

## Draft Service Plan: Environment and Tech Services 2022/23

### Service Overview

Environment and Technical Services is responsible for delivery of the following services:

- Delivery of Harts climate change action plan.
- Management of Harts countryside sites.
- Management of Harts trees and implementation and enforcement of tree preservation orders.
- Management and enforcement of Harts car parks.
- Implementation, management and enforcement of parking restrictions on the public highway on behalf of Hampshire County Council.
- Maintenance of Harts drainage assets and delivery of Environment Agency funded flood alleviation schemes.

The following services which are reported through Environment and Technical Services are delivered as part of a shared service by a neighbouring authority:

- CCTV – Delivered by Rushmoor (due to transfer to Runnymede BC in April 2021)
- Street Cleaning and Grounds Maintenance – Delivered by Basingstoke and Deane
- Litter and Dog Fouling Enforcement – Delivered by East Hampshire

### Resourcing

The service is delivered by 28.5 FTEs working across the following four service areas:

### Corporate Plan Priorities

The four strategic priorities set out in the Hart Corporate Plan are:

- A Thriving Local Economy
- A Clean, Green and Safe Environment
- Healthy Communities and People
- An Efficient and Effective Council

Service Priorities

	Service Priority	Link to corporate plan	Expected Outcomes	Completion date
1	Co-ordination of Harts climate change action plan.	Improve energy efficiency Promote a clean environment	Facilitate member and officer working group meetings and provide update reports to Cabinet.	Ongoing
2	Implementation of Tier 2 savings.	An Efficient and Effective Council	Delivery of agreed Tier 2 savings	June 22
3	Consideration and Implementation of Tier 3 savings.	An Efficient and Effective Council	Delivery of agreed Tier 3 savings	March 23

4	Development of Hart website.	An Efficient and Effective Council	Improved access to services.	Dec 22
5	Identify biodiversity and climate change offsetting opportunities.	Protect and enhance biodiversity.	<p>Biodiversity Net Gain and Carbon offsetting action plan to be agreed.</p> <p>Survey of HDC land and assets and identify biodiversity, climate offset opportunities.</p> <p>Identify opportunities for “No Mow May”, reduced grass cutting and increased biodiversity.</p> <p>Identify suitable land/sites and funding for tree planting to offset carbon emissions.</p> <p>Identification of pilot project for tree planting.</p> <p>Completion of tree strategy and costing for public tree planting scheme.</p>	<p>Jan 23</p> <p>Aug 22</p> <p>Dec 22</p> <p>Jan 23</p> <p>Oct 22</p> <p>March 23</p>

6	Reduce Operational Carbon Emissions	<p>Improve energy efficiency</p> <p>Promote a clean environment</p>	<p>Instal electric vehicle (EV) charging points at Civic Offices.</p> <p>Complete review of all fleet vehicles to transition to zero emission vehicles.</p> <p>Install Solar PV on Civic Offices.</p> <p>Update the Climate Change Action Plan to incorporate the recommendations arising from the Carbon Pathway report.</p>	<p>July 22</p> <p>May 22</p> <p>July 22</p> <p>Oct 22</p>
7	Reduce District-wide Emissions	<p>Improve energy efficiency</p> <p>Promote a clean environment</p>	<p>Install electric vehicle (EV) charging points in Hart car parks.</p> <p>Update the Climate Change Action Plan to incorporate the recommendations arising from the Carbon Pathway report.</p> <p>Delivery of the climate emergency communication plan for 22/23.</p>	<p>Aug 22</p> <p>Oct 22</p> <p>March 23</p>

8	Climate change adaption plan.	Improve energy efficiency Promote a clean environment	Agreed approach for the development of a Climate change adaption plan to be approved by Cabinet.	Jan 23
9	Storm response plan	Support our town and village centres	Develop effective storm response plan for Hart using lessons learnt from Storm Eunice	Sept 22
10	Green Grid Strategy	A Clean, Green and Safe Environment.	Production of Local Walking and Cycling Strategy.  Produce Signage Strategy for the Green Grid.	March 23  Sept 22
11	Delivery of Hart Green Grid East	Enhance access to open space and recreation facilities.  Work with partners to keep Hart healthy and active	Agree programme for delivery of Green Grid East Link to Hartland Park / Rushmoor.	Sept 22
12	Delivery of Fleet Pond Green Corridor.	Enhance access to open space and recreation facilities  Protect and enhance biodiversity	Works to be completed on Hart owned land.	Sept 22

13	Delivery of Ecological Feasibility Study at Fleet Pond	Enhance access to open space and recreation facilities  Protect and enhance biodiversity	Phase 1 – Scoping works complete.  Recommendations from feasibility study to be considered by Cabinet	Sept 22  Dec 22
14	Delivery of agreed works at Edenbrook Country Park	Enhance access to open space and recreation facilities  Work with partners to keep Hart healthy and active	Review and agree programme for delivery of works.  Deliver agreed programme of works for 22/23.	July 22  March 23
15	SANG adoptions	Enhance access to open space and recreation facilities	Progress adoptions at the following sites: <ul style="list-style-type: none"> <li>• Moulsham Lane</li> <li>• Poulters Meadow</li> <li>• Hawley Park Farm</li> <li>• Edenbrook extension (Grove Farm)</li> </ul>	March 23
16	Let contract for refreshment concessions at Bramshot Farm and Edenbrook Country Parks.	Protect and enhance biodiversity  Enhance access to open space and recreation facilities	Concessions to be operational.	Sept 22
17	CCTV cameras to be transferred to Runneymede BC.	Support our town and village centres	Transfer complete.	Aug 22
18	Delivery of the 22/23 traffic management programme.	Support our town and village centres  Support the local economy	Delivery of the traffic management programme for 22/23.	Jan 23

19	Car Park Maintenance.	Support our town and village centres	Obtain quotes for production of car park condition survey and maintenance plan.	July 22
		Support the local economy Promote a clean environment	Cabinet approval to be sought to allocate funding in 23/24 budget for works identified in the maintenance plan.	Nov 22
20	Delivery of approved flood alleviation schemes.	Support our town and village centres	Provision of Property Level Flood Protection on third party property Kingsway, Blackwater, and Phoenix Green, Hartley Wintney	March 23
		Support the local economy	Provision of Natural Flood Risk Management Measures on third party land - Hartley Wintney, and Mill Corner	March 23
21	Water environment asset management plan	Support our town and village centres Support the local economy Promote a clean environment	Complete an asset management plan and improvement/renewal programme of works for Harts water assets.	October 22
22	HCC highway agencies for TM and Civil Parking Enforcement.	Corporate	Complete transfer of agencies for on street parking enforcement and traffic management back to HCC.	March 23

### Service risk register

A detailed service risk assessment has been completed and is reviewed at a minimum quarterly. This helps inform the Hart District Council Corporate Risk Register which is reported to Overview & Scrutiny Committee on a quarterly basis.

### Performance indicators and targets

The following KPIs are those which have been monitored by service panel in 21/22. The effectiveness of the KPIs for street cleaning, grounds maintenance and CCTV as a measure of service delivery is questionable and it is proposed that these should be reviewed ahead of the next service panel.

KPI	Description	Annual Target
ET03	Number of Green Flags held	3
ET04	Number of service requests for Street Cleaning.	1200
ET05	Number of service requests for Grounds Maintenance.	600
ET10	Carbon footprint for Council operations	1700 t/CO2e (19/20 outturn)
ET11	Number of days of CCTV camera downtime per month	20 days