any particular building, feature or space should not be taken to imply that it is of no interest.
11. The appropriate repair of historic buildings using traditional methods and materials is important in retaining the character and special interest that led to their designation. Fareham Borough Council has offered historic building grants amounting to some £14,000 over two years for specialist works of repair to 16 buildings.

12. Fareham Society has instituted an awards scheme to recognise and to encourage good design in the built environment. The Council won the Society's Landscaping Award for its West Street Environmental Improvement Scheme. In addition, the Council enabled successful schemes for the repair and re-use of historic buildings that attracted Fareham Society Awards for restoration work at:
 - The Coach House, St Margaret's Lane, Titchfield (plaque);
 - 28-30 South Street, Titchfield (certificate of commendation);
 - Burpham House, 12 East Street, Fareham (certificate of commendation).
13. The introduction of a new scheme of grants for biodiversity projects and habitat improvements in Fareham was approved by the Executive in July 2008. The Fareham Wildlife Improvement Grant is available to landowners, schools and community groups for the following: providing ecology surveys, delivering habitat enhancement, practical land management or engaging communities in Biodiversity Action. To date, nine grants have been awarded totalling £7,113.
14. Four new Sites of Interest for Nature Conservation (SINCs) have been identified at Coldeast Hospital, Chilling-Brownwich Cliffs, Down End Road and Seafeld Park. These are sites that are important for nature conservation but are not covered by statutory national and international designations. There are over 80 such sites in the Borough including ancient woodlands, grassland, heathland, coastal and wetland habitats, and sites which support notable species. The Borough Council will also seek to protect other sites which are of nature conservation value but which are not designated as SINCs.
15. Benefits to biodiversity have been secured by the ecological input to the development briefs for land at Hunts Pond Road, Titchfield Common and Peters Road, Locks Heath.

Respond to climate change

16. Consultation on the North Solent Shoreline Management Plan took place in February 2010 and was well attended. A Shoreline Management Plan (SMP) provides a large-scale assessment of the risks associated with shoreline evolution, coastal flooding and erosion and presents a policy framework to address these risks to people and the developed, historic and natural environment in a sustainable manner. Work is progressing towards formal adoption of the plan.
17. The Council was one of the successful bidders to the second round of the property level grant scheme announced by the Department for Environment Food and Rural Affairs in March 2010. A grant of £162,450 has been allocated to the Council for a scheme affecting 28 homes in Wallington Village. The property level flood protection grant scheme helps properties in areas with a high risk of flooding that do not benefit from community level defences. Local authorities for the areas that are awarded a grant will be able to provide properties with home flood surveys and a contribution or full payment towards the total cost of installing flood protection measures that are identified as necessary in those surveys.

18. A whole range of energy efficiency measures have been introduced in 2009/10. These include practical measures to reduce fuel consumption by the Council's vehicle fleet and measures to reduce energy consumption in its buildings. They also include initiatives to improve energy efficiency in private sector housing. The overall effect should be a reduction in the Council's carbon footprint by about 5%. Future energy efficiency actions have been enshrined in a new Environmental Sustainability Strategy approved by the Executive in March 2010.
19. Plans are in place to establish Greening Campaigns in communities throughout the Borough to enable residents to become more involved in reducing the Borough's carbon footprint. The Greening Campaign was introduced to borough residents at a special meeting in Ferneham Hall on 27 April 2010. The Campaign is an innovative concept created by a Petersfield resident to help encourage people in South-East England to reduce their energy consumption. The meeting provided an opportunity for Fareham's residents to take part in this exciting initiative to 'do their bit' and reduce their carbon footprint.
20. National Indicator 188 measures local authorities' progress in preparing for climate change and sets out five levels of readiness. The Council has met its target of reaching Level 2 by 31 March 2010 and is committed to reach Level 3 by 31 March 2011. Level 2 requires a comprehensive risk assessment of the vulnerabilities of the Council's services to weather and climate, identifying the priority risks and the most effective adaptive responses.
21. An Environmental Sustainability Strategy has been produced which recognises that the Council cannot act alone and must work in partnership with other statutory agencies, local businesses and local residents. The strategy sets out the main priorities for the Council and its partners in reducing carbon emissions and adapting to climate change. In this context, adapting means anticipating the effects of climate change and making plans to deal with the risks and vulnerabilities.
22. The Council has entered into partnership with the Hampshire Library Service and purchased a number of Energy Saving Monitors for library members to borrow free of charge from libraries in Fareham, Portchester, Locks Heath and Stubbington. By borrowing a monitor for two weeks, residents can identify how to make long term reductions in their energy use. Together with the monitors, library staff are issuing Home Energy Check Forms enabling residents to get individually tailored advice sent to their homes. A questionnaire is also being issued that invites feedback from residents on how the monitor helped them to identify electricity wastage and what they did to address the issue.

Well managed public and open spaces

23. The abandoned vehicle contract with Hampshire County Council continues to perform well. This year saw the number of reported abandoned vehicles decrease to 355 (41 scrapped) compared with 431 (25 scrapped) in the previous year.
24. Fixed Penalty Notices were issued for 17 littering and fly tipping offences. Three successful prosecutions were brought for fly tipping offences in the borough during the year.
25. Civil Enforcement Officers have been working closely with streetscene officers to remove graffiti in a timely manner. This sent out a message that the Council does not tolerate graffiti and there has been a drop in the number of reported instances.
26. Refurbishment of 14 of the Council's 15 public conveniences was completed by the end of April 2009. Delays have been experienced in the rebuilding of Cliff Road toilets due to ecological and drainage issues. Construction has now commenced, with completion anticipated in August 2010.
27. The Council has improved its performance in street cleansing as measured by National Indicator 195. Over three separate phases of inspection during the year, 96% of streets were found to be clear of litter in 2009/10 compared with 93% in 2008/09. An improvement was also made in street detritus.
28. Holly Hill Woodland Park, Sarisbury was awarded the prestigious Green Flag Award for the second year running and the Sensory Garden of Reflection at Osborn Road, Fareham achieved the award for the first time. The Green Flag Award is the national standard for parks and green spaces in England and Wales and recognises and rewards the best green spaces in the country.
29. Fareham again achieved success in the South and South East in Bloom awards scoring Gold and Overall Winner in every category and has been invited to represent the region in the 2010 'Britain in Bloom ' competition. The Borough of Fareham was awarded:
 - Gold and Overall Winner for the large town/small city category.
 - Gold and Overall Winner in the Best Small Park category for the Sensory Garden of Reflection.
 - Gold and Overall Winner in the Best Countryside Park category for Holly Hill Woodland Park.
 - Gold and Overall Winner in the Schools category for Northern School in Portchester.
30. One of the Fareham in Bloom co-ordinators also received an outstanding achievement award for services to In Bloom.
31. In addition, Fareham also received the Tourism Award from Tourism South-East, a new award for 2009.

32. The Council appointed a Play Ranger to provide play opportunities for all children and young people across the Borough over the summer months through an open access scheme within Fareham's public parks and open spaces. The Play Ranger is present during the play sessions and provides equipment and encouragement for children to engage in natural play ideas. Two new play areas have been installed at Bellfield in Titchfield and at Kenwood Road in Portchester.
33. The Council has made available, free-of-charge, handy pocket sized pouches for storing cigarette butts. Pouches are available from the Civic Offices or its civil enforcement officers. The aim of the 'butt-in' pouches is to encourage people to dispose of their cigarette butts in a clean and tidy way, rather than dropping them on the ground and facing a possible fixed penalty notice of £75. The pouches are made from fire resistant plastic, are designed to keep smoke odours inside and when full can be emptied into a bin and reused.

Waste collection services

34. Significant progress has been made in all areas since the original report on the garden waste collection service from the Health and Safety Executive (HSE) in 2007 that determined there was a risk of manual handling injuries because of the heavy loads that were being handled by the crews. Progress in implementing the health and safety improvement plan agreed with the HSE and employees has been reviewed and revisions approved. The Council will continue to monitor the demand for and use of disposable waste sacks in 2010/11 before making a decision about the introduction of a wheeled bin collection service for garden waste.
35. Residents were reminded that problems preventing the Yellow Pages telephone directory from being recycled had been resolved. Old copies can now be placed in residents' blue top kerbside bins or in a paper bank thereby contributing towards the Council meeting the government's target of 50% of all household waste to be recycled by 2010.
36. The Council's Waste Advisers held a number of events during national Recycle week on 22nd-28th June 2009 to encourage residents to try something new in an effort to go greener and cut back on waste. There were road shows where residents could make a pledge to do one more thing to reduce waste. Staff from the Civic Offices, offices in Civic Way and Fareham Shopping Centre built a textile mountain of unwanted clothes, shoes and textiles for resale or recycling to raise money for the Hampshire and Isle of Wight Air Ambulance.
37. The Council launched its latest glass recycling initiative in July 2009 when it took over from contractors the responsibility for emptying the glass recycling banks around the Borough. Whilst clear glass will still remain separate, residents can now put all coloured glass in the same bin. The glass collection service has been improved substantially with new bottle banks on all the sites and more frequent collections.

38. Several schools took part in the Council's competition called 'Recycle ... for art's sake!' as part of the Rainbow Centre's LIVE festival. The schools won their awards by creating a sculpture from waste, using at least one of the items which are collected from homes for recycling. Selected shops in the town centres displayed the sculptures in their shop fronts. The event promoted the 3Rs - Reduce, Reuse, Recycle - in a fun way for both school children and town centre visitors whilst promoting the work of the Rainbow Centre.
39. The Council's Waste and Recycling Officers held a series of exhibitions at the end of November 2009 in Fareham, Portchester and Locks Heath offering tips and advice on how to avoid food waste, how to use up common leftovers likely to be found in kitchen cupboards and fridges together with top tips on shopping wisely and in turn saving money. Army troops from 33 Field Hospital set up a field kitchen in West Street, Fareham and using leftovers cooked tasters of Christmas themed recipes to promote the 'Love Food, Hate Waste' campaign. The Council's Waste and Recycling Officers were on hand. Over 400 people took away information and recipe cards. The Army raised £166.50 for the Help for Heroes charity.
40. The trade waste collection service has been extended to include recycling and now has over 100 business customers in the borough.

MAINTAIN AND EXTEND PROSPERITY

Enable employment opportunities

41. A Draft Core Strategy document was prepared including the overall employment provision for the Borough and a specific allocation at HMS Daedalus for aviation and marine related employment at the airfield.
42. At Faretec on the Cams Hall Estate, 100% occupancy was achieved and is being sustained. In addition occupancy at the Palmerston Business Park, Newgate Lane was never less than 90% let at any one time during the year with no more than three out of 28 units empty at any one time.
43. The Harbour Economic Development Forum (HEDF) is the inward investment agency partnership of four local authorities - Fareham, Gosport, Havant and Portsmouth. The Forum aims to secure new investment and employment for the city region, by providing Invest in Portsmouth, a free and comprehensive relocation service for potential investors and businesses. With the conversion of HEDF to Invest in Portsmouth and its alignment with Invest in Southampton, a property search/ inward investment service has been created for South Hampshire.

44. A new Smarter Working Centre is now open in Fareham offering entrepreneurs, business start-ups, home-based businesses and commuters' low-cost accommodation and the chance to work and meet locally and avoid the stress and cost of the peak-time journey to work. The Centre was officially opened on 16 March 2009 and is based at Fareham Enterprise Centre just off Newgate Lane. It is run by a partnership between Fareham Borough Council and Enterprise First.
45. The South Hampshire Aerospace and Defence Networking Forum was launched. The Harbour Economic Development Forum and the University of Portsmouth held an event in November 2009 which focussed on the Skills 4 Technology Programme and incorporated several tours of the University's laboratories; rapid proto-typing, advanced polymers and composites and materials analysis/ fatigue and fracture.

Vibrant town and district centres

46. Maintenance agreements are now in place for all the Council's car park payment machines resulting in less 'down time' due to faults. All the old Pay and Display machines are being replaced with 12 upgraded to a new specification and five more to be upgraded over the next two years.
47. Group 4 Securicor (G4S) are now responsible for collecting cash from Pay and Display and Pay on Foot machines thereby reducing the risks faced by Council employees.
48. A Draft Core Strategy document has been prepared including the level of new retail development in centres around the Borough and promoting Fareham town centre as a strategic location.
49. The Council was pleased to announce on 1 April 2010 that formal planning permission has been granted to 'Tesco' for a new food store to be built on the old foundry site, Quay Street, Fareham. Work can now start on the development of the new store which is expected to open in late Spring 2011.
50. Regeneration is taking place with:
- construction of the new Tesco supermarket expected to start soon;
 - an alternative retailer being sought for the stalled Debenhams store;
 - redevelopment works to the Eastern end of the shopping centre.
51. The Council and Fareham Shopping Centre were pleased to announce that the quality clothing store 'Next' together with '99p Stores' offering quality big brand products for under 99p are coming to Fareham and will occupy the large unit that was formerly the 'Woolworth' store. The furniture and home accessories retailer 'Cargo' has been welcomed back to Fareham after a short absence. Advanced discussions are taking place with 'Top Man' an Arcadia fashion outlet to complement 'Top Shop' who are already in Fareham Shopping Centre. These excellent retail names will generate new jobs and shopper interest in Fareham.

