



ANDOVER TOWN COUNCIL

PI MATRIX – 1st Quarter

Measuring our progress - How are we doing?

The table below sets out Andover Town Council's progress against the adopted Business Plan 2025-27 for the first quarter of the year, between April 1 and June 30, 2025

Performance measure	Responsible Cttee	Business Plan ref	2025/26 year to date	RAG rating	Notes
No of residents waiting for an allotment	Allotments	3.4	45	Green	To note that occupied 528 total 535 plots in total so 7 vacant as at 30 June 2025.
Cost per allotment	Allotments	3.4	£16.12	Green	Cost to the Council per tenanted plot. Does not take into account rental fees per plot.
Grants budget allocated	C&E	3.3	11%	Yellow	£3824.64 - CAB and Carnival There are more applications in the pipeline and the Mayor's column in the Andover Advertiser in June promoted grants funding
Attendance at community events	C&E	1.1, 1.2, 1.3	0	Green	One out of three sessions delivered
Visit to the Council website	C&E	1.6			Not yet started



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Visits to the Visit Andover website	C&E	2.6			Not yet started
Defibrillators funded and installed	C&E	2.2	0		
No of services for young people funded	P&R	3.5			Policy under review
No of services for older people funded	P&R	3.6			Policy under review
Complaints received	C&E	2.3, 2.4, 2.5	5		1 Allotments 3 Councillor 1 Pride related
Comments received	C&E	2.3, 2.4, 2.5			One letter to the Andover Advertiser Editor on Council policy
Compliments received	C&E	2.3, 2.4, 2.5	various		Many compliments via f/b for Pride and VE day. Many emails thanking Officers for work.
No of Fol received and actioned in time	Full Council	2.8	0		
No of Fol exempted	Full Council	2.8	0		
Instances of bullying, harassment and discrimination identified	Full Council	5.1			
Outcome of staff well-being survey	P&R	4.3			Completed – and indicated that the staff are unanimously thriving within the current office environment.



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Staff training delivered and attended	P&R	4.2	3		Excludes First Aid, CiICA, IICA and FilCA. Also any free training received.
Councillor training delivered	P&R	5.1	4		24 training courses offered/available.
Councillor attendance at meetings	Full Council	5.1	Average = 82% across all meetings		Full Council = 84% Planning = 81% C&E = 80% P&R = no meetings yet Allotments Committee=no meetings yet.
Press coverage	Full Council	2.5			Extensive coverage of Council events in the Andover Advertiser, including Council appointments, VE Day activities and Pride. 7articles in total, plus 3 Mayor's columns
No of SIDS in the rota	Planning	1.5	2		
No of planning applications considered	Planning	2.1	103		
No of licences considered	Planning	2.1	3		
No of responses submitted to environmental consultations	Planning	2.1	0		



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Service value for money	Full Council	1.1, 1.2, 1.3, 3.1, 3.4, 3.5, 3.6			Not yet started
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Calculations for PIs

No of residents waiting for an allotment – total no of residents overall on waiting list for any allotment

Cost per allotment – total cost of maintaining all allotments, including dedicated staff – income from allotments / no of allotments

Grants budget allocated - £ / % of grants budget committed, even if not yet awarded

Service value for money – quantitative and qualitative assessment against the 4Es -Economy, Efficiency, Effectiveness and Equity

RAG rating

- Empty - Not yet started
- **Green** - on target, no concerns
- **Amber** - issues identified which need councillor attention
- **Red** - major issues which need councillor decisions