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NOTICE OF MEETING

Meeting:	Overview and Scrutiny Committee
Date and Time:	Tuesday 17 November 2020 7.00 pm
Place:	Council Chamber
Telephone Enquiries to:	Helen Vincent committeeservices@hart.gov.uk
Members:	Worlock (Chairman), Axam, Davies, Dorn, Drage, Farmer, Lamb, Makepeace-Browne, Smith, Wildsmith and Wright

Joint Chief Executive

CIVIC OFFICES, HARLINGTON WAY
FLEET, HAMPSHIRE GU51 4AE

AGENDA

This meeting is being administered under the provisioning of the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meeting) (England and Wales) Regulations 2020. The Provision made in this regulation applies notwithstanding any prohibition or other restriction contained in the standing orders or any other rules of the Council governing the meeting and such prohibition or restriction had no effect.

This Agenda and associated appendices are provided in electronic form only and are published on the Hart District Council Website

1 MINUTES OF PREVIOUS MEETING (Pages 4 - 6)

The minutes of the meeting of 10 October 2020 are attached to be confirmed and signed as a correct record.

2 APOLOGIES FOR ABSENCE

To receive any apologies for absence from Members*.

***Note:** Members are asked to email Committee Services in advance of the meeting as soon as they become aware they will be absent.

3 DECLARATIONS OF INTEREST

To declare disclosable, pecuniary and any other interests*.

***Note:** Members are asked to email Committee Services in advance of the meeting as soon as they become aware they may have an interest to declare.

4 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

Anyone wishing to make a statement to the Committee should contact Committee Services at least two clear working days prior to the meeting. Further information can be found at

https://www.hart.gov.uk/sites/default/files/4_The_Council/Council_meetings/Public%20Participation%20leaflet%202020%20A4.pdf

5 CHAIRMAN'S ANNOUNCEMENTS

6 CLIMATE CHANGE WORKING GROUP (Pages 7 - 10)

Minutes from the meeting held on 8 October 2020 to be noted.

7 CRIME AND DISORDER JOINT COMMITTEE (Pages 11 - 14)

Minutes from the meeting held on 21 September 2020 to be noted.

8 FLOODING MULTI-AGENCIES MEETING (Pages 15 - 19)

Minutes from the meeting held on 12 October 2020 to be noted.

9 FLEET ROAD PEDESTRIANISATION UPDATE

The Portfolio Holder for Place and Economic Development to give an oral update to confirm the decision to seek the removal of the Fleet Road pedestrianisation scheme.

10 NATIONAL COVID-19 RESTRICTIONS FROM 5 NOVEMBER 2020

The Joint Chief Executives to give an oral update to Committee on the implications for the delivery of Council services from 5 November 2020 arising from the new national COVID-19 restrictions.

- 11 COMMERCIALISATION STRATEGY PRESENTATION (DIGITALISATION)**
Presentation from the Digitalisation Portfolio Holder and Digital Manager.
- 12 DEVELOPMENT MANAGEMENT SERVICE ACTION PLAN** (Pages 20 - 34)
Members of the Overview & Scrutiny Committee Working Group on the Planning Peer Review to report back on the final version of the Development Management Service Action Plan (appended to this report).
- 13 HALF YEARLY REVIEW ON TREASURY MANAGEMENT 2020/21** (Pages 35 - 53)
To report the council's treasury management activities and performance during the first half of the 2020/21 financial year (April-September).
- 14 2021/22 BUDGET & MEDIUM TERM FINANCIAL STRATEGY** (Pages 54 - 58)
To give an early consideration of the emerging budget for 2021/22 and the draft Medium Term Financial Strategy (MTFS).
- 15 IT SECURITY AND ACCEPTABLE USE POLICY** (Pages 59 - 72)
To recommend to Cabinet that a revised IT Security and Acceptable Use Policy be adopted.
- 16 2020/21 BUDGET MONITORING - TO END OF SEPTEMBER** (Pages 73 - 76)
To advise Members of the position on revenue and capital expenditure at the end of September. Cabinet will consider this report at its meeting on 3rd December 2020.
- 17 QUARTER 2 PERFORMANCE REPORT - 2020/21** (Pages 77 - 94)
To update Committee on the Council's performance indicator results for the second quarter of 2020/2021 (1 July 2020-30 September 2020).
- 18 CABINET WORK PROGRAMME** (Pages 95 - 99)
The Cabinet Work Programme is attached for information.
- 19 OVERVIEW AND SCRUTINY WORK PROGRAMME** (Pages 100 - 103)
The Overview and Scrutiny work programme is attached for consideration and amendment.