52. In addition, Beales Department Stores opened a small store in Fareham Shopping Centre in April 2010. Beales are also in discussion with the owners of Fareham Shopping Centre about the possibility of taking a large new store within the centre.

Transport and mobility needs

53. Plans are now well advanced to develop a Bus Rapid Transit system along the A32 corridor, initially using disused railway lines. The first phase of this work, from Redlands Lane in Fareham to Military Road in Gosport has been given the go ahead and is due to be completed by 2011. It is planned to extend the network to Fareham rail station, Fareham town centre to the north of Fareham Strategic Development Area and on to Portsmouth in future years. The Borough Council will also work closely with the business sector to develop sustainable travel plans, particularly in the planning of new developments, in conjunction with the Highways Authority.

SAFE AND HEALTHY PLACE TO LIVE AND WORK

Reduce crime and disorder

54. Fareham's Community Safety Plan (CSP) continues to be monitored and updated on a quarterly basis and presented to all partners at quarterly CSP meetings.
55. A market research survey put Fareham into the top quartile of Hampshire authorities on how the police and local authorities are dealing with anti social behaviour and crime issues. The Council's Anti Social Behaviour Officer received an award from Fareham's Community Safety Partnership in recognition of her good work within the local community. Wide publicity was given to three Anti Social Behaviour Orders obtained over the past 12 months.
56. Results from the Residents' Survey 2009 were very encouraging:
- 77% felt safe in their local area after dark;
 - 98% felt safe whilst out during the working day;
 - 21% felt that drunk or rowdy behaviour is a problem compared with 25% of respondents to the Place Survey 2008;
 - 67% agreed that the police and the Council are successfully dealing with anti social behaviour and crime in their area compared to only 28% of respondents to the Place Survey 2008.
57. The CCTV control room was upgraded in October 2009. Around 500 arrests have been made by using CCTV. Officers at Park Gate police station now have remote access to view footage instead of having to visit the control room.
58. The Council has agreed a community intelligence protocol for the sharing of information with the police that can be used for the resolution of crime and disorder. Community intelligence is any information from the community that we have been told or we have seen relating to anti-social behaviour, suspicious activity, crime and criminal damage.

59. Good progress has been made with the implementation of the training programme relating to the Council's Safeguarding Children policy. The Council is currently working towards signing up to 'ContactPoint' (the national database of children) which holds basic information to assist agencies in identifying who may be involved in supporting a local family.
60. An 'Eyes and Ears' policy has been adopted by the Council whereby at any time when officers are working in the community they can report back something they see or hear that could inform or impact on a service that may require action by the Council. This could include, for example, a specific litter/fly tipping problem, vandalism, inappropriate commercial or social activity.
61. Fareham's Community Safety Partnership produced a leaflet informing parents about the consequences and dangers of under-age drinking. The Council and the Police worked together to distribute the leaflets to off-licences and supermarkets across the Borough. Leaflets were given out to anyone purchasing alcohol with the aim of deterring them from buying alcohol on behalf of children, and educating them about the health effects and laws surrounding under-age drinking.

Protect the health and safety of people

62. A pest control treatment service was provided on 1,242 occasions through-out the year to residents and businesses in the Borough.
63. Regular surveys of open spaces and Council land were carried out to ensure the control of rats and mice.
64. Some 178 stray dogs were collected of which 155 were claimed by their owners.
65. A website created by the Hampshire and Isle of Wight Dog Warden Group was launched to advise Hampshire residents on what to do and who to contact if they lose or find a dog. The group represents the Council and the other 13 local authorities in Hampshire.
66. Inspections were carried out at 100% of the food premises that were due for inspection during the year.
67. A comprehensive food sampling programme was undertaken which resulted in 212 samples of local food and food contact surfaces being taken to monitor the quality of both food and cleaning practices.
68. An Air Quality Action Plan has been produced following the declaration of two Air Quality Management Areas. Detailed information about air quality has been published on the Council's website including live information from the air quality monitoring station on the A32.

69. Noise abatement notices were issued in 13 cases and one instance resulted in legal proceedings being instigated. Another 926 complaints about pollution, mainly from noise, were resolved informally.
70. Civil Enforcement Officers continued to patrol 'hot spot' areas of the Borough in response to complaints from the public and members of the Council. Various offences resulted in 5,896 Penalty Charge Notices being issued on street of which 88% were paid.
71. An amendment to an existing regulation under the Traffic Management Act 2004 has given the Council the power to enforce prohibitions on parking at dropped kerbs and double parking without the need for traffic signs and road markings. The Civil Enforcement Officers take action against parking alongside dropped kerbs where residents make complaints. Routine enforcement against parking by tactile kerbs on junctions resulted in 208 Penalty Charge Notices being issued.
72. The Driver and Vehicle Licensing Agency (DVLA) have praised the Council's Parking Enforcement Team for its role in identifying and reporting untaxed vehicles in the Borough. The Council's Civil Enforcement Officers reported 114 cases of untaxed vehicles to the DVLA between September and December 2009. As a result of the actions of the Parking Enforcement team and other reports received by the DVLA, 120 cases were successfully concluded at Fareham Magistrates' Court between January and March 2010. This resulted in fines totalling £23,146 and prosecution costs of £7,200. Additional cases were settled out of court prior to the issue of a summons.
73. The Council's Emergency Control Centre, which is used when we are required to respond to civil emergencies, has been relocated to the ground floor of the Civic Offices. A number of tests showed the new location to be fit for purpose. Exercise Cylinder in June 2009 was an exercise run by Hampshire County Council's Emergency Planning Unit that confirmed Fareham Borough Council's emergency response employees are able to carry out an effective response to most emergency situations. Two ring round call outs showed that if there was an emergency at these times there would have been sufficient staff to cover the emergency and open up the Civic offices. All employees who have emergency response roles under the Council's Emergency Response Plan have received training on their roles.
74. All of the licensing functions were carried out within legislative time constraints:
- 227 taxi and private hire drivers were licensed;
 - 258 taxi and private hire vehicles were licensed.
75. For the third year running the Council and the Police hosted a free seminar for licensees to receive an update on the Licensing Act 2003, current enforcement issues and the latest ideas on managing licensed premises to help reduce crime and disorder.
76. Of the licensed premises due for inspection, 100% were inspected within the required period.

77. The Council took part in an initiative with other regulators to share information and reduce the local inspection burden on other businesses.
78. The Council took part in an initiative to inspect higher risk premises on behalf of the Health and Safety Executive. Consequently, a number of lower risk premises were not inspected thereby ensuring best use of resources and best targeting in terms of risk.
79. The Council has reminded all home owners including landlords that only Gas Safe Registered engineers should carry out work on gas appliances or installations. Details were given of how to find out more information or to find a local engineer. This opportunity was taken following the replacement of the CORGI gas registration scheme on 1 April 2009 by the Gas Safety register as the official gas safety body.

Promote good health

80. Local Public Service Agreement (LPSA2) reward funding has been secured by the Council because it achieved its target for adult participation in physical activity.
81. Fareham's 'Walking to Health' scheme has successfully achieved accredited scheme status from Natural England. Since the scheme's introduction in 2004 some 7,000 people have walked approximately 30,000 miles led by ten qualified and dedicated volunteer walk leaders. Natural England has issued an accreditation logo and congratulated everyone involved in maintaining the excellent standards in Fareham's 'Walking to Health' scheme.
82. Following on from the Council's Sustainable Travel Plan and Healthy Workplace Action Plan, employees took part in a Bike to Work day on 17 June 2009.
83. The Council set up a Pandemic Management Group of officers to co-ordinate any action that the Council may need to take in responding to an outbreak of swine flu and the impact on staff and services.

LEISURE FOR HEALTH AND FUN

Provide leisure and cultural opportunities

84. The annual pantomime at Ferneham Hall achieved record sales in 2009 and a new three-year contract has been entered into with the promoter.
85. Significant reductions in the cost of operating Ferneham Hall have been delivered through the successful implementation of a Value for Money Review Action Plan.
86. A new Leisure and Cultural Strategy - Leisure for Health and for Fun has been published.
87. The Cams Alder rugby pitch has been refurbished and had new drainage installed.

88. Power Chair Football is being established in the Borough through the award of a Football Foundation grant.
89. Fareham Leisure Centre was Local Authority Leisure Centre of the Year in the Fitness Industry Association's Flame Awards 2009.

BALANCED HOUSING MARKET

Support and enable an affordable housing market

90. The number of new affordable homes built within the borough during 2009/10, despite the economic downturn and slump in the housing market, was 43. It is expected that this will increase in 2010/11 with a number of large schemes that are due to complete in the year.
91. A Draft Core Strategy document has been prepared including the general location of future housing provision around the borough and a specific allocation at Coldeast where some additional housing development will enable various other benefits for the community to be realised.
92. An updated Strategic Housing Land Availability Assessment (SHLAA) was published showing that, despite the downturn in the housing market, the Borough has far more than the minimum 5 year supply of sites for housing that local authorities are required to provide as part of the planning process.
93. Fareham is the place to be according to the SmartNewHomes.com website which provides the widest selection of new homes available in the UK today. The site has reported the recovery of the housing market to have happened far quicker in Fareham, with home buyers keen to purchase properties in new developments at Sandringham Park, Gudge Heath Lane and Grosvenor Place, Portchester Road. In both developments, 45 homes are dedicated to affordable housing including shared ownership and shared equity homes schemes.
94. A new overarching housing strategy has been produced. It has been subject to extensive consultation and was agreed by Full Council in April 2010. A range of sub-strategies will be undertaken during 2010.

Prevent homelessness

95. A new Homelessness Strategy was launched at a Homelessness Forum held in March 2010 to discuss the pressures arising from the recession.
96. A new Debt Advice worker has been funded by the Council and works at Fareham's Citizens Advice Bureau in the town centre.
97. The implementation of a value for money review of Building Maintenance Services has been completed with a single focus workload for the workforce and the procurement of a new long term responsive repairs contract (including formal consultation of 450 leaseholders).

98. The number of non-decent homes in the Council's housing stock has been significantly reduced to 62 homes.
99. The Council was one of five local authorities in the South East that received £325k match funding from the Homes and Communities Agency to build five new council homes for rent. Five infill sites have been identified for development and detailed resident consultation has taken place with immediate neighbours. The majority of the new homes will be two bedroom bungalows and will be some of the most energy efficient homes in the Borough.
100. The Council successfully bid for additional money from the Government to crack down on illegal subletting in either local authority or housing association council or Housing Association properties in the Borough. A £200 reward is being offered for any information that results in a successful prosecution.

STRONG AND INCLUSIVE COMMUNITIES

Build stronger communities

101. In planning for the Strategic Development Area (SDA) to the north of Fareham, community involvement was undertaken through questionnaires, meetings of the SDA Community Liaison Group and presentations to Community Action Team meetings. Events involving representatives from a range of organisations, services and community bodies were well attended resulting in a shared "vision" for the new development and specifications for its key facilities.
102. The Community Action Team meetings have been given a new look and continue to grow in popularity with topics for presentation and discussion being driven by residents.
103. The meetings have also been used as a platform for extended consultation regarding issues such as the proposed Strategic Development Area to the north of Fareham, promotion of the Greening Campaign and Fair Trade within the Borough.
104. Recent agreement to the amalgamation of the two Fareham CAT areas into one will hopefully benefit residents, and has resulted in the trial of fixed venues for these meetings.
105. Community Action Team funding has helped many communities across the Borough to achieve small projects. One such is the replacement of an old and vandalised interpretation board at Sarisbury Green. The board gives information about Sarisbury Green's conservation area and its history together with a brief insight into the Sarisbury Green of years gone by, including St. Paul's Church and listed buildings such as Oak and Rose Cottages. A new board has been installed on a rust resistant stainless steel lectern for all to enjoy.

