



Corporate Action Plan Annual Report 2013/14

Doing things differently

Our aims 2011-2015



a competitive local economy



enhancing and preserving our natural and built environment



improving access to a decent home



encouraging all of our communities to reach their full potential.

Corporate Action Plan 2013-14

15 key projects were included in the Corporate Action Plan 2013-14.

To measure the progress of the Corporate Plan and the things that matter most to our customers the action plan includes:

- **18 performance indicators**, and
- **8 satisfaction measures**

Corporate Action Plan 2013-14

Project	Lead Service(s)	Environment	Economy	Housing	Community	Doing Things Better
1. Produce the Local Plan	PPT					
2. Romsey Future - Produce a strategic vision for the future of Romsey	PPT					
3. Deliver the Recycling Stars campaign	ENV					
4. Deliver the Council's Sustainability Agenda	PPT HEH					
5. Develop the new neighbourhoods at Abbottswood, Augusta Park, Picket Piece, Picket Twenty	C&L PPT P&B					
6. Deliver the Empowering Communities Programme	CEX C&L					
7. Sustain affordable housing development in Test Valley	HEH					
8. Deliver the outcomes of the Council's Accommodation review	CEX EED					
9. Deliver the Andover Town Centre project	CEX					
10. Sustain business development across Test Valley	EED					
11. Responding to the impact of Welfare Reforms in Test Valley	HEH REV					
12. Delivery of a new leisure centre for Andover	C&L					
13. Support the roll out of the Hampshire Rural Broadband Project	EED CEX					
14. Delivering Efficiency and Saving Money	CEX					
15. Delivering Shared Services	CEX					

Revised Local Plan

- Throughout 2013/14 the Revised Local Plan has been updated to take account of national guidance, Inspectors' decisions and case law.
- Final plan to be submitted for inspection in July

2,100 individuals and organisations made representations during public consultation

A series of exhibitions were held across the borough and attended by approximately **400 people**.



Romsey Future

- Over 50 people with an interest in the future of Romsey and its surrounding communities attended an event held in November 2013.
- Seven working groups met during the first half of 2014 to look in detail at the ideas that have been developed so far.

A large scale community event in June attracted **over 400** members of the public



Resulting from a public vote a project to develop a teenage market will receive **£5,000** of funding

Recycling Stars

- Recycling Stars was successfully launched at the Andover and Romsey carnivals in July 2013.
- Nine target areas were selected to pilot the recycling starts work. These areas had stickers put on their recycling bins, leaflets put through their doors and face-to-face visits.



Officers visited nearly **9,000 households** to put stickers on bins, deliver leaflets and talk with residents

Empowering Communities

- Through a series of localised pilot projects, a number of councillors have been working with residents to address some of the bigger issues in their community



As part of the Council's response to flooding, a conference with Parish Councils was held to better understand **how communities can be supported to develop local resilience and emergency plans**

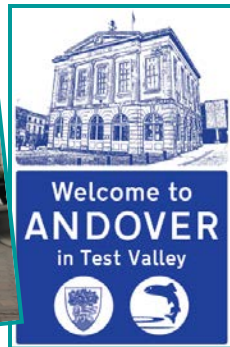
The Community Asset Fund has now been implemented with **£300k being allocated** in its first year



Andover Town Centre

- Six working groups were established to progress the actions of the Summit event held in November 2012.
- A follow up event called 'Summit Successes' took place in November 2013 and was attended by almost a hundred residents and local businesses.

30 items of redundant **street furniture removed** to create a less cluttered town centre with easier access



7 businesses have benefitted from a **PopUp Shop**, with 2 of these businesses now taking on long-term leases in the town centre

'Dash and Go' parking bays are now available across seven sites in and around the town centre

Sustain Business Development

- This project encompasses a range of flagship initiatives that the Council is taking forward to help create the right conditions for economic development.

The **Business Incentive Grant** scheme. The scheme provides a **grant of £500** and so far this year has made 10 awards totalling **£5000**

The **£350,000 Flood Business Support Scheme Grant** has also formed another important strand to support local businesses affected by the recent flooding



The **new Independent Retailer Grant** scheme. A grant of **£1,000** is available to encourage independently-owned retailers.

Hampshire Broadband Project

- The Council is supporting Hampshire County Council and BT in the roll out of the Hampshire Broadband Project in Test Valley.
- The programme went live in January 2014 and be rolled out on a phased basis with areas in Test Valley starting to benefit from April 2014.

Now more than 1,700 premises in the New Forest and over **2,000 premises** in Test Valley will be able to access superfast broadband.

An overall **£13.8 million project** is underway across Hampshire that will see at least 90% of premises have broadband capable of superfast speed by 2015.



How do residents feel about our services?

Satisfaction with overall service provided by TVBC



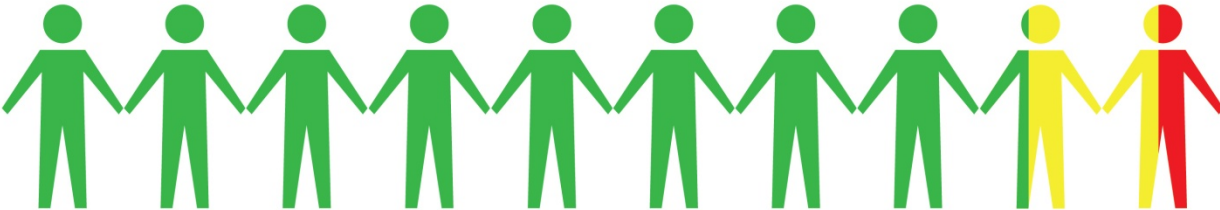
83% Satisfied
11% Neutral
6% Dissatisfied

Satisfaction with cleanliness of local neighbourhood



76% Satisfied
12% Neutral
12% Dissatisfied

Satisfaction with open spaces in the borough



83% Satisfied
11% Neutral
6% Dissatisfied

Corporate performance indicators

32.3% Percentage of household waste sent for reuse, recycling and composting

98% Percentage of applicable land that has an acceptable level of litter and detritus

56% Processing of planning applications: Major applications within 13 weeks

133 Cumulative number of affordable homes delivered

98.28% of Council Tax collected

82% Percentage of homelessness preventions

82% Enforcement cases concluded within 42 working days