Date of Despatch: Monday, 9 November 2020

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: Tuesday, 20th October, 2020 at 7pm

Place: Council Chamber, Civic Offices, Fleet

Present:

COUNCILLORS

Axam, Davies (7.03pm), Dorn, Drage, Farmer, Lamb, Makepeace-Browne, Smith, Wildsmith, Wright, Worlock (Chairman)

In Attendance: Bailey, Forster, Radley (7.05pm)

Officers:

Daryl Phillips	Joint Chief Executive
Kirsty Jenkins	Head of Community
Emma Foy	Head of Corporate Services and S151 Officer
Neil Carpenter	Head of Audit
Glyn Lloyd	Commercialisation Manager
Helen Vincent	Committee Services
Celia Wood	Committee Services

40 MINUTES OF PREVIOUS MEETING

The minutes of the meeting of 15 September 2020 were confirmed as a correct record.

41 APOLOGIES FOR ABSENCE

None received.

42 DECLARATIONS OF INTEREST

Councillor Forster declared an interest under item (46) that one of the companies he contracts with is a supplier to the Council.

43 CHAIRMAN'S ANNOUNCEMENTS

There were no announcements.

44 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

45 SERVICE PERFORMANCE – HEADS OF SERVICE ATTENDANCE

The Head of Community Service Kirsty Jenkins updated the Committee on Community Services performance.

Key areas delivered by the Service were summarized and noted:

- Setting up of the Hart Response Hub in March to feed from the Hampshire County Council (Hants for Vulnerable) helpline, working closely with Hart Voluntary Action (HVA) to provide food and medication to the most vulnerable residents.
- The Hub helped 430 residents with practical support through the network of volunteers.
- Homelessness prevention for fragile housing situations. 40 placements have been made this year through working closely with private sector landlords.
- Creation of a Community Safety Service (previously a shared service with Basingstoke and Deane).
- Continuing the work on disabled facilities grants which was interrupted earlier in the year due to the Pandemic and not being able to visit residents' homes.

The Committee acknowledged the hard work and achievements by the Service and asked for their thanks to be passed on to the Community Services Team.

46 UPDATED FINANCIAL REGULATIONS AND CONTRACT STANDING ORDERS

The Committee were asked to consider any recommendations it wished to make to Cabinet in respect of the draft Revised Financial Regulations and draft update to Contract Standing Orders.

DECISION

That the updated Financial Regulations and Contract Standing Orders be endorsed with the following changes and be recommended to Cabinet.

- Capital Projects (page 9 section 5.19) to be cross-referenced back to the Commercialisation Strategy to make that wording more specific and that will be sent this week that out to members of O&S as well as when they go out to Cabinet.
- Variation of the Councils approved budget (page 8 section 5.13.3 (III)) to be amended to reflect a) that this is a temporary requirement and b) a condition that no service will be permanently in detriment as a result of the virement.

47 CORPORATE RISK REGISTER REPORT

The Corporate Risk Register had been reviewed by management and was reported to Members with assurance that appropriate arrangements were in place to mitigate identified risks.

Members considered:

- How the number in the Matrix is derived and how frequently it is updated.
- The Matrix will be included in the Corporate Risk Register report at the Overview and Scrutiny meeting in March 2021.

DECISION

The report and comments were noted.

48 CIVIC QUARTER REGENERATION UPDATE

Members received an update on the regeneration of the Civic Quarter.