106. Fareham's Sustainable Community Strategy 2010-2020 (SCS) was formally adopted by the Council on 19 February 2010 following public consultation. The strategy outlines in seven themes our communities' vision and top priorities to improve the quality of life for all the Borough's current and future residents.
107. The Council provided Fareham's LSP, known as networkfareham, with the support that enabled it to develop the Sustainable Community Strategy following extensive consultation and feedback from residents of the Borough.
108. The Council continued to support the Fareham Park Project - which included arranging a conference and commissioning a community development and research project in partnership with Learning Links. networkfareham, is working with the Fareham Park community to find out what services and improvements residents would like in the area, with the aim of helping people improve their learning and work opportunities whilst gaining pride in the area they live in. Working with Learning Links, networkfareham is looking for local people in Fareham Park who would like to be trained and work with the rest of the community to engage with people, raise awareness of the project and provide a signpost to relevant opportunities. Learning Links is a Hampshire based educational charity working to empower groups, individuals and organisations to participate in learning and employment activities.
109. The Council's communications team has recently been merged within Corporate Services, and a restructure of the entire team is currently under way to maximise efficiency.
110. Achievements this year have included development of the LSP's Community Engagement Partnership, completion of a bi-annual residents' survey, support for the residents' parking review, development of consultation methods used by the Council, including the e-Panel.
111. Work is currently being done on a review of 'Fareham Today' and corporate notice boards and a new Communications and Engagement Strategy for the Council.
112. Residents' Satisfaction Survey
- 91% very or fairly satisfied with the way Fareham Borough Council runs things
 - 95% very or fairly satisfied with the local area as a place to live
113. Residents' Satisfaction Survey Top Five Priorities
- Collecting household waste and recyclable materials
 - Cleaning the streets, providing litter bins, removing abandoned vehicles
 - Working with the police to reduce crime
 - Providing parks, open spaces and woodlands
 - Public toilets
114. Residents' Satisfaction Survey Bottom Five Priorities
- Providing public information through our website and Fareham Today

- Westbury Manor Museum
- Tourist information
- Providing allotments
- Providing information and advice to local people on healthy living

Build more inclusive communities

115. Good progress has been made on equality impact assessments (EIAs) and a corporate equality monitoring policy has been adopted. Six key services have been identified to act as pilots to develop and implement equalities monitoring procedures prior to the policy being rolled-out across the Council. All completed EIA reports are now published on the Council's website.
116. A corporate group 'The Corporate Access Group' has been formed to assist the dissemination and implementation of equality and inclusion.
117. The Council has adopted a corporate translation and interpretation policy and guidance to enable employees to provide a consistent response to requests for translation or other formats.
118. A successful campaign by the Council's Executive Leader resulted in a deafPLUS bus being trialled in the town. The charity deafPLUS provides a bus that contains demonstration models of many aids for deaf people. This unique service is free of charge to deaf children, young people, families, friends and visitors who have the chance to try out a wide range of the latest technology such as TV and radio listening devices.
119. The Fareham and Gosport Youth Councils came together for a training day at the Xperience Youth Centre, Trinity Street, Fareham. This marked the start of a Joint South-East Youth Council where young people will work together on issues that affect young people across both boroughs.
120. The Council marked the first ever National Armed Forces Day on 22 June 2009 by raising a specially commissioned flag in honour of all the service men and women involved in the Armed Forces – past, present and future. Prior to the flag raising, eight Royal Navy personnel marched from Ferneham Hall to the flag pole at the Civic Offices followed by members of the Royal British Legion and standard bearers.
121. The Council held a special service on, 8 November 2009, at Holy Trinity Church, Fareham to 'Forever Remember' those who gave their lives in the service of their country. During the service the names were read out of all those associated with the borough of Fareham who gave their lives serving in the British Armed Forces. This is believed to have been the first event of its kind in the country.

Enable people to play an active part in society

122. A local travel token scheme has been introduced as part of the Council's concessionary travel scheme designed to assist residents of Fareham who are aged 60 or over or who are disabled. The Council offers two types of concession:

- a bus pass for residents who are aged 60 or over, or disabled and aged 5 years or over;
 - travel tokens for residents who are disabled and aged 16 years or over.
123. The Council's Executive Leader together with the Member of Parliament for Fareham met the Minister at the Department for Transport, in February 2009, to appeal against the government's funding of the concessionary travel scheme. On 4 November 2009, the Department for Transport announced proposals to redistribute the funding for the scheme which meant that Fareham could receive an additional £450k. Subsequently, a report laid before Parliament on 28 January 2010 confirmed that the Council will receive a special grant of £742k in 2010/11, an increase of £450k. This action was welcomed as making the amount of the grant better matched to the actual cost of the scheme.
124. The newly named 'Hammond Wing' at the Crofton Community Centre was opened on 11 September 2009 following a five month refurbishment project. The naming of the Hammond Wing is an acknowledgment of the generosity of Isaac and Augusta Hammond who left the former Hammond Hall to the Council in trust for the benefit of the community. The Council invested £285k to refurbish the facilities supported by a £10k contribution from the Crofton Community Association and the Park Day Nursery and Preschool who funded improvements to the nursery and preschool.
125. The Council has entered into new three-year Service Level Agreements and funding arrangements with the Citizens Advice Bureau and Community Action Fareham.

Pay housing and council tax benefits

126. The Council's performance in its speed of processing housing and council tax benefit claims continues to be in the upper quartile despite an increase in caseload (over 11%) and an increase in workload (over 30%) since November 2008.
127. During the economic downturn, specific actions have been undertaken to raise Fareham residents' awareness of benefits.
128. Significant legislative changes have been implemented that enables previously ineligible pensioners and families with young children to claim benefit and increases the amount of benefit paid to those already in receipt of benefit.
129. In the action plan to meet the Audit Commission's Key Lines of Enquiry (KLOEs), 77% of the actions identified have been completed.

DYNAMIC, PRUDENT, PROGRESSIVE AND BEST PRACTICE COUNCIL**Ensure adequate corporate governance arrangements**

130. A review of the Council's 10 year Civic Offices Asset Management Plan (AMP) was undertaken in the light of the financial pressures facing the Council. Works to improve the heating and air conditioning plant are planned to take place in 2010/11 and will benefit staff whilst also helping to improve the energy efficiency rating of the Civic Offices and deliver savings on energy costs. The updated Asset Management Plan 2007/12 was approved by the Executive in February 2010. The AMP covers the period 2007-2012 so that it is consistent with the Capital Strategy which covers the same period and to which it is closely aligned.
131. The Council's Audit Committee received an Annual Business Continuity Progress Update in March 2010. Notable achievements were:
- Further work and testing undertaken on loss of power and the testing of the ICT and Telecoms business continuity / disaster recovery plan.
 - Progress made by the Hampshire Public Service Network to develop more resilience for the provision of ICT services.
 - Improvements to office space and ICT capability at the Depot have provided a facility that could be used if services could not be used from the Civic Offices.
 - A Disruption Management Team was set up and successfully managed the Council's response to the swine flu pandemic, including a review of the Council's Pandemic Plan, and the severe weather incident over the winter period.
132. The Council's list of critical services was reviewed as part of the Council's business continuity arrangements. In the event of an incident, it is important that the Council has procedures in place ready for use in continuing to deliver its critical services and functions at an acceptable previously defined level. Compliance checks of the business continuity plans were undertaken by the BCP managers.
133. A major review of council tax single person discounts for was carried out as part of the National Fraud initiative.
134. The Audit Commission's inspector gave an unqualified opinion on the Council's accounts on 30 September 2009. The financial statements provided for audit were generally satisfactory. The standard of working papers provided was good with the information being provided electronically. A number of matters arose during the audit of the financial statements. However none of these was significant enough to affect a reader's understanding of the accounts.
135. A project plan was adopted to ensure that the Council has its first full set of International Financial Reporting Standards (IFRS) compliant accounts for the 2010/11 financial accounts (with comparatives for 2009/10). Adopting IFRS brings benefits in consistency and comparability between financial reports in the global economy and in following private sector best practice.

136. The Council has successfully let and operated a new contract for the provision of insurance, which has saved the Council approximately £750k over the contract term.
137. The Council actively participates in the Hampshire and Isle of Wight Procurement Partnership. The Partnership is a collaboration of councils seeking to reduce costs through shared procurement arrangements. Fareham has led on a number of projects that have saved significant amounts of money for those involved, for example insurance and play equipment.
138. The Council's medium term Finance Strategy 2010/11–2013/14 was approved by the Executive in October 2009. The strategy document set out the broad principles on which the management of the Council's finances are based and provides background information regarding the level of resources, the revenue budget and capital programme.
139. The Council identified a number of challenges it faces over the next three years from a range of areas:
- A decrease in real terms of central government support from 2011/12.
 - The end of specific government grants.
 - Falling interest received from the Council's investment portfolio.
 - The high priority need to keep council tax increases below the rate of inflation; which resulted in a zero increase in 2010/11.
 - The prospect of revenue from fees and charges failing to increase during a recession.
 - The need to fund the cost of job evaluation.
 - The largely uncontrollable costs arising from the growing take up and usage of concessionary travel.
140. An officers' working group was set up to ensure Council compliance with the European Union Services Directive by 28 December 2009. The Directive aims to open up the European market to cross-border trade in services and requires the removal of any unnecessary legislative or administrative barriers to service providers in other countries seeking to provide their services in the United Kingdom.
141. The Council was host to a visit from the newly appointed chairman of the Falkland Islands' Public Accounts Committee. The purpose of the visit was to learn from the Council how we obtain assurance on the governance arrangements of the Council and examine the value for money and efficiency of our services.
142. The Council has trained up a Proceeds of Crime Act accredited financial investigator to expand the investigation and seizure powers of the counter fraud team.
143. The Council has generated a budget saving of £9,500 through its appointment of new auditors, Deloitte Touche Public Sector Internal Audit Ltd, to provide internal audit services.

144. The Council's Health and Safety policy was reviewed and revised, in accordance with the Health & Safety at Work Act to reflect the new management structure of the Council and implied responsibilities of the Corporate Manslaughter and Corporate Homicide Act 2007. The Council's Executive met on 12 October 2009 and approved the revised policy document as Fareham Borough Council's Health & Safety Policy for 2009.
145. Progress was made in delivering the Council's Risk Management Policy and Strategy 2009 with the latest independent assessment showing the Council's level of risk maturity as having reached the Risk Managed level.

Ensure transparent decision making

146. All agenda and reports for meetings in 2009/10 were published at least 5 days in advance of the meeting and all Executive decisions were published within 48 hours of being made. 97.9% of all decisions were taken in public session. 450 members of the public attended meetings of the Council and its Committees and 166 residents made deputations. Members were supported with training and development opportunities which resulted in 197 member attendances at 22 events during the year.

Ensure vibrant local democracy

147. Extended facilities for residents to confirm their details by telephone, internet or text were offered during the electoral registration annual canvass. Over 19,000 households used this system, representing 60% of those households who were eligible to do so. Fareham remains at the top of authorities in Hampshire for performance in electoral registration with responses from 98.9% of households. Throughout the remainder of the year the service enhanced its performance in maintaining the register of electors with a 24% increase in the number of additions and amendments made to the register of electors compared with the previous year.
148. Elections were conducted to elect 7 county councillors to the Fareham seats of Hampshire County Council and to elect Members of the European Parliament for the South-East Region. Turnout for the European election within the Borough was 40.7% and for the county council elections 40.88%.

Ensure adequate arrangements to secure continuous improvement

149. A score of 3 (performing well) was achieved for both the Audit Commission's Use of Resources and Managing Performance assessments. This resulted in the Audit Commission's Organisational Assessment finding the Council to be providing good value for money and managing its performance well.
150. The Council faced a more challenging year than previously forecast in ensuring that a balanced budget could be set for 2010/11. This was achieved by keeping a list of spending pressures under review and reporting on progress towards meeting key efficiency projects.

151. The Local Public Service Agreement 2 (LPSA2) is a voluntary agreement with the Government that aims to deliver improved performance in targeted areas. Achievement of the agreed targets is 'rewarded' with a performance grant based on the period 1 April 2005 to 31 March 2009. The Council was notified that its share of the LPSA2 performance grant will be £366,000 split equally over the next two years. The reward grant will be used to contribute to the development and delivery of a number of the Council's capital projects. The achievement of the reward grant recognises the hard work, service improvements and professionalism of Council employees involved in the delivery of street cleansing, leisure, strategic housing and community safety services that formed part of the agreement.
152. A data quality strategy was introduced across the whole of the Council which resulted in the first annual monitoring report to the Chief Executive's Management Team. This confirmed that the Council has good data quality arrangements in place and can rely on the performance information that it uses to make decisions.
153. Revised redundancy/redeployment and grievance procedures have been approved following consultation with the Trade Unions. The procedures were updated to take account of legislative and best practice procedural changes and took effect from 1 February 2010.

Detailed plans were put in place to generate efficiencies over the next two years with anticipated savings of £1m in 2010/11 and £345k in 2011/12. Steps needing to be taken to protect the financial position in 2010/11 were identified, particularly with regard to recruitment, potential retirements and the re-prioritisation of work to protect resources in high priority areas and provide greater clarity concerning the scope to forego lower priority work if further savings are required.

Provide efficient and effective support services

154. The Council has successfully passed its first Annual inspection visit since gaining Lexcel accreditation in April 2008 with no areas of minor or major non-compliance. Lexcel is the Law Society's practice-management quality mark and is only awarded to solicitors who meet the highest management and customer care standards. The Inspector praised the high standard of the Council's legal department and the diligence of the staff.

