



ANDOVER TOWN COUNCIL

PI MATRIX – 3rd 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 February 12, 2026.

Performance measure	Responsible Ctee	Business Plan ref	Q1 2025/26	Q2 2025/26	Q3 2025/26	RAG rating (Q1)	RAG rating (Q2)	RAG rating (Q3)	Notes
No of residents waiting for an allotment	Allotments	3.4	45	45	45				To note that occupied 518 total 533 plots in total so 19 vacant as of 10 February 2026.
Cost per allotment	Allotments	3.4	£16.12	£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)	32% (YTD)				£10824.64 - CAB, Me & My Dad Club, Carnival, Yellow Brick Road, A-fest, 2 x Warm Hub grants. There are more applications in the pipeline. C&E Officer is promoting grants directly to charities and setting up meetings to increase awareness & provide support where needed.



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Attendance at community events	C&E	1.1, 1.2, 1.3	0	Approx. 36	Approx 33				All Councillor Tea and Biscuits delivered attendance at the Remembrance Service/Parade, Lights Switch on, Carols Round the Christmas Tree.
Visit to the Council website	C&E	1.6	57,724	227,116	28,721				
Visits to the Visit Andover website	C&E	2.6	N/A	N/A	N/A				No longer maintaining.
Defibrillators funded and installed	C&E	2.2	0	0	0				
No of services for young people funded	P&R	3.5	0	0	2				U-Choose Card and Munch Cookery to be delivered by end April 2026.
No of services for older people funded	P&R	3.6	0	0	0				Projects under review, depending on success of the youth deliverables.
Complaints received	C&E	2.3, 2.4, 2.5	5	1	0				
Comments received	C&E	2.3, 2.4, 2.5							



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Compliments received	C&E	2.3, 2.4, 2.5	various	various	various				Various compliments on delivery of the Christmas Lights/festival and the Carols Round the Christmas Tree.
No of Fol received and actioned in time	Full Council	2.8	0	1	1				
No of Fol exempted	Full Council	2.8	0	1	0				
Instances of bullying, harassment and discrimination identified	Full Council	5.1	0	0	0				
Outcome of staff well-being survey	P&R	4.3							Wellbeing survey redone in February with continued excellent scores.
Staff training delivered and attended	P&R	4.2	3	11	5				3 x ILCA qualifications received 1 x FiLCA qualification received
Councillor training delivered	P&R	5.1	4	10	5				
Councillor attendance at meetings	Full Council	5.1	Average = 82% across	Average = 84%	Average = 79%				Full Council = 86% Planning = 94% C&E = 83%



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			all meetings	across all meetings	across all meetings				P&R = 63% Allotments Committee= 66% HR Sub-Committee = 80%
Press coverage	Full Council	2.5	7 articles 3 Mayors columns	18 articles 3 Mayors columns	11 articles 3 Mayors columns				Good coverage on planning observations, grants awards, Christmas Lights, Carols Round the Christmas Tree and Planning applications.
No of SIDS in the rota	Planning	1.5	2	2	2				The number of approved SID locations is currently 12. Three further locations are being considered.
No of planning applications considered	Planning	2.1	103	181	91				
No of licences considered	Planning	2.1	3	11	2				
No of responses submitted to environmental consultations	Planning	2.1	0	1	3				
Service value for money	Full Council	1.1, 1.2, 1.3, 3.1, 3.4, 3.5, 3.6							Projects in progress



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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