Commercialisation Manager, Glyn Lloyd presented the report and answered questions from the Committee who thanked Mr Lloyd for the reassurance on the progress on the project. The next update will be in January 2021.

DECISION

That the report be noted.

Cllr Axam left at 7.57pm during this item.

49 CABINET WORK PROGRAMME

The Cabinet Work Programme was considered and noted.

50 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Overview & Scrutiny Work Programme was considered and noted with the following adjustment:

To add the Civic Regeneration Project for review in January 2021.

Meeting closed at 8:12pm

TECHNICAL AND ENVIRONMENTAL CLIMATE CHANGE WORKING GROUP MEETING NOTES

Thursday 8th October 2020

Present:

Councillor Butler	-	GB
Councillor Crampton	-	AC
Councillor Drage	-	AD
Councillor Neighbour	-	DN
Councillor Oliver (Chair)	-	AO
John Elson	-	JE
Peter Summersell	-	PS
Celia Wood (notes)	-	CW

APOLOGIES FOR ABSENCE

Councillors Radley (JR) and Forster (SF)

Item		Action
1.0	Welcome	
	<p>Chairman introduced Peter Summersell Hart's Full Time Sustainability Officer who will lead the Project for Climate Change.</p> <p>Noted that the group has been unable to hold the Launch Event and did not have the meeting in February.</p> <p>No launch to the Parishes in March due to Pandemic.</p>	
2.0	Minutes of last meeting/matters arising	
2.1	Notes from the meeting of 7 th January 2020 were noted and agreed.	
2.2	<p>Matters arising: The Sustainable Business network event on 28 February in Basingstoke and Deane was attended by PS and SF. Next event will be Sustainable recovery post-Covid on 23rd October 2020. Will be a virtual format. PS to send invites to Climate Change Group. (CCG).</p>	PS
2.3	Renewable Tariffs: Hampshire are working hard proper Green Renewable tariff that we can buy into – to be deferred until we have our next procurement. On Action plan to be reviewed in 2021.	PS
2.4	<p>Contact made with Reading and Surrey Universities slowed progress due to Covid-19.</p> <p>Of note Hampshire Offices working group are setting up an expert panel bringing in relevant experts from Universities and we should be able to access that expertise. Information on timeframes for getting that group together to be reported at next meeting.</p>	PS

2.5	<p>Feedback to Overview & Scrutiny: despite being unable to progress much on the action plan it is agreed that PS will update O & S on what has been done and to invite their feedback so they are part of the process.</p>	PS
2.6	<p>Stakeholder launch to promote engagement: will have to be virtual for the foreseeable future and a decision on the technology to be used (MS Teams or Zoom). The event will focus on what we are going to do and have done so far with an invitation to feedback their thoughts and ideas.</p>	ALL
3.0	<p>Feedback on the Climate Change Action Plan</p>	
	<p>Notes on action points and progress:</p> <p>STRATEGY:</p> <p>S1 – Renewable tariffs - ongoing - in discussion with Hants to bring down the costs of using Consultants.</p> <p>S2 – Part completed: now included as part of the procurement process. Local Plan – allocate to Planning Policy Manager.</p> <p>S3 - Commercialism – EV charging points –received interest in funding 3 of Hart’s car parks and from Engenie. Looking at countryside and leisure car parks. PS in the process of preparing a briefing note. Consult with Cllr Quarterman regarding this as a source of income as well as the significant benefits to climate change agenda.</p> <p>White energy – Hart will not pursue this further.</p> <p>ENERGY:</p> <p>E1 – engaged with Refit Framework – Hart property estate is small compared to what they normally deal with – still interested, ongoing. Alternatively, we could go out to Tender with smaller independent energy efficient assessors. May struggle with heating in the Hart offices/Leisure Centres. Big infrastructure investment – ensure we have a good payback period.</p> <p>E2 – S/E energy hub have fed back alternatives to create solar power energy. Green tariff through Hampshire – currently on hold to be reconsidered at next review.</p> <p>E3 - Residential reduced emissions (Green Grant) make public aware through newsletter and website. Leaflets to be produced/distributed.</p> <p>Grant funding – Hampshire unable to access this due to tight timescales – no details how this will work, to be reported back at next meeting.</p> <p>TRANSPORT</p> <p>T1 – Pandemic has affected a shift to more sustainable transport options. Action: to ensure the Green Grid supports our climate change agenda. Planning Policy Manager to ensure sustainable transport in all future planning applications.</p>	<p>PS</p> <p>PS</p>

T2 – ad hoc basis, trials arranged but unable to be carried out due to current restrictions. Ongoing and in future encourage people to buy in to future energy efficient vehicles – Hart are looking at an electric cargo bike for one of the rangers.