155. The Council's Wide Area Network infrastructures have been expanded in two key areas. Firstly, a complete overhaul of the Council's internal Information and Communication Technology (ICT) security was undertaken to enable access to the Government's Connect Secure Extranet (GCSx). From April 2009, this became the only network the Council can use to transmit personal data and data protectively marked as restricted, to and from government agencies such as the Department for Work and Pensions, the Police and the Courts. Secondly, The Council has joined the Hampshire Public Services Network (HPSN2) which is a partnership connecting all of the Hampshire and Isle of Wight local authorities, Hampshire Fire and Rescue and the New Forest National Park Authority. This will allow interconnectivity and the transfer of data and telephony services across the county thereby helping to dramatically reduce costs and provide seamless service provision to the public.
156. A replacement corporate Graphical Information System (GIS) was installed in November 2009. A phased roll-out took place in January 2009 with further integration projects with other back-office systems planned for 2010. GIS includes tools and systems for managing, modelling and analysing data that can be referenced by spatial or geographic coordinates.
157. The Council's disaster recovery / business continuity services have been provided with co-location facilities to enable real-time back-up of data so that in the event of a loss of facilities at the Civic Offices data/services can rapidly be recovered. In addition, a fall-back facility has been provided at the Depot in Wallington to enable the re-establishment of the Council's telephone services and call centre.
158. The Council has reduced its carbon footprint by a significant reduction in the number of physical servers operating within the Council's computer facilities. To date 67 physical servers have been virtualised down to 5 thereby dramatically reducing power consumption and the load on the air conditioning plant having to cool all of that equipment.
159. The Council provides good quality, efficient services. In the three years to March 2011 the Government expects all local councils to make savings equal to 9% of their spending. This will be on top of the saving and efficiencies totalling £2.3 million that were made between 2004 and 2007. These efficiencies allow the Council to invest in services and at the same time keep Council Tax increases below inflation, a record Fareham is proud to have achieved for six consecutive years. This achievement continues into 2010/11 as Fareham has set a 0% increase in its portion of Council Tax.
160. As part of the Council's approach to openness and transparency in the procurement process a report listing the total payments to suppliers with a cumulative value over £500 is available on the Council's website. The report details cumulative payments for the current financial year and is updated at the end of each quarter.

161. The Council reviewed its approach to vehicle procurement and has made an annual saving of £45k from the £400k capital programme. The savings will be achieved through a revised vehicle replacement schedule for the entire fleet. The recommendations will take effect from 2010/11 and will contribute significantly to the Council's Comprehensive Spending Review 2007 (CSR07) efficiency plan. Further work is to be undertaken in relation to the overall sustainability of the Council's transport vehicle fleet.
162. Two refuse collection vehicles have been fitted with electric bin hoists, which has reduced fuel consumption and noise created during their operation.
163. A trial is underway to evaluate the effectiveness of an electronic management device that should reduce fuel consumption by a minimum of 10%. The device is currently fitted to two vehicles.

Section 3 - Consulting & Engaging

INTRODUCTION

1. It is important for us to consult and engage with the residents of Fareham to hear their comments and concerns. We do this through formal surveys and informally through initiatives such as the Community Action Team meetings.
2. It is appreciated that our lives are all so much busier with more and more demands on our waking hours. We are, therefore, committed to working with our partner agencies (health, the emergency services, Hampshire County Council) through the local strategic partnership (LSP) to ensure we better coordinate our consultation and research.
3. To help achieve this, we have created an electronic consultation panel (Fareham e-Panel) that is balanced to represent our whole community. The panel currently has about 950 members, just shy of our 1,000 target. We are actively encouraging younger people, aged 16-24, to join the panel as they are under represented at the moment.
4. The panel will receive 4-6 surveys a year to complete, on a variety of topics, and the results will be used to improve services, formulate policies and make Fareham a better place to live and work.
5. Further information about the e-panel and how to apply to join can be found on the Council's web pages at the following link:

<http://www.fareham.gov.uk/council/general/farehamepanel.aspx>

FAREHAM RESIDENTS' SURVEY

6. Our residents' survey has taken place in the borough since 2000. The key results of the latest survey, which was carried out in the autumn of 2009, are summarised in the following paragraphs.
7. Overall, 91% of the 1,284 residents who completed a questionnaire said that they were satisfied with the way Fareham Borough Council runs things. This is consistent with previous surveys carried out in recent years which also show exceptionally high levels of satisfaction amongst residents of the borough. However, we are not being complacent by accepting what appear to be excellent levels of satisfaction. We are investigating further the reasons why 9% of residents appear to be dissatisfied by asking why they are not satisfied, what can we do differently and which services need improving?
8. Residents are even happier about Fareham as a place to live. More than 95% of residents surveyed said that they are satisfied with the local area as a place to live. Again this is consistent with previous years' survey results, which have been consistently higher than 90%.

9. However, there are some areas of concern where residents appear to be less satisfied. They include the level of satisfaction that the borough is kept clear of litter. The latest survey results show that only 78% of residents surveyed are satisfied. Although this is gradually getting better, it is clearly not fast enough and the Council is working hard to improve its performance in this area.
10. Another service with which residents appear to be dissatisfied is the refuse collection service. The 2009 survey results show that only 74% of residents are satisfied with the service provided by the Council. This shows a significant reduction with high levels of satisfaction in previous years prior to the introduction of alternate bin collections and despite our efforts satisfaction has remained relatively low. This is an obvious area that we will target to try and find out more about why people are dissatisfied.
11. We also provide high levels of customer service with more than 90% of residents indicating that they find the Council welcoming and 87% satisfied with the way their enquiries are handled. Furthermore, the percentage of residents who indicated that they were able to contact the Council when they needed to or could find information about council services on the website were 95% and 92% respectively.
12. Finally, results from the residents' survey over recent years show an interesting trend in how people want to communicate with the Council. In 2006 almost 60% of residents surveyed indicated that their preferred method of contact with the Council was the telephone and that 15% preferred the web and email. In 2009 the number of residents who prefer the telephone has reduced to 35% and the web has increased to 36%.

COMMUNITY ACTION TEAMS

13. The Council wants to improve communications with the local community at a neighbourhood level. With this in mind, it has been developing a new approach based around Community Action Team (CAT) meetings. These meetings are used as a vehicle to inform residents of recent developments within their local area and to listen to their views regarding changes that they would like made in their neighbourhoods. Funding is also available for residents to request in order to improve their local area.
14. The CATs areas were previously split into six distinct neighbourhoods, and meetings are held three times a year in various locations around the Borough. Recently a decision was taken by the Executive to combine the two Fareham CAT areas to form one Fareham Town CAT area. The five CAT areas are listed below:
 - Fareham Town
 - Crofton
 - Titchfield
 - Western Wards
 - Portchester

15. A number of meetings attracted very large audiences because of the high level of local interest in the subject being discussed, which were requested by residents. These included the development proposals for the airfield at Daedalus, the future of Portchester Community Centre, the opening of the new Community Hospital at Coldeast and plans for the Strategic Development area to the North of Fareham. One round of meetings also offered the opportunity for residents to meet the Executive Leader of the Council and help to identify the Council's spending priorities.
16. The CATs meetings also offer an opportunity for residents to meet the Police, listen to updates on crime figures and discuss any concerns they might have on Police issues.

OTHER CONSULTATION

17. Other consultations that were completed in 2009 included residents' parking schemes in the town centre; the Strategic Development Area to the north of Fareham; the draft Sustainable Community Strategy which identifies the priority areas for the future of Fareham; and proposed environmental improvements to the eastern end of West Street in Fareham town centre.
18. Results of these consultations and a list of all current consultations appear on the Fareham Borough Council website at:

<http://www.fareham.gov.uk/consultation>.

Section 4 - Performance

INTRODUCTION

1. This section of the annual report provides outturn results for all national indicators that relate to the services provided by district councils in England.
2. In previous years, prior to 2008/09, all councils were required to publish the results of their performance against a set of national performance measures referred to as Best Value Performance Indicators (BVPIs). These indicators measured all aspects of local authority services provided by unitary, county or district councils.
3. As part of the government's Comprehensive Spending Review in 2007, BVPIs were replaced by a new set of national indicators that reflect the priorities of central government. More than 1,200 BVPIs and other indicators were replaced by a single set of 198 national indicators, which represented a significant reduction in the number of indicators that councils are required to report to central government.
4. Of the 198 national indicators, 42 relate to the services of a district council working on its own or in partnership with others. However, a number of these indicators are derived from the Place Survey¹, which is only carried out every other year. This means that results are available for only 24 indicators.
5. Further details and information regarding national indicators can be found on the Department for Communities and Local Government website at: www.communities.gov.uk.

¹ Survey of residents carried out by all local authorities in England based on standard set of questions issued by the Department of Communities and Local Government.

NATIONAL INDICATOR RESULTS - 2009/10

NI	Name	2008/09 Result	2009/10 Result	Comments
014	Reducing avoidable contacts: minimising the proportion of customer contact that is of low or no value to the customer	11.1%	11.9%	This indicator has been deleted from 1 April 2010.
154	Net additional homes provided.	348	188	The South East Plan (SEP) housing requirement for Fareham Borough (excluding the North of Fareham Strategic Development Area) is 186 net additional units per annum from April 2006 to 2026. Taking account of completions during the first 3 years of the plan period the remaining SEP housing requirement is 2,271 dwellings (as at April 2009), which is an annual residual requirement of 134. The net additional homes provided 2009/10 therefore exceed both the original and residual requirements despite a severe downturn in the housing market. Thus provision is currently on course to meet the SEP housing requirement before the end of the plan period. The net additional homes provided is made up of 46 (from new builds), 22 (from conversions/CoJ of buildings), 122 (from the redevelopment of land/buildings) and 18 (from sub-division of properties) less a total of 20 demolitions.
155	Number of affordable homes delivered (gross)	140	43	Although target not met in 2009/10 there will be 200 new affordable homes completed in 2010/11.
156	Number of households living in temporary accommodation	23	22	Performance exceeds the temporary accommodation target of 65 set by CLG.
157a	Processing of Planning Applications - Major	79.31%	75.00%	Performance fluctuates widely because of the small number of cases in the count; however performance exceeds the national target of 60%.
157b	Processing of Planning Applications - Minor	88.84%	78.07%	Performance exceeds the national target of 65%.

NI	Name	2008/09 Result	2009/10 Result	Comments
157c	Processing of Planning Applications - Other	92.74%	87.48%	Performance exceeds the national target of 80%.
158	Percentage of non-decent council homes	3.4%	2.60%	On target to complete by December 2010 subject to tenants allowing access to home to carry out the works.
159	Supply of ready to develop housing sites	397.6%	251.8%	The Council has sufficient housing land supply to deliver its South East Plan 5 year housing requirement. The apparent reduction is due in part to the downturn in the housing market over the past 24 months and in part to the 2008/09 figure being incorrect, which should have read 227.5%
170	Previously developed land that has been vacant or derelict for more than 5 years.	2.17%	1.82%	Reduction in previously developed land that has been vacant or derelict for more than 5 years is mainly due to new development at the former Coldeast Hospital site.
179	Value for Money - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008/09 financial year (£'000)	£616	£1,194	This NI demonstrates the eligible efficiency gains achieved in the year, which form part of the Council's wider efficiency programme. This programme supports the delivery of the overall Finance Strategy, and has enabled a balanced budget to be agreed and a council tax that has been below inflation for seven consecutive years and frozen for 2010/11.
180	The number of changes of circumstances which affect customers' HB/CTB entitlement	1292.50	1612.30	Target for year has been exceeded and performance benchmarks well against published national performance. This indicator has been deleted from 1 April 2010.
181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (Days)	6.7 days	7.7 days	National performance for 2009/10 quarter 1 and quarter 2 has now been published by DWP showing average performance is 14 days. Fareham is therefore performing well above the national average. Slight drop in our performance since 2008/09 is due to the continuing rise in caseload as a result of the economic downturn. However, results for the year remain well within target.

