



Eastleigh Borough Council”

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Maintaining & Improving Performance



Eastleigh Borough Council

- Medium sized district
- South Hampshire
- Population – 143,000
- Southampton Airport, Hampshire Cricket
- 500 employees
- Very ambitious Council
- Major housebuilding programme

- Political stability from 1994



EASTLEIGH
BOROUGH COUNCIL

Reviewing Performance Data 2011

- Reviewing performance indicator standings
 - Annual review of reports
 - Identified key indicators for us – engaged Cllrs, Managers and Operational Staff
- 3 year improvement plan
 - Staff training & development – NVQ's level 2 for all staff – level 3 for 20%
 - Public Satisfaction – engagement with residents, community and focus groups – target 5% improvement in 3 years
 - Residents Complaints – identify trends and reduce by half in 3 years
 - Environmental Impacts – reduction in pesticides – stop use of peat – green waste recycling
- Finance
 - Maintain or reduce cost per household – commercial work
 - Adoption of new sites – landscaping



Review of Performance Data

- Developed our own suite of KPI's – quarterly reviews
 - Integrated into staffs objectives, linked to salary awards
 - Quarterly reports to Portfolio Holder & Cllrs
 - Targets are reviewed annually by Cllrs, staff and focus groups
 - Fully costed business cases for new opportunities



Organisational Culture

- Councillor/Staff working together – understanding priorities and impacts
- Removed Silo Working – understanding and valuing people's roles
- Ambition to improve and deliver – all staff and councilor's
- Opportunities – new services linked to staffs personal development



Established a Tree Nursery

- Stock Production
 - Started February 2020
 - Initial stock bought in to grow on
 - Continued through pandemic
 - 32,000+ trees planted in the borough since October 2020
- Nursery Stock
 - All planting stock sourced and provided through the Nursery.
 - Trees and shrubs now being grown to contract – for our own developments
 - Potential to work with developers to contract grow for larger schemes – 11,750
 - 42,500 trees and shrubs growing on site today
 - Need to expand the site doubling of stock on site circa 80,000 on site at one time



Woodland Creation

- Creating Woodlands
 - The Council purchased 96 hectares of farm land to help mitigate against Nitrates.
 - This provides for approx. 30 years housing development even if we do nothing to the land
 - Land has greater potential for nitrate phosphate mitigation than just leaving land to go wild
 - Creation of new woodlands there are increased benefits – Ecology, Nitrates and Phosphates
 - Woodland Trust, confirmed we can access grants for planting and maintenance of new woodlands £400k this year
 - Started to create woodlands January 2023 approx. 23 hectares – this will take approx. 5 years
 - Ecology team 3FTE's are part of the Green Spaces Team



Questions

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