T2.6 and T2.7...most are in operational use due to Covid – recognise the need to be considerate to those who cannot use technology. Staff working from home have been offered equipment from the office (part of Revitalise Hart). Bring this item up to date in the action plan.

Staff survey and data analysis before and after Covid-19 lockdown and per week saving 2.8 tonnes of CO2 and preventing 9469 miles per week of people commuting. Large impact on our operational emissions.

T3 – grant funding and licensing powers. Update ready to submit – need to complete a residents’ survey to identify demand as part of the grant conditions. Talking to Comms team for the best way to do that before Christmas. OLEV On-street Residential Chargepoint Scheme grant would pay up to £7,500 of the cost of installing charge points, looking at two suitable locations without off street park.

Energy bus on demand – community buses – submitted bid through Net Zero challenge to team up with a university for a feasibility study.

Car-pooling and car share not so popular currently, watching brief – could be option post Covid.

Taxis – HART policy for low-emission vehicles 2025 - all new purchase vehicles must comply with low-emission requirement. To be included in the Action Plan.

NATURE

N1 – meeting scheduled w/c 19/10, update will be sent round with minutes.

COMMUNITY LEADER AND PARTNERSHIP

P1.1 – on hold over lockdown. JGG – meeting w/c 19/10 – Electric waste vehicle has been trialled. If successful (and reliable) Serco will be able to hit CO2 targets.

P1.2 - Leisure services - no update to EA to be chased Paul Weaver is working on a new contract for more efficient equipment.

P2 - Identifying community groups – we need to get senior management to reallocate. JE pick up with leadership team.

P3 – linking with HCC to access funding for a green home roll out. More information on this will follow.

P4 – local businesses – virtual meeting 23rd October.

Event proposed next year at Farnborough Airport to bring businesses together.

P5 – Health and wellbeing – work with Liz Glenn. Waste and recycling Maria.

5.2 Good practice guide – working with local event organisers to encourage good practise (licensing issue sits with Head of Place). We have a road in there if need be to introduce better methods of

	controlling waste/using sustainable material. MONITOR Looking for initiatives and agenda, trying to keep on top of them, get projects ready for when projects become available. ADAPTION A1 Check where the various services are – risk assess their service and look at ideas going forward and understand how the service impacts on climate change. Add to Leadership Team agenda and annual service plan.	
4.0	Future Plans and General Notes	
	Post Covid opportunities - an online meeting will be held to look at the action plan, what this looks like for the future and how we would like to move forward. Conference for sustainable recovery on 23 rd October – invitation will be sent round to everyone.	PS PS
4.0	Date of next meeting	
4.1	AO – date of next meeting to be advised as there are a lot of actions from this meeting – possibly early November - where we are on the actions and how we will approach this with O & S and Cabinet. Seek advice from O & S Chair regarding timings and what may be required. Meeting ended 17:01	PS/AO DN

**MINUTES OF THE CRIME AND DISORDER JOINT SCRUTINY COMMITTEE
MEETING HELD REMOTELY ON MONDAY, 21ST SEPTEMBER 2020 AT 6.00
PM AND HOSTED BY RUSHMOOR BOROUGH COUNCIL**

**MEMBERS OF THE CRIME AND DISORDER JOINT SCRUTINY COMMITTEE IN
ATTENDANCE:**

Councillor R Gardiner	Basingstoke and Deane BC
Councillor P Miller	Basingstoke and Deane BC
Councillor C Axam	Hart DC
Councillor S Forster	Hart DC
Councillor P Wildsmith	Hart DC
Councillor D Bedford	Rushmoor BC
Councillor L Jeffers	Rushmoor BC