NI	Name	2008/09 Result	2009/10 Result	Comments
182	Satisfaction of businesses with local authority regulation services	69.25%	81%	Satisfaction of business with local authority regulation services. This indicator measures whether businesses think they have been treated fairly and helpfully by local authority regulators and reflects our role in supporting local businesses.
184	Food establishments in the area which are broadly compliant with food hygiene law	93%	91%	This indicator has been deleted from 1 April 2010.
185	CO ₂ Reduction from Local Authority Operations	Not Available	Not Available	Method of calculation is being changed by DEFRA and revised guidance is required before the national indicator can be calculated.
186	Per Capita Reduction in CO ₂ Emissions in the Local Authority Area	-0.2%		Information for this NI is supplied by DEFRA and will not be available until later in the year. A further reduction is, however, anticipated.
187i	Tackling Fuel Poverty – people receiving income based benefits living in homes with a low energy efficiency rating	8.00%	11.75%	The worsening position reported to us the Environment Centre, Southampton regarding the % of households on benefits that have a SAP rating of under 35 causes concern especially given the extensive work over the past year to identify and improve the properties within this group. Also given the fact that those in the higher group appears to have improved significantly, with Fareham now having the highest proportion of the most energy efficient homes in Hampshire.
187ii	Tackling Fuel Poverty – people receiving income based benefits living in homes with a high energy efficiency rating	34.00%	50.25%	
188	Adapting to Climate Change	Level 0	Level 2	On target, as reaching Level 2 was agreed as part of the Hampshire LAA.
189	Flood and Coastal Erosion Risk Management	100%	100%	Progress on the 2 nd year of this reporting cycle recognises that we have engaged with the production of the emerging Portchester Castle to Emsworth coastal strategy, explored ways of working together to share capacity and capability to tackle flood risk and had two-way communication about NI 189

NI	Name	2008/09 Result	2009/10 Result	Comments
191	Residual household waste per household (Kgs)	462	474	Target not achieved. The definition of residual waste includes street litter. The amount of street litter collected increased significantly during 2009/10 as a result of the large amounts of grit, sand and salt collected following the adverse weather experienced during the winter.
192	Percentage of Household waste recycled and composted	42.56%	37.95%	Target not achieved. There is clear evidence that residents (both in Fareham and across Hampshire) recycled less in 2009/10, possibly due to changes in spending behaviour as a result of the recession and or the negative messages in the media about stock piling of recyclates etc. The change in policy associated with the garden waste collection service also contributed to the reduction in the recycling rate.
194i	Level of Air Quality – Emissions of NOx through LA estate & operations	9.0 tonnes		Method of calculation is being changed by DEFRA and revised guidance is required before the national indicator can be calculated.
194ii	Level of Air Quality - % Reduction in NOx emissions through LA estate & operations			Method of calculation is being changed by DEFRA and revised guidance is required before the national indicator can be calculated.
194iii	Level of Air Quality - Emissions of PM10 through LA estate & operations	0.3 tonnes		Method of calculation is being changed by DEFRA and revised guidance is required before the national indicator can be calculated.
194iv	Level of Air Quality - % Reduction in PM10 emissions through LA estate & operations			Method of calculation is being changed by DEFRA and revised guidance is required before the national indicator can be calculated.
195i	Improved street and environmental cleanliness - Litter	7%	4%	A significant improvement by the Street Cleansing section over the previous year's outturn.

NI	Name	2008/09 Result	2009/10 Result	Comments
195ii	Improved street and environmental cleanliness - Detritus	16%	15%	An improvement over the previous year despite the additional detritus on the roads resulting from the much increased winter salting and gritting.
195iii	Improved street and environmental cleanliness - Graffiti	0%	0%	Due to the excellent performance of the in-house graffiti removal measures in place at Fareham this NI continues to register little or no incidence during the survey work.
195iv	Improved street and environmental cleanliness - Fly posting	0%	0%	Fly posting has never been a significant problem and remains so, in Fareham.
196	Improved street and environmental cleanliness – fly-tipping	Level 4		Results will not be known until September 2010 at the earliest.

Section 5 – Improving Value for Money

INTRODUCTION

1. Managing and improving value for money is one of Fareham Borough Council's key priorities. It aims to deliver the best services possible within the resources that are available whilst ensuring that annual increases in its share of the council tax are kept below inflation.
2. This has resulted in Fareham Borough Council having one of the lowest levels of council tax in England whilst providing good quality services and achieving high levels of residents' satisfaction.
3. For the year ended March 2010, Fareham Borough Council set a council tax of £140 per equivalent band D property, which was the 10th lowest when compared to 201 other district councils in England. This achievement is even more remarkable when you consider the amount of government grant that we receive, which was only £146 per household compared to a national average of £213.

Financial Planning

4. For many years the Council has had a strong track record of improving services whilst maintaining increases in council tax below inflation.
5. The Council's medium term financial strategy (MTFS) sets out the principles that should be applied when determining its future spending plans. This strategy focuses primarily on a three-year period, but also considers future emerging spending pressures beyond the medium term. The objective of the strategy is to ensure that sufficient funds are available to enable the Council to develop and improve its services whilst achieving its key priority of maintaining council tax increases within inflation. This proved particularly challenging when setting the 2010/11 council tax as inflation was falling rapidly to its lowest levels for many years.
6. The strategy takes into consideration:
 - (a) known increases in spending that cannot be avoided (e.g. cost of employment, contractual price rises etc);
 - (b) anticipated increases and decreases in income from fees and charges;
 - (c) anticipated increases in government support;
 - (d) anticipated spending pressures (e.g. increases in fuel costs, concessionary travel, benefits administration, pension fund contributions etc.); and
 - (e) additional resources to implement specific priorities of the Council (e.g. capital schemes, community action teams (CATs) etc.)

7. In October 2009 the Executive approved the medium term financial strategy for 2010/11 to 2013/14. This strategy highlighted the very significant financial pressures the Council will face over the next four years and also gave an indication of the level of savings that must be achieved in order to continue to deliver a robust, sustainable and affordable budget in future years.
8. The strategy highlighted that provided the identified efficiencies could be realised, an affordable budget would be achieved for 2010/11. This prediction was realised in February 2010 when the Council set a budget for the next financial year that included a zero increase in the Council Tax. This included a number of unavoidable spending pressures which members were able to approve even though there was no increase in the level of income derived from the Council Tax.

Identifying Efficiencies

9. The medium term financial strategy also highlighted that to achieve the Council's objective of keeping increases in its share of the council tax below inflation, additional savings of £1 million must be achieved. The Council's management team will lead the process to identify and realise efficiency savings. It has allocated a proportion of the overall target to each chief officer to ensure that every department is required to deliver its own share of efficiency savings.
10. Departments are free to determine how they will meet their share of the overall target but initiatives generally fall into one of the following broad categories:
 - (a) Savings from procurement activities.
 - (b) Savings achieved by improving processes.
 - (c) Savings derived from reducing the volume of unnecessary customer contacts received.
 - (d) Ceasing non-value adding activity.
 - (e) Increasing demand and / or fees and charges for income generating services.
 - (f) Identifying new sources of income.
 - (g) Deleting positions that have been under-occupied for a period of time without adversely affecting the service provided.
 - (h) Cutting supplies and services budgets that are continually under-spent without adversely affecting the service provided.

Section 6 - Financial Performance

SUMMARY OF ACCOUNTS

1. This section of the annual report provides a brief explanation of the financial aspects of the Council's activities and its financial performance for the year ended 31 March 2010. Further details of the Council's financial performance are set out in the statement of final accounts which is available on the website at the following link:

<http://www.fareham.gov.uk/council/departments/supportservices/finance/statementofaccounts.asp>

Financial Performance

2. We budgeted to break even in 2009 /10 after providing £96,500 for one off expenditure. The year end position (taking account of expenditure programmes to be completed in 2009/10) was a surplus of £700,000 and therefore it has been possible to increase the general reserves by this amount.
3. General Reserves and Balances were £16.5 million as at 31 March 2010, reflecting a prudent level of reserves for the Council, as required by the Council's External Auditors. Most of this money is earmarked for specific purposes.

Where the money comes from

4. The main sources of the Council's income to pay for services, excluding the provision of council housing, are set out in the following table:

	£'000	%
Income from services	20,437	37
Government grants	22,818	41
Council Tax	5,994	11
Business Rates	5,041	9
Use of reserves and corporate income	1,319	2
Total	55,609	100

What the money spent on

5. The main types of expenditure on services are set out in the following table:

	£'000	%
Employees and internal support	15,541	28
Running expenses	11,797	21
Transfer payments	22,555	41
Capital charges and costs	5,716	10
Total	55,609	100

6. Running expenses include the maintenance of buildings, operating vehicles and the purchase of supplies and services. Transfer payments include council tax benefit and housing benefit. Capital charges and costs include depreciation

The Services Provided.

7. The main services provided by the Council are set out in the table below:

	£'000	%
Central services to the public	6,388	12
Cultural, environmental and planning services	13,314	24
Highways, roads and transport	5,275	9
Housing services	27,509	49
Corporate and democratic core	3,123	6
Total	55,609	100

Capital Expenditure

8. Capital expenditure represents money spent by the Council to purchase, upgrade or improve assets. The difference between revenue expenditure is that the Council receives the benefit of capital expenditure over a longer period of time.
9. In the financial year ended 31 March 2010 the Council spent £3.8m on projects in the capital programme compared with a total budget of £6.7m. The main reason for this under spend was the result of changes to the phasing of the programme with expenditure now expected to occur in 2010/11.

10. The total capital expenditure for the previous financial year is summarised as follows:

	£'000	%
Council Housing	1,742	45
Leisure Services	561	14
Other Housing Services	514	13
Information, Communications & Technology	302	8
Vehicles and plant	214	6
Public conveniences	177	5
Town centre developments	101	3
CCTV	129	3
Council buildings	34	1
Recycling	31	1
Other services	37	1
Total	3,842	100

Council Housing

11. The Council owns 2,408 properties for which it charges rent. It is a legal requirement that all expenditure on these houses is funded from rental income. Any surplus or deficit at the end of the year is transferred either into or out of housing reserves. During the year, income exceeded expenditure by £611,000. This balance was therefore transferred to the housing reserves. At the end of the year the housing reserve balance was £3,599,000.

Section 7 – Managing Risks

INTRODUCTION

1. The Council recognises that all aspects of risk that could affect our ability to deliver services and achieve our corporate aims and objectives must be managed effectively. Therefore, as part of the corporate governance arrangements, risk management has become permanently established as a management tool throughout the organisation.

OBJECTIVES OF RISK MANAGEMENT

2. The objectives of the Council's approach to managing risk are to:
 - integrate risk management into the culture of Fareham Borough Council;
 - manage risks in accordance with best practice;
 - anticipate and respond to changing social, environmental, legislative, political, economic, technological, competitive and citizen requirements;
 - prevent injury, damage and losses and reduce the cost of risk; and
 - raise awareness of the need for risk management by all those connected with the delivery of services.
3. These objectives are achieved by:
 - establishing clear roles, responsibilities and reporting lines for risk management;
 - providing opportunities for shared learning on risk management;
 - offering a platform for identifying and prioritising risk areas;
 - reinforcing the importance of effective risk management as part of everyday work of employees;
 - incorporating risk management considerations into all aspects of our work including corporate and community planning, business transformation, service planning and business planning; and
 - monitoring arrangements on an ongoing basis.
4. Risk Management helps us to achieve our corporate aims and objectives by ensuring that resources stay focused on delivery and are not diverted to deal with unexpected problems.
5. The main risks identified by the Council are summarised as follows:
 - Failure to meet the Council's equality and diversity obligations;
 - Council responsibilities under the Children's Act not fulfilled;
 - (Environmental) Sustainability targets not achieved;
 - Failure to provide suitable accommodation for the homeless;
 - Claims for damage caused by Council owned trees;
 - Failure to meet income targets on commercial waste services; and
 - Non completion of Local Development Framework (LDF) within time period agreed with Secretary of State.

FINANCIAL RISKS

6. The risk profile of the Council's finances has increased in recent years, and is set to increase further in the future as the demand for additional expenditure and the anticipated reduction in funding streams present themselves. The pressure for increased spending comes from a number of sources.
- (a) **Public Spending Cuts** - the new coalition government have made a number of announcements regarding a period of significant reductions in public spending in order to reduce the national budget deficit. Initial announcements indicate the freezing of Council Tax for at least one year and the reduction of specific grants paid to local government. Although the government have announced that there will be no reduction to the formula grant in 2010/11, it is widely expected that government funding for local government will be reduced significantly in future years.
 - (b) **Economic downturn** - the effects of the economic downturn and recession have an impact on key services of the Council and income from investments.
 - (c) **Corporate priorities:** a number of corporate priority actions have significant on-going financial implications.
 - (d) **Council property:** The condition of Fareham Borough Council's assets are generally good, however there is a growing need to make a significant investment over the coming years.
 - (e) **Service pressures:** Legislative changes and government priorities have given rise to a need to increase spending in certain areas.
 - (f) **Local Development Framework:** The development of the Local Development Framework has been paid for by government grant and our own resources. However the grant mechanism has changed, requiring funding from the general fund budgets to complete the programme of work.
 - (g) **Managing risks:** It is important that the Council makes plans to mitigate the impact of service risks, which often requires an initial investment to make plans and implement them.

BUSINESS CONTINUITY PLANNING

7. All councils are required to put in place appropriate arrangements to ensure that, in the event of a major incident that has an impact on service delivery, interruption and disruption to critical services is kept to a minimum. Referred to as business continuity plans, work has been carried out to review the arrangements the Council currently has in place and work is progressing to strengthen our business continuity arrangements, processes and documentation at both the corporate and service level.

8. We have developed a Business Continuity Management Policy that provides a framework for ensuring that critical services are not interrupted for prolonged periods of time. The policy sets out the framework for the development, implementation, testing, and review of our business continuity plans.

Section 8 - Responding to Climate Change

INTRODUCTION

9. Carbon dioxide is released into the atmosphere through the burning of fossil fuels such as gas, coal or oil to provide electricity, heating or transport. Under the Climate Change Act 2008, the Government has set an ambitious target of reducing the amount of carbon emissions by 80% by 2050, and there is an interim target of a reduction of 42% by 2020.
10. Fareham Borough Council is playing its part in helping to achieve these national targets in two ways. First of all it is looking at ways in which it can reduce consumption of electricity, gas and oil within its own services in order to reduce the Council's own carbon footprint. Secondly it is aiming to involve the wider community, local residents and local businesses in reducing the carbon footprint of the Borough as a whole.
11. All of these issues have been brought together in a new Environmental Sustainability Strategy which was approved by the Council's Executive in March 2010.

