



ANDOVER TOWN COUNCIL

PI MATRIX – 2nd 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 half of the year, between April 1 and September 30, 2025

Performance measure	Responsible Cttee	Business Plan ref	Q1 2025/26	Q2 2025/26	RAG rating (Q1)	RAG rating (Q2)	Notes
No of residents waiting for an allotment	Allotments	3.4	45	45			To note that occupied 521 total 533 plots in total so 15 vacant as of 15 October 2025.
Cost per allotment	Allotments	3.4	£16.12	£16.12			Cost to the Council per tenanted plot. Does not take into account rental fees per plot.
Grants budget allocated	C&E	3.3	11%	13% (YTD)			£4324.64 - CAB, Me & My Dad Club & Carnival There are more applications in the pipeline and the Mayor's column in the Andover Advertiser in June promoted grants funding. C&E Officer is promoting grants directly to charities and setting up meetings to increase awareness & provide support where needed.
Attendance at community events	C&E	1.1, 1.2, 1.3	0	Approx. 36			Three out of four Councillor Tea and Biscuits delivered and MacMillan Coffee morning.



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Visit to the Council website	C&E	1.6	57,724	227,116			
Visits to the Visit Andover website	C&E	2.6					No longer maintaining.
Defibrillators funded and installed	C&E	2.2	0	0			
No of services for young people funded	P&R	3.5					Projects under review
No of services for older people funded	P&R	3.6					Projects under review
Complaints received	C&E	2.3, 2.4, 2.5	5	1			
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	various			Many compliments received on Facebook and via emails regarding events and a lovely letter from TVBC Mayor following the Macmillan Coffee Morning.
No of Fol received and actioned in time	Full Council	2.8	0	1			
No of Fol exempted	Full Council	2.8	0	1			



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Instances of bullying, harassment and discrimination identified	Full Council	5.1	0	0			
Outcome of staff well-being survey	P&R	4.3					Wellbeing survey to be repeated in December.
Staff training delivered and attended	P&R	4.2	3	11			2 x ILCA qualifications received
Councillor training delivered	P&R	5.1	4	10			
Councillor attendance at meetings	Full Council	5.1	Average = 82% across all meetings	Average = 84% across all meetings			Full Council = 86% Planning = 91% C&E = 93% P&R = 83% Allotments Committee= 71% HR Sub-Committee = 80%
Press coverage	Full Council	2.5	7 articles 3 Mayors columns	18 articles 3 Mayors columns			Good coverage on planning observations, grants awards and VJ Day presence.
No of SIDS in the rota	Planning	1.5	2	2			The number of approved SID locations is currently 12.
No of planning applications considered	Planning	2.1	103	181			
No of licences considered	Planning	2.1	3	11			



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No of responses submitted to environmental consultations	Planning	2.1	0	1			Andover Town Green Consultation PC 078/09/25
Service value for money	Full Council	1.1, 1.2, 1.3, 3.1, 3.4, 3.5, 3.6					Projects in review

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