ALSO PRESENT:

Paddy Baines	Commander, Aldershot Garrison
Councillor S Bound	Deputy Leader, Basingstoke and Deane BC and Chair of the Safer North Hampshire Strategic Community Safety Partnership (CSP)
David Colvill	Interim Head of Borough Development and Implementation, Basingstoke and Deane BC
James Knight	Community Safety Team Leader, Safer North Hampshire
David Lipscombe	Community Safety Team Leader, Safer North Hampshire
Jen Lovegrove	Hart and Rushmoor District Commander, Hampshire Constabulary
Steve Manley	North East Hampshire and Farnham Clinical Commissioning Group
Karen McManus	Basingstoke District Commander, Hampshire Constabulary
Councillor James Radley	Deputy Leader and Cabinet Member for Finance and Corporate Services, Hart DC
Councillor Maurice Sheehan	Operational Services Portfolio Holder, Rushmoor BC
Daniel White	Basingstoke and Deane BC
Rachael Wilkinson	Community Safety Officer, Rushmoor BC

1. APPOINTMENT OF CHAIR

Councillor Miller was elected as Chair for the 2020/21 municipal year.

2. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

Apologies were received from:

Councillor A Crawford (Rushmoor).

James Duggin – Head of Operational Services, Rushmoor BC

Kirsty Jenkins – Head of Community Services, Hart DC

Ryan Thurman – Group Commander for North Hampshire, Hampshire Fire and Rescue

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. URGENT MATTERS

There were no urgent matters.

5. MINUTES OF THE MEETING HELD ON 16 DECEMBER 2019

The minutes of the meeting held on 16 December 2019 were confirmed as a correct record.

6. PERFORMANCE REVIEW OF SAFER NORTH HAMPSHIRE STRATEGIC COMMUNITY SAFETY PARTNERSHIP 2019-20

The committee considered the report which provided an overview of the performance of the Safer North Hampshire Strategic Community Safety Partnership.

The Chair of the CSP introduced the report and highlighted the timeframe and priorities of the review. He stated that priorities for 2019/20 had been informed by issues identified in the Strategic Assessment 2018/19 and were:

- Anti-social behaviour with a focus on youth related nuisance;
- Domestic Abuse;
- Robbery; and
- Children at risk with a focus on knife/blade related incidents.

It was confirmed that those priorities linked with those contained in the Police and Crime Plan 2016-21 and that this had encouraged partnership working. The system of partner priority feedback proformas had been used for a second year and these had provided good information with which would assist the committee to scrutinise the partnership.

It was confirmed that no proforma had been received from Hampshire Council Council but that, since that time, contact had been established with an appropriate officer.

The Chair clarified that he intended to focus on the appendices to the report and would invite partner agencies to present the details of their own proformas.

The committee discussed the proformas submitted by partner agencies.

Shared Community Safety Team

The Community Team Leader explained that, having operated a shared service for many years, the community safety teams would revert to being accountable at a local level from October 2020. The Community Safety Partnership would continue, however, to operate across the three component authorities, meaning that the Joint Scrutiny Committee would continue to have a role in scrutinising the activities of the Partnership.

It was reported that town centres had been a particular issue in the past year. Injunctions had been used in relation to individuals in Basingstoke and Deane and Rushmoor.

Team members had continued to go into local schools, mainly through the Education Officer. It was noted that the Education Officer role had been jointly funded across the three authorities and that, as things stood, this would end as the teams returned to local control.

Concern was expressed around the currency of the data used in the report, especially with regards to the use of the Strategic Assessment 2018-19. It was explained that, whilst the Strategic Assessment had been used to develop the Partnership's broad priorities for 2019-20, day-to-day work was driven by the most up to date data.

Hampshire Constabulary – Hart and Rushmoor District

The District Commander provided an overview of the partnership working over 2019/20 to tackle key priorities.