Reducing the Council's carbon footprint:

12. Recently, the Borough Council has made great strides in measuring the energy consumption of its operational buildings and putting in place plans to reduce it. Its buildings include the Civic Offices, Ferneham Hall, the Depot at Broadcut, the multi storey car park in Osborne Road and a range of smaller buildings. At the end of 2009/10, the Council's overall carbon footprint, that is the amount of carbon dioxide that is produced as a result of its own operations, was 2,821 tonnes. This was a reduction of more than 8% compared to the previous year.
13. The Council's carbon footprint was reduced, and will continue to be reduced, as a direct result of three main approaches. One is making the buildings themselves more energy efficient. The second is raising the awareness of staff of the need to reduce consumption by switching off lights and equipment when not needed and the third is by modernising the Council's vehicle fleet, which consists of 110 vehicles, including 21 refuse vehicles.
14. A target of reducing carbon emissions by 10% between April 2009 and March 2011 has been adopted with a further reduction of 4% each year from 2011 onwards.
15. Actions in 2009/10 have included:
 - Embarking on staff awareness campaigns and placing graphs on the Council's intranet showing monthly energy consumption so that staff can see the impact of their efforts;
 - Inspecting the air conditioning system in the Civic Offices with a view to upgrading it;

- Continuing a programme of improvement to the energy efficiency of the Council's depot;
 - Continuing a programme of upgrading computer systems which reduce the need for cooling and reduce electricity consumption;
 - Fitting fuel savings devices to some refuse vehicles and modifying the engines of some others;
 - Installing electric hoists to refuse vehicles to reduce noise and engine revving;
 - Ensuring that replacement vehicles are purchased to the highest specification of energy efficiency
 - Continuing a programme of driver training.
16. So far, these initiatives have resulted in a reduction in the Council's carbon footprint of 5% during 2009/10. One measure of success is the position regarding Display Energy Certificates (DECs). These have to be displayed in all of the Council's public buildings and rate energy efficiency in seven bands from G (the worst) to A (the best). Renewal of the DECs in October 2009, revealed that the Depot had improved its rating from E to D and although the Civic Offices and Ferneham Hall remained in bands F and D respectively, they both improved their position within those bands.
17. Further actions planned for 2010/11 include:
- Installing low energy light fittings in Osborne Road car park;
 - Replacing the boiler in Ferneham Hall;
 - Upgrading cabling and cooling systems in the Civic Offices;
 - Reducing the Council's vehicle fleet;
 - Continuing the upgrading of computer systems;
 - Replacing an existing vehicle with an electric or a hybrid vehicle for car park patrols.
18. These initiatives will help the council to meet its carbon reduction target and will also help to save money on fuel bills.

Reducing the carbon footprint of the Borough:

19. Of course, the Council cannot act alone on these issues. It needs to work in partnership with energy companies, local residents and local businesses to help reduce the overall carbon footprint of the Borough. The latest figures produced by the Government show that, for Fareham, the total carbon emissions per capita in 2007 was 5.4 tonnes. This is the third lowest in Hampshire and is a reduction of just under 5% from the previous year. The highest proportion of emissions (41%) comes from domestic energy, with 39% from commercial and industrial energy consumption and 20% from road transport.
20. In order to help to improve the energy efficiency of homes throughout the Borough, the Council is undertaking a range of initiatives including:
- Fitting a house with the most up to date energy efficient measures and opening it up as a show home:

- Building 5 new homes to Sustainable Homes Code Level 4, the first homes in the Borough to be built to this standard;
 - Making available Energy Monitors for residents to borrow from local libraries so that they can measure the consumption of energy of equipment in their homes;
 - Undertaking the Heatseekers Project, which uses thermal imaging to identify energy inefficient homes;
 - Working in partnership with the Environment Centre to ensure that householders have access to up to date information and advice and access to grants and funding streams;
 - Working in partnership with Hampshire County Council and other District Councils to develop a countywide strategy which will include looking at the development of renewable energy sources
 - Raising awareness of residents through articles in Fareham Today and presentations at Community Action Teams;
 - Facilitating the establishment of Greening Campaigns in communities throughout the Borough.
21. In addition the Council is also working in partnership with Hampshire County Council on initiatives which reduce the need to travel and make travel more sustainable. This includes the development of the first phase of the Bus Rapid Transport System along the route of the disused Fareham to Gosport railway. Funding for this was secured in 2009.

Section 9 – Future Plans for Improvement

INTRODUCTION

1. The Council's vision and objectives that is outlined in section 1 of this report provides a clear statement of the main things that we need to do to ensure that Fareham remains a prosperous, safe and attractive place to live and work. This is supported by a detailed corporate priority action plan that includes a range of projects and initiatives that the Council, working on its own and in partnership with others, is striving to deliver over the medium term.
2. The corporate priority action plan was developed by the Executive and approved by Full Council in January 2007 and is reviewed annually to ensure that it reflects changing needs and circumstances.
3. This section of the annual report provides a summary of the corporate priority action plan, which is outlined in the tables below. Further details of the current status and a progress update for each corporate priority action can be found in annex A to the annual report.

PROTECTING AND ENHANCING OUR ENVIRONMENT

Required Outcome	Delivered by	Planned Improvement	Priority
Plan a sustainable environment.	FBC will work with other agencies to...	Plan the Strategic Development Area to the north of Fareham.	High
Protect the built heritage and natural environment.	FBC will...	Undertake projects to enhance biodiversity within the borough.	
	FBC will...	Implement projects to improve the appearance of conservation areas and public spaces.	
Respond to climate change.	FBC will...	Promote the need for energy conservation, improve energy efficiency and undertake other environmental sustainability initiatives.	
Well managed public and open spaces.	FBC will...	Increase cemetery provision in the West of the Borough by 2010.	High
		Take a 'zero tolerance' approach to littering, fly-tipping, graffiti and abandoned vehicles.	
		Refurbish and improve our public conveniences.	
	FBC will work with other agencies to...	Reduce littering at the entrances to the borough.	
	FBC will...	Improve the appearance and accessibility of our parks, woodlands and green spaces - achieving at least 3 Green Flag awards by 2010.	
Waste collection services.	FBC will work with other agencies to...	Achieve recycling targets set by central government i.e. 40% by 2010.	High

MAINTAIN AND EXTEND PROSPERITY

Required Outcome	Delivered by	Planned Improvement	Priority
Enable employment opportunities.	FBC will work with other agencies to...	Plan the Strategic Development Area to the north of Fareham.	High
		Work with neighbouring authorities to develop the capacity of the Partnership for Urban South Hampshire (PUSH) and to agree a Multi-Area Agreement.	
Vibrant town and district centres.	FBC will work with other agencies to...	Deliver a large food store within Fareham Town Centre by 2011.	High
		Pursue the development of the Foundry site in Fareham.	
		Facilitate the redevelopment of Broadlaw Walk	
	FBC will...	Undertake an environmental improvement of the eastern end of West Street.	
Transport and mobility needs.	FBC will work with other agencies to...	Support public transport provision and reduce the levels of traffic congestion.	

SAFE AND HEALTHY PLACE TO LIVE AND WORK

Required Outcome	Delivered by	Planned Improvement	Priority
Reduce crime and disorder.	FBC will work with other agencies to...	Support the Fareham Community Safety Partnership in delivering the Community Safety Plan and the priorities contained in the Safer Communities theme of the Hampshire LAA.	
	FBC will...	Strengthen enforcement through improved use of our network of CCTV cameras and by taking a 'zero tolerance' approach to vandalism, criminal damage and anti-social behaviour.	
Protect the health and safety of people.	FBC will...	Improve environmental monitoring of our land, air and water.	
		Improve levels of 'on-street' parking enforcement.	
	FBC will work with other agencies to...	Improve road safety and reduce the number of cycling accidents.	
Promote good health	FBC will work with other agencies to...	Enable the development of a new community hospital in the Borough by 2010.	High

LEISURE FOR HEALTH AND FOR FUN

Required Outcome	Delivered by	Planned Improvement	Priority
Provide leisure and cultural opportunities	FBC will work with other agencies to...	Provide a new swimming pool to the west of the borough by 2011.	High
		Improve the programme, whilst reducing the costs, of Ferneham Hall.	
		Review the use of our community centres, youth centres and sports pavilions, rationalise provision and then modernise the buildings as appropriate by 2015.	High
		Improve facilities and activities for children and your people.	

BALANCED HOUSING MARKET

Required Outcome	Delivered by	Planned Improvement	Priority
Support and enable an affordable housing market	FBC will work with other agencies to...	Achieve a target of 100 affordable homes per year until 2016.	High
		Plan the Strategic Development Area to the north of Fareham	High
Prevent homelessness	FBC will work with other agencies to...	Implement a supported lodging scheme to end the of bed and breakfast accommodation for 16/17 year olds.	
Provide social housing	FBC will...	Conduct a review of sheltered housing provision in the borough by 2010 to ensure that we are making the best use of our accommodation.	High
		Continue to develop the capacity of the Housing Tenancy Board and Borough Panel.	
	FBC will work with other agencies to...	Provide a 'dry house' for vulnerable people who have completed a treatment programme for alcohol and drug misuse.	

STRONG AND INCLUSIVE COMMUNITIES



Required Outcome	Delivered by	Planned Improvement	Priority
Build stronger communities.	FBC will work with agencies to...	Improve our awareness of customers' needs by developing new methods of consultation.	
		Build on our consultative approach based on neighbourhood working.	
		Continue to develop the capacity of the local strategic partnership to ensure that all local agencies are working to the same agenda.	
	FBC will...	Support networkfareham's project to tackle underlying causes of deprivation in the Fareham Park area of Fareham.	
Build more inclusive communities.	FBC will work with agencies to...	Complete 50 equality impact assessments by 2010.	
Enable people to play an active part in society.	FBC will work with agencies to...	Strengthen our working relationship with the voluntary sector and increase the levels of community involvement in volunteering activity.	High
		Implement a new strategy aimed at meeting the needs of an ageing population.	
		Empower the Fareham Youth Council to give people a greater voice and influence over decision-making.	
		To work with neighbouring authorities to determine the need for and delivery of transit site provision for travellers.	



A DYNAMIC, PRUDENT, PROGRESSIVE AND BEST PRACTICE COUNCIL

Required Outcome	Delivered by	Planned Improvement	Priority
Ensure adequate corporate governance arrangements	FBC will...	Ensure that the Council's Counter Fraud and Corruption Strategy clearly link to strategic objectives.	
Ensure transparent decision-making	FBC will...	Provide councillors with more training and support to increase engagement with local people.	
	FBC will work with other agencies to...	Improve our 'scrutiny' role by holding other organisations to account on behalf of the local community.	
Ensure adequate arrangements to secure continuous improvement	FBC will...	Each year, set the Council's proportion of the council tax at, or below, the rate of inflation.	High
		Aim to achieve excellent performance for all services when compared to all other district councils.	
		Improve performance reporting to our customers, ensuring that we capture the results of feedback and discussions.	
		Achieve 3% cash efficiency savings per annum for the period April 2008 to March 2011.	High
		Continue a programme of service reviews aimed at improving efficiency.	