In response to a question, the District Commander confirmed that data was looked at daily or weekly. The Chair of the CSP explained that the data analyst monitored data and would raise awareness in relation to identified spikes or trends. Whilst a monthly update was produced, it was clarified that the data was collected in real time and could, therefore, be broken down as required, including to individual days.

The District Commander acknowledged that there had been problems with the Police's 101 system and encouraged people to report local anti-social behaviour using the Police's dedicated web page.

It was confirmed that domestic abuse had been an issue during lockdown and that anti-social behaviour had increased since lockdown had been lifted.

Hampshire Constabulary – Basingstoke District

The District Commander informed the committee that many of the priorities and issues in Basingstoke were similar to those given in the report concerning the Hart and Rushmoor areas.

The District Commander was new in post and was building on good work started under her predecessor, especially in the area of children at risk.

Stressed that anti-social behaviour and domestic abuse were prominent issues in rural as well as urban areas.

Hampshire Fire and Rescue Service

No representative was available from the Hampshire Fire and Rescue but it was noted that by the Chairman that a common theme was that emergency services staff remained under the threat of attack.

North Hampshire CCG and North East Hampshire and Farnham CCG

Steve Manley, representing the CCG, explained how the lockdown had presented considerable challenges, especially in the areas of mental health and domestic abuse. The Health Sector had made a deliberate move towards more partnership working and this was well demonstrated by the successful joint event held in the Aldershot Park ward in Rushmoor.

It was felt that the existing proforma was not a good fit for the work of the CCG and the Community Safety Team Leader confirmed that this could be looked at to make improvements over the coming year.

The Chairman stressed the importance of the health sector in crime and disorder matters due to the fact that most victims would end up involved in the care/health system.

National Probation Service – Hampshire LDU

No representative from the National Probation Service was available to attend the meeting.

Aldershot Garrison

No representative from the Aldershot Garrison was available to attend the meeting.

RESOLVED:

- 1) That the committee is satisfied with the performance of the Strategic CSP in relation to the discharge of its crime and disorder functions for 2019/20.
- 2) That the comments of the committee be considered by the respective councils.

The meeting ended at 7.38 pm.

CHAIRMAN

**Minutes of the Meeting of Thames Water, Environment Agency,
Hampshire County Council with Hart District Council Members**

12 October 2020 at 2pm

Present:

Hart Councillors: Dorn, Forster, Makepeace-Browne, Oliver, Southern Tomlinson, Worlock (Chairman)

Hampshire County Council (HCC): Cllrs Bennison, Collett, Glen, Simpson, Keith Thomson

Thames Water Utilities (TW): Carley Mason, Sarah Edmunds

Environment Agency (EA): Neil Landricombe

Hart District Council (HDC): Phillip Sheppard (PS), Susanna Hope (SH), Helen Vincent, Celia Wood

1 Apologies for Absence

Apologies had been received from Councillor Wildsmith and Sarah Reghif from Hampshire County Council.

2 Minutes and Action Table of 24 February 2020

Susanna Hope announced that she will be leaving Hart to join Hampshire moving to Hampshire County Council on 23rd October 2020. Please forward matters to PS in the intervening period.

The Committee thanked SH for her excellent service and sent best wishes for the future.

Minutes – under action 2 on the table list (17) St Michaels Close there is a typo ‘...permit application for the failing wall.21’ There should be a full stop after ‘failing wall’ with 21 being a new line marking the completion of Ward Road.

With those amendments, the minutes for the meeting of 24 February 2020 were approved.

Action Table – those matters were addressed under Section 5 (status updates) and cross referenced with the meeting actions in October.

(2) EA have held Initial Meeting. Further meetings are planned (see section 5 Fleet FAS)

(17) – Completed on the 13/07/2020. The chairman thanked the EA for their efforts and collaboration with HDC over last 2 years with regard to the riverbank collapse at Aldershot Road and St Michaels Close.

(39) - Crookham Park – ongoing joint investigation between HCC and HDC.

(42) – Completed. Information has been shared from the EA.

(43) – Completed. Rolled in with the emergency numbers section.