Annex A - Corporate Priority Improvement Plan (Progress Update)

PROTECT AND ENHANCE THE ENVIRONMENT




Ref	Improvement Action	Resp	Priority	Status	Comment
01	Achieve recycling targets set by Central Government i.e. 40% by 2010	Paul Doran	High		Average recycling rate of 38% between April 2009 and the end of March 2010. There is clear evidence that residents (both in Fareham and across Hampshire) recycled less in 2009/10, possibly due to changes in spending behaviour as a result of the recession and the negative messages in the media about stockpiling of recyclates etc. The change in policy associated with the garden waste collection service also contributed to the reduction in the overall recycling rate.
02	Improve environmental monitoring of our land, air and water.	Heather Cusack	Other		The Environment Agency continues to sample the beach water quality on a weekly basis in the summer months. The new Private Water Supply Regulations 2009 came into force on 1 January 2010. The regulations impose a new duty to carry out a risk assessment on all supplies. The continuous nitrogen dioxide monitor on the Gosport Road, Fareham, is operating satisfactorily with live results on the FBC website. Two local air quality management reports are currently being compiled for submission to Defra. One relates to a detailed assessment of the air quality between the two existing Air Quality Management Areas (AQMAs). The second air quality report relates to an air quality progress report for the whole of the Borough and more specifically, the progress of the AQAP. This was approved by the Executive in December 2008 and actions are being progressed by an implementation group with

No Longer Req'd Complete 

On Target


Minor Delays Major Delays 

Late

Ref	Improvement Action	Resp	Priority	Status	Comment
03	Promote the need for energy conservation, improve energy efficiency and undertake other environmental sustainability initiatives.	Richard Jolley	Other		<p>The Corporate Sustainability Group continues to co-ordinate activity in relation to environmental sustainability and improving energy efficiency/reducing energy consumption. A number of initiatives have been implemented, or are planned, which will reduce energy consumption in council buildings and CXMT have agreed an Action Plan to reduce fuel consumption in council vehicles. A target to reduce the Borough Council's carbon footprint by 10% between Apr 09 and March 11 has been agreed. A whole series of actions have been implemented which are aimed at increasing energy efficiency and decreasing energy consumption in private sector housing. This has been supplemented by articles in Fareham Today, presentations at CATs meetings and a proposal to establish Greening Campaigns in communities throughout the Borough in 2010.</p>
04	Undertake projects to enhance biodiversity within the Borough	Mike Maude-Roxby	Other		A new Wildlife Improvement Grant Scheme was agreed by the Executive in July 2008, to support small projects. To date 9 grants have been offered with a total value of £7,113.
05	Plan the Strategic Development Area to the	Linda Jewell	High		Following a successful consultation event towards preparing the vision for the new development area held in June 2009, the Executive on the advice of the Planning Inspectorate, agreed



No Longer Req'd



Complete



On Target




Minor Delays






Major Delays



Late




Ref	Improvement Action	Resp	Priority	Status	Comment
06	Implement projects to improve the appearance of conservation areas and public spaces.	Mike Maude-Roxby	Other		<p>to delay consideration and approval of the Fareham Draft Core Strategy (containing a vision and policy principles for the SDA) pending further consultation with the Partnership for Urban South Hampshire regarding the reduced overall capacity for residential development and the proposal for a business park at Junction 11 of the M27 at the SDA. Responses from PUSH (and Transport for South Hampshire and the Highways Authority) are not expected until June 2010. This has resulted in a delay to the preparation of both the Core Strategy and the SDA Area Action Plan of at least a year such that the latter is unlikely to be adopted before November 2012. Meanwhile government funding of £200,000 has been secured towards the cost of studies that will help in planning for the SDA and determining whether it may be designated an Eco-town.</p> <p>Lower Quay improvements, including the proper reinstatement of emergency works by Southern Gas Networks and the application of the final resin bonded aggregate surfacing to footpaths, are now complete. An improvement scheme for eastern end of West Street, partly within the Fareham High Street Conservation Area, is progressing well. This is being undertaken in partnership with Hampshire County Council. Public consultation was undertaken during 2009 and the Executive approved an amended scheme layout on 7 December 2009. This will proceed to implementation during 2010, subject to obtaining a tender within the approved budget</p>



					
No Longer Req'd	Complete	On Target	Minor Delays	Major Delays	Late

Ref	Improvement Action	Resp	Priority	Status	Comment
07	Take a "zero tolerance" approach to littering, fly tipping, graffiti and abandoned vehicles.	Glenn Sharman	Other		This was reported as complete at the 8 December 2008 meeting of the Executive. (New policies and procedures are in place to ensure a prompt and effective response to these issues).
08	Reduce littering at the entrances to the Borough.	Glenn Sharman	Other		Partnership arrangements in place at all gateways.
09	Improve the appearance and accessibility of our parks, woodlands and green spaces - achieving at least 3 Green Flag awards by 2010.	Sue Woodbridge	Other		Two Green Flags were awarded for Holly Hill Woodland Park and the Garden of Reflection during 2009. Report to Executive due at its meeting on 7 December 2009 confirmed that the Council were not going to pursue a third green flag.



	No Longer Req'd 	Complete 	On Target	Minor Delays 	Major Delays 	Late 
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LEISURE FOR HEALTH AND FUN


Ref	Corporate Priority	Resp	Priority	Status	Comment
10	Provide a new swimming pool to the West of the Borough by 2011.	Mark Bowler	High		The owners of Locks Heath Shopping Centre are not prepared to complete the legal agreements to facilitate the building of the swimming pool on Council land adjacent to the Centre. Therefore, officers are currently investigating opportunities to provide public swimming facilities at alternative locations in the western wards.
11	Improve the programme, whilst reducing the costs, of Ferneham Hall	Rod Cameron	Other		A popular programme of events during 2009/10 including 6 out of 9 sell out Promotions (Shows booked directly by the Venue) with Sally Morgan (Psychic), Jethro (Comedian), Abba Mania, Barbara Dickson, Pam Ayres and The Soldiers during February & March 2010 have helped Ferneham Hall continue to reduce its trading subsidy year on year from £379,000 3 years ago to £210,577 a reduction of £168,423. The 2009/10 trading subsidy is also the lowest since 1986/87.
12	Review the use of our Community Centres, Youth Centres and Sports Pavilions, rationalise provision, and then modernise the buildings, as appropriate by 2015.	Mark Bowler	High		Working is currently being undertaken to evaluate development opportunities in the Portchester area that would provide sufficient funds to build a new community centre. Work is progressing on the refurbishment of Western Wards pavilions and the first contract for Osborne Road pavilion in Warsash has been awarded. The Executive approved the disposal of the Motor Boat & Sailing Club building at Lower Quay at the meeting in March.

No Longer Req'd Complete 

On Target



Minor Delays Major Delays 

Late


Ref	Corporate Priority	Resp	Priority	Status	Comment
13	Improve facilities and activities for children and young people.	Mark Bowler	Other		A programme of informal play activities for young people aged 5 -13 coordinated by Play Ranger Service will take place at various locations across the borough throughout the summer months. Two events for young people aged 11 - 19 are being organised in Portchester in July and at Ferneham Hall in June. A National Play Day event is being organised in Bishopsfield Road for families with young people aged 5 -16 in August. New play areas have been installed at Bellfield in Titchfield and Kenwood Road Portchester and a new full size multi use games area is currently being installed at Fareham Park and will be open in the summer.


	No Longer Req'd 	Complete 	On Target	Minor Delays 	Major Delays 	Late
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A BALANCED HOUSING MARKET

Ref	Corporate Priority	Resp	Priority	Status	Comment
14	Achieve a target of 100 affordable homes per year until 2016	Andrew Fiske	High		124 new affordable homes built in partnership with housing associations in 2008/09. Funding has been secured for new schemes at Broadlaw Walk; Osborn Road and Hunts Pond Road, all of which are now on site in 2010. The number of new affordable units built in 2009/10 was below target at only 43 but in 2010/11, with schemes due to be completed, the number of affordable housing completions is projected to be 200 new homes. Therefore the combined total over the two financial years will be 239 (120 p.a.) The medium term projections for 2011/12 onwards looks bleaker as the number of new homes being planned by developers has dropped as a result of the recession. Included within the units for 2010/11 will be five properties being built by the Council following a successful bid for funding from the Homes and Communities Agency.
15	Conduct a review of sheltered housing provision in the Borough by 2010 to ensure that we are making the best use of our accommodation	Andrew Fiske	High		An Older Person's Housing Vision has been subject to extensive consultation and is due to be agreed by the Council's Executive in May 2010. This Vision will help to guide the final part of the Sheltered Housing Review as schemes will be judged against the new Vision. This will require a financial assessment of how much funding will need to be invested in the existing housing stock to meet the new Vision.





No Longer Req'd 

Complete 

On Target



Minor Delays 

Major Delays 

Late

Ref	Corporate Priority	Resp	Priority	Status	Comment
16	Implement a supported lodging scheme to end the use of bed and breakfast accommodation for 16/17 year olds.	Cathy Dawes	Other	✓	This was reported as complete at the 20 July 2009 meeting of the Executive.
17	Provide a 'dry house' for vulnerable people who have completed a treatment programme for alcohol or drug misuse.	Malcolm Stevens	Other	✓	This was reported as complete at the 20 July 2009 meeting of the Executive.
19	Continue to develop the capacity of the new Housing Tenancy Board.	Jon Shore	Other	✓	The capacity of the Housing Tenancy Board has developed over the course of the year with a number of policies and service performance areas being reviewed and commented upon.



No Longer Req'd



Complete



On Target



Minor Delays





Major Delays



Late

STRONG AND INCLUSIVE COMMUNITIES

Ref	Corporate Priority	Resp	Priority	Status	Comment
21	Implement a new strategy aimed at meeting the needs of an ageing population.	Mark Bowler	Other		Short term actions in the strategy are currently being implemented in accordance with the timescales set out in the strategy document. Report presented to November CPDRP and December Executive setting out progress on action plan and new initiatives. A new Community Club for older people has been established in partnership with Cams Hill School and is proving very popular with an expanding range of activities and the opportunity to make use of the school dining facilities. The programme of seated exercises for older people taking place in sheltered housing accommodation has also been a success and is being extended with the help of health & well being funding.
22	Strengthen our working relationship with the voluntary sector and increase the levels of community involvement in volunteering activity.	Mark Bowler	High		A new three year SLA and funding arrangements for Community Action Fareham including the volunteer centre was agreed by the Executive on 8 March. A new three year SLA and funding arrangements for the Citizens Advice Bureau has been agreed by the Executive. The new revised Compact was launched in December 2009 and the Fareham Compact group are promoting the Fareham Compact with support from Fareham Borough Council.



No Longer Req'd



Complete



On Target





Minor Delays





Major Delays




Late

Ref	Corporate Priority	Resp	Priority	Status	Comment
23	Empower the Youth Council, to give young people a greater voice and influence over decision making.	Lindsey Ansell	Other		The Youth Council continues to develop in strength. They have just held a joint training day with Gosport Youth Council. Both Youth Council's will be working together on some future campaigns under the banner of the South East youth. Funding has been secured for the production of a promotional DVD, the making of which will take up much of the year. The Youth Council continues to be supported by the Borough Council in partnership with Children's Services of HCC. They are now working towards and are planning on involving the Council's Youth Champion in more of their work. They will hold their elections in July at the Lazy Summer Afternoon event in Portchester that is being hosted by Fareham Borough Council.
24	Improve our awareness of customers' needs by developing new methods of consultation.	Amanda Mahoney	Other		The e-panel now comprises of about 950 members. This enables us to consult with a broad range of people from across the borough on a variety of issues and topics as and when required. The e-panel has recently been consulted on the Residents' Survey 2009 and the Fareham Town Centre Retail Health Check. An e-newsletter is currently being produced for epanel members and customers interested in joining the epanel. The aim of the newsletter is to regularly report back on results of consultations and encouraging new membership.


	No Longer Req'd 	Complete 	On Target	Minor Delays 	Major Delays 	Late 
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Ref	Corporate Priority	Resp	Priority	Status	Comment
25	Build on our consultative approach based on neighbourhood working.	Lindsey Ansell	Other		<p>The effectiveness of the Community Action Team (CAT) meetings is constantly being evaluated, and so far they are proving to be more successful and better attended than they have been in the past. This is mainly because the topics discussed at the meetings are area specific, which attracts more residents with a local interest.</p> <p>Consideration is underway to perhaps merge the Fareham North East and Fareham South West CAT meetings, as residents seem confused as to which area they fall into and tend to associate themselves with Fareham rather than the two specific areas of Fareham.</p>
26	Develop the capacity of the Local Strategic Partnership to ensure that all local agencies are working to the same agenda.	Alistair Tait	Other		<p>The Executive met on 11 January 2010 and made some minor amendments to the Sustainable Community Strategy 2021-2020. In the environment and transport section a top priority was re-worded to read "adapting to the impact of climate change". "Reducing carbon emissions" was added to the list of priorities. The Strategy was then formally adopted by the Council meeting on 19 February 2010 and is scheduled to be refreshed in three years time. The thematic partnerships will report back to the LSP Board in June 2010 on actions being progressed from the comments received during the public consultation on the draft Strategy.</p> <p>The LSP Board met in December 2009 and received a report on improving partnership working. The Board agreed that the recommended actions within the report should be progressed. In March 2010 the LSP Board agreed an improvement plan that has been developed setting out detailed actions with assigned responsibilities and timescales. The Board will receive quarterly updates on progress.</p>

					
No Longer Req'd	Complete	On Target	Minor Delays	Major Delays	Late

Ref	Corporate Priority	Resp	Priority	Status	Comment
50	To complete 50 equality impact assessments by 2010	Jenny Moses	Other		A corporate prioritisation model has been developed and a 3 year programme of Equality Impact Assessments (EIA) across the whole authority produced. An EIA toolkit was developed and officers involved in the first year EIAs received training in equality and diversity awareness and using the corporate EIA toolkit. 23 EIA's were completed as at March 2010 with a further 24 in progress, compared to 19 completed as at September 2009.
51	To work with neighbouring authorities to determine the need for and delivery of transit site provision for travellers.	Linda Jewell	Other		The Borough Council responded to the Government consultation on the Partial Review of the South East Plan relating to Provision for Gypsies, Travellers and Travelling Showpeople in July and attended the Examination In Public in February 2010 (outcome awaited). Meanwhile officers continue to take an active part in the Gypsy and Traveller South Sub Group (Havant, East Hampshire, Winchester, Fareham, Portsmouth and Gosport) to consider possible joint provision.
53	Support networkfareham's project to tackle the underlying causes of deprivation in the Fareham Park area of Fareham.	Phil Rayner	Other		networkfareham has commissioned a community development and research project in partnership with Learning Links, which is a social enterprise based in Portsmouth. The project aims to recruit and train 20 people to act as community champions and researches who will then undertake research in the community aimed at identifying the underlying causes of deprivation. The project got off to a slow start in December 2009 and suffered from the bad weather in January. However, following a recruitment drive in April approximately 15 volunteers have come forward and training has commenced. The Council and networkfareham are also supporting the St Columba Church in its bid to provide a local community one-stop-shop in the previous off-licence on Highlands Road.