(44) –spoke to EW about concerns re new developments and their potential effect on flooding areas - Planning are heavily reliant on the technical advice and HDC planning policies and we may benefit more from a speaker with specific technical advice. Planning to be invited to next multi Agency meeting.

(45) Update at next meeting.

(46) Update from Cllr Simpson given.

(48) See update under section 5 Thames Water surface water management plans.

(49) TW update.

3 Impact of Recent Storms

Note: Parish flood meetings – currently are difficult to organise on-line. Hopefully this will be resolved in the future.

1: 27th of August 2020- Reports of flooding from Fleet, Yateley, Long Sutton, South Warnborough, Dogmersfield and Hook. 18 reports of flooding. 7 reports of internal flooding. Mostly watercourse and surface water flooding

2: 2 & 3 of October 2020- Reports of flooding from Fleet, Yateley, Blackwater (including Kingsway) and Hook. Foul and surface water issues. 12 reports of flooding. 5 internal -4 of these were due to the toilets backing up in Hook.

Other incidents:

- Pumping station Fryers Lane Yateley – 2nd October raw sewerage flooded gardens.
- Hook –Holt Lane Pumping Station near the Crooked Billet- was been dealt with quickly.
- B3349 into nearby houses/garages
- Thames Water are looking at the Kingsway Flooding. The surface water sewer survey

SH encouraged residents to fill in online flooding survey to ensure the same information is shared with other agencies, to evidence incidents for future funding opportunities.

- Emergency sandbags HDC emergency contact number office hours (01252 622122)/ out of hours (01252 398 183).
- Comms team have re-jigged Emergency contact page to making the flooding sandbag advice more prominent and easier to find.

TW are looking into procedures for the future for report incidents to avoid frustrating waits. Twitter is another option but do recognise reporting systems need to be clear, simple and effective. Action: Carley Mason to send SH the Twitter link.

- Hart website – can the process be smoothed to make 101 aware of emergency sandbag procedures. Action SH/PS
- Could the parish Council websites be encouraged to link to the Hart flooding page? Action SH/PH

4 Crondall Groundwater Infiltration Reduction Plan

Slide presentation from Sarah Edmunds for Crondall Groundwater Impacted System Management Plans (GWISMP)

- These are plans to tackle groundwater infiltrating into the foul sewer system. These plans are prioritised where in the worst affected areas. Crondall is one of the areas identified for a plan.
- Crondall is badly affected with groundwater infiltrating the foul sewer system. 3 monitors will start to go in week commencing 19 October. Further diagnosis will be needed through dye testing to identify misconnections. Misconnection will be flagged to residents as it is their responsibility to resolve.
- A copy of the slides will be circulated to the Committee members.

Post Meeting Note

Responses from Thames Water

Following the council meeting I had the following to look into, please find the following –

1. Frys Lane SPS – During Storm Alex our technicians did attend during this event, the station did cope in the heavy rainfall, but this was struggling, the site has been checked over since and all assets are operational. To add, if we have any postcodes, I can check to see if anyone was affected surrounding this area?
2. Kingsway was discussed on the meeting call, and we had received a report from a resident of flooding in the road, there is a surface water survey planned under – 0081 10GNQF to ensure the line is operational- date TBC.
3. Twitter and Facebook link attached for residents who are unable to get through on our phone line to report flooding, they can report this through Twitter or Facebook on the following-
 1. Twitter: <https://twitter.com/thameswater>
 2. Facebook: <https://www.facebook.com/thameswater>
4. Hook SPS- A30- Our adoption services team can confirm that the SPS (472957, 155136) and gravity sewers on site have not been adopted and there is no legal agreement in place yet.

Our teams have stated that the station is still privately owned by Wilson Homes. Any queries concerning an attenuation tank will need to be addressed with David Wilson Homes.

5 STATUS UPDATES

Status Updates (including upcoming projects)
EA Project Programme & projects
EA Modelling programme
HDC projects: Mill Corner, Phoenix Green, Kingsway

HCC projects: Webbs Corner (Highways & FWM), Local Flood and Water Management Strategy (HCC)

TW projects: Surface Water Management Plans & Drainage and Wastewater Management Plans

EA- Project programme and projects
Fleet Flood Alleviation Scheme
Action plan

(2) Steering group for Sandy Lane Ditch /Fleet Brook was delayed over the summer:

- Ongoing EA have planned a consultation event in January. Places are limited but a set number of places will be made available for District County and Parish Councillors
Action: PS to liaise with NL to set up the meeting (virtual).
- New schemes on the modelling programme – looking at all areas with an opportunity to add further schemes as we go. Looking at areas such as Yateley, Hook, Crondall and Wanborough. Blackwater FAS schemes will be investigated later in the programme because modelling of the River Blackwater is needed first.
Action: EA – will report back on the 6yr programme to be added to the Agenda for next meeting.

EA – Modelling Programme

- National programme for prioritisation: areas for modelling work flood alleviation schemes – now have funding for River Blackwater and its tributaries and will keep council updated on the progress of that work– completion in 12-18 months.
- Other areas in the Griffin Stream (Hook) and the Whitewater River to be investigated and considered for remodelling.

HDC projects

Mill Corner Flood Alleviation Scheme

The Woody Debris Dam phase- the detail designs for the Woody Debris Dams have been completed. An application of Ordinary Watercourse Consent is with Hampshire County Council for approval at the moment (submitted 18/09/20). We have contractors on board for the works and have informal agreements from the landowners to do the work. Subject to the landowners signing the Memorandum of Understanding and Hart Dc receiving Consent the hope is the woody debris dam will be installing in November or December.

The wetland scrape phase of the works is being transferred to Hampshire Isle of Wight Wildlife Trust to deliver using the Countryside Stewardship Scheme. Escalating costs associated with permissions and enabling works, none of which were covered by the Water Environment Grant, were jeopardizing the other elements of the flood alleviation scheme.

Kingsway Flood Alleviation Scheme

The tender documents to find a contractor to deliver the Property Flood Resilient measures are ready. We are just waiting for the formal sign off from the Environment Agency on the Outline Business Case before we can send these out.

Phoenix Green Flood Alleviation Scheme

The tender documents to find a contractor to deliver the Property Flood Resilient measures are ready. We are just waiting for clarity from the Environment Agency before sending the document out.

HCC projects

Webbs Corner

No one was present from the Hampshire County Council Flood and Water Management Team. Cllr Simpson gave a brief update. £100,000 HCC funded project. This is progressing. **Action:** KT/ VW to provide a further update.

Thames Water Projects

Surface Water management Plans

This is looking at providing funding to Local Authorities. An internal steering group is currently looking at how the funding will be allocated. It is 1 month or 2 off being finalised.

Drainage and Waste Water Management Plans

this is looking at major long-term issues e.g. impact of climate change

6 Update on Parish Flood Forum (HDC)

The previous parish flood forum was not held due to COVID-19 constraints. Logistically this is a difficult meeting to translate directly into a virtual meeting. Further work is needed to achieve this. Councillors highlighted that they believe that Parish Flood Forum is a useful meeting and would like to find a way to make it work. Next Parish Flood Forum – PS to liaise with Parishes and would need to be virtually.

7 Water Situation (EA & TW)

Committee updated on the current situation. Ground water levels normal for this time of year. Ground water forecast – ground levels will be higher potentially.

8 Any Other Business

Watery lane – pollution incident x 2 – update (from developer on site)

9 Date of Next Meeting

Suggested date: Monday, 22nd February 2021

OVERVIEW & SCRUTINY

DATE OF MEETING:	17th NOVEMBER 2020
TITLE OF REPORT:	DEVELOPMENT MANAGEMENT SERVICE ACTION PLAN
Report of:	Head of Place
Cabinet Portfolio:	Cllr Graham Cockarill, Portfolio for Place
Key Decision	No

1 PURPOSE OF REPORT

- 1.1 To provide Overview & Scrutiny Committee the final version of the Development Management Service Action Plan (appended to this report