No Longer Req'd 

Complete 

On Target





Minor Delays 


Major Delays 


Late

A SAFE AND HEALTHY PLACE TO LIVE AND WORK

Ref	Corporate Priority	Resp	Priority	Status	Comment
27	Support the Fareham Community Safety Partnership in delivering the Community Safety plan and the priorities contained in the safer Communities theme in the Hampshire LAA.	Kevin Wright	Other		Actions contained within the Fareham Community Safety Plan are being progressed. These are reported to the Community Safety Partnership and are monitored by a performance sub group. Importantly the priorities identified within the Community Safety Plan also fed into and contribute to delivering a number of the Safer Communities LAA priorities and targets. The forthrightly Community Tasking and Co-ordinating Group (CTCG) assists in the prioritisation and tasking of work involving the Neighbourhood Policing Teams (SNPTs) and the ACSOs. As previously reported 16 PCSOs are operating in the borough as part of the SNPT's together with 4 ACSOs.
28	Strengthen enforcement through improved use of our network of CCTV cameras and by taking a "zero tolerance" approach to vandalism, criminal damage and anti-social behaviour.	Kevin Wright	Other		The CCTV control room upgrade has recently been completed. Remote access to view recordings being given to police has now been installed at Park Gate Police Station giving the police the benefit of not having to travel to the CCTV control room to view possible footage. Section 106 contributions have been used to purchase additional cameras as part of Tesco development. The use of CCTV continues to contribute and assist in the deployment of police resources, recording of incidents, police arrests and detentions. There have been successful results from the use of CCTV footage in the detection and prevention of crimes. A new agreement with HCC to install cameras on their lamp columns as part of a major PFI project. There is also a new procedure for the use of the deployable camera through the forthrightly Community Task and Co-ordinating Group has been introduced. PFI has taken into account the deployable cameras.



No Longer Req'd 

Complete 




On Target

 Minor Delays

 Major Delays





Late

Ref	Corporate Priority	Resp	Priority	Status	Comment
29	Enable the development of a new Community Hospital in the Borough by 2010.	Mark Bowler	High		The new Fareham Community Hospital in Brook Lane, Sarisbury, will be open to patients on Monday 24th May 2010.
30	Increase cemetery provision in the West of the Borough by 2012.	Sue Woodbridge	High		It is intended that the wider Coldeast site is to be identified as a strategic allocation in the forthcoming LDF Core Strategy which will determine the mix of uses to be provided on the site, including cemetery provision. In parallel, work is being undertaken in conjunction with the owners of the site (Homes & Communities Agency/Miller Homes) on the preparation of a Coldeast development brief and supporting technical studies, which will assist in determining in more detail the nature of community benefits which will be achieved through subsequent planning applications. Outline drawings for a new cemetery and allotment site have been obtained by the Council together with guideline costs.
31	Improve road safety and reduce the number of cycling accidents.	Kevin Wright	Other		The traffic management programme prioritises road safety issues as the highest priority schemes for selection for the investigation and implementation programme each year. The deployment of speed and volume monitoring supports this programme and where appropriate a Speed Limit Reminder sign is deployed as a means to alert drivers to their contravention of the speed limit and thus provide a contribution to road safety improvement targets. The Executive have agreed to the purchase of a further 4 SLR signs for use throughout the Borough. The purchase will be funded through CATs, deployment of them will be on a priority basis, input in respect of











Ref	Corporate Priority	Resp	Priority	Status	Comment
33	Refurbish and improve our public conveniences.	Dave Woodbridge	Other		Refurbishment of 14 of the Council's 15 public conveniences was completed by the end of April 2009. Delays have been experienced in the rebuilding of Cliff Road toilets due to ecological and drainage issues. Construction has now commenced, with completion anticipated in August 2010.
					locations of cameras will also come from residents who attend CAT meetings.








A DYNAMIC, PRUDENT, PROGRESSIVE AND BEST PRACTICE COUNCIL

Ref	Corporate Priority	Resp	Priority	Status	Comment
34	Each year, set the Council's proportion of the council tax below the rate of inflation.	Andy Wannell	High		<p>The budget for 2010/11 was approved by the Council on 19th February 2010; it resulted in the Council's portion of the council tax being frozen at the current rate. This was the seventh consecutive year that the council's increase in council tax was below the rate of inflation.</p> <p>The Finance Strategy has identified that beyond 2010/11 further efficiencies will be necessary in order to deliver a balanced and sustainable budget which also achieves the council tax priority action.</p>
35	Aim to achieve excellent performance for all services, when compared to all other District Councils.	Phil Rayner	Other		<p>Work has commenced to analyse and compare results for new national indicators for the year ended 31 March 2009 and will be presented to the Executive as part of the review of the corporate vision and objectives.</p> <p>A member working party has also been setup to review the use of national and local performance indicators.</p>
36	Improve performance reporting to our customers, ensuring that we capture the results of feedback and discussions.	Sue Mills	Other		<p>Plans are in progress to develop a comprehensive set of web pages to provide up-to-date information regarding the council's performance; this is part of the fundamental website review project. A review is underway of customer feedback across the Council to assess the need for standardising the way it is carried out and what happens to the data. An article feeding back the results of the Residents' Survey 2009, featured in the spring 2010 edition of the borough magazine, Fareham Today.</p>



No Longer Req'd



Complete



On Target





Minor Delays





Major Delays



Late



Ref	Corporate Priority	Resp	Priority	Status	Comment
39	Continue a programme of service reviews aimed at improving efficiency.	Phil Rayner	Other		<p>The position is the same as previously reported in that the Government's Comprehensive Spending Review 2007 (CSR07) requires all local authorities to make efficiencies equivalent to 9.7% of its 2007/08 spending plans. The Chief Executive's Management Team has developed and is implementing an efficiency programme that provides a robust platform to ensure that the Council's budget can be balanced in the coming years without having to cut priority services and continue to meet the corporate priority of maintaining council tax increases at, or below, the rate of inflation.</p> <p>To date, officers have achieved or identified £1.9m of efficiency savings for the period 2008-2010. Plans are well advanced to achieve a further £2.4m of efficiencies for the next 3 years, which enabled a balanced and sustainable budget to be set for 2010/11.</p>
40	Provide Councillors with more training and support to increase engagement with local people.	Barbara Wright	Other		<p>Training events on community engagement have been delivered to councillors over the past three years in response to this priority and further events were held for Chairmen of the Community Action Teams during 2009/10. Such events will continue to be delivered as part of the annual programmes of member training and development according to members' needs.</p> <p>Support to members on community engagement is provided through the corporate services team with its support for the Community Action Teams.</p> <p>Training and support to members in carrying out their community engagement role will be on-going and will further develop in time.</p>



					
No Longer Req'd	Complete	On Target	Minor Delays	Major Delays	Late

Ref	Corporate Priority	Resp	Priority	Status	Comment
41	Improve our "scrutiny" role, by holding other organisations to account on behalf of the local community.	Barbara Wright	Other		This was reported as complete at the 7 December 2009 meeting of the Executive.
52	Achieve 3% cash efficiency savings per annum for the period April 2008 to March 2011	Andy Wannell	High		A detailed efficiency programme has been drawn up for the 3 year period, and is being monitored on a regular basis by CXMT. Efficiencies have been introduced into the Council's Finance Strategy and during the budget setting process in order to ensure that a balanced and robust budget is set each year and to ensure that the Council's commitment to council tax increases is achieved. This has been delivered for 2008/09, 2009/10 and 2010/11. Further efficiencies will, however, be required in future years in order to continue to deliver the Council's priority for council tax increases at, or below, inflation.




 Complete
  On Target
  Minor Delays
  Major Delays
  Late

MAINTAIN AND EXTENDING PROSPERITY



Ref	Corporate Priority	Resp	Priority	Status	Comment
42	Deliver a large food store within Fareham Town Centre by 2011.	Andy Wannell	High		<p>A resolution to grant planning consent for two planning applications (the food store and a residential scheme on adjoining land) has been made by the Planning Development Control Committee. The planning consent for the retail development was issued on 2nd April 2010, and the residential consent will be issued following the completion of outstanding Section 106 legal agreements which is anticipated shortly.</p> <p>Tesco Stores has agreed the major highway works required to the Quay Street roundabout with Hampshire County Council. However, the detailed design and implementation arrangements are still to be agreed between the two parties through the completion of a Section 278 agreement.</p> <p>Heads of terms were agreed by the Executive on 28 July 2008 for the land transaction. Public Procurement complications arising from the EU "Roanne" case required a further report to the Executive on 7 September.</p> <p>Progress on completing the legal agreement is being made. As mentioned above, progress is also dependent upon the involvement of HCC as regards a Section 278 Agreement.</p>
44	Pursue the development of the Foundry site in Fareham.	Grahame Lloyd	Other		<p>Progress is set out within the comment for corporate priority 42 ("Deliver a large food store within Fareham Town Centre by 2011") above.</p>

No Longer Req'd Complete 


On Target


Minor Delays Major Delays 

Late

Ref	Corporate Priority	Resp	Priority	Status	Comment
45	Facilitate the redevelopment of Broadlaw Walk.	Andrew Fiske	Other		The new Community facility is being well used within the ground floor of Mitre Court and a part-time Community liaison worker has been appointed. The first phase of flats and shops is being built and will be completed in 2010/11. Discussions are underway with First Wessex to investigate options for the refurbishment of Mitre Court and how the new Community facility will operate. The Admiral Cunningham pub site is also being investigated for redevelopment.
46	Support public transport provision and reduce the levels of traffic congestion.	Richard Jolley	Other		<p>Support of and liaison undertaken on details of the Bus Rapid Transit Scheme which commenced in 2009 and will link Tichbourne Way in Gosport to Redlands Lane in Fareham with a high speed dedicated bus-way. Potential delays to construction programme due to legal challenges. Representations made to Transport for South Hampshire seeking improved cycle facilities in association with the Fareham-Gosport phase of Bus Rapid Transit. The final proposals make allowance for cycles along the alignment.</p> <p>Officer input and liaison into key transport studies (wider BRT network including Fareham town centre and links to SDA and Portsmouth, M27 corridor and Strategic Access to Gosport) which will identify, inter-alia, how to deliver priority for public transport and manage traffic congestion on key transport corridors.</p> <p>Representations made to and through the highway authority regarding rail services and new rail franchise proposals which may affect Fareham residents and visitors. Continued provision of sponsored advertising bus shelters, non-advertising shelters and the securing of funding for new bus shelters through new</p>





No Longer Req'd 

Complete 








On Target




Minor Delays 

Major Delays 

Late

Ref	Corporate Priority	Resp	Priority	Status	Comment
48	Work with neighbouring authorities to develop the capacity of the Partnership for Urban South-Hampshire (PUSH) and to deliver those targets set out in the Multi-Area Agreement (MAA)	Richard Jolley	Other		<p>development has been undertaken in support of public transport.</p> <p>The FBC Executive Leader chairs the PUSH Joint Committee that directs and monitors the PUSH initiative. Both the PUSH Business Plan & the South Hampshire Multi Area Agreement (MAA) have been prepared with the full collaboration of the eleven partner authorities that comprise South Hampshire. The objective is managed growth.</p> <p>FBC officers contribute to a range of themed sub-groups tasked with addressing the actions and projects agreed for the five delivery themes set out in the updated PUSH Business Plan 2009-12 that is aligned to the MAA signed in July 2008. Action Plans for each of the themes have now been approved by the PUSH Joint Committee (September 2009).</p> <p>The MAA focuses on economic development and enterprise in its key objective to promote economic success and identifies four outcomes:</p> <ol style="list-style-type: none"> 1. Raising employment levels and skills - a multi agency Employment & Skills Board has been created 2. Promoting Innovation - a core theme of the Enterprise, Innovation and Business Support (EIBS) Sub-group of the Economic Development Panel 3. Increasing the effectiveness of business support - a core theme of the EIBS 4. Facilitating the delivery of employment land - the core theme of the Land & Property sub-group <p>Both the Business Plan and the MAA are in the process of being "refreshed". A major review of the economic development</p>
<p> No Longer Req'd  Complete  On Target  Minor Delays  Major Delays  Late</p>					

Ref	Corporate Priority	Resp	Priority	Status	Comment
49	Undertake an environmental improvement of the eastern end of West Street.	Mike Maude-Roxby	Other		Public consultation undertaken between 23 June and 31 July 2009. Amended scheme layout approved by Executive on 7 December 2009 to proceed to implementation, subject to obtaining a tender within the approved budget. Scheme currently out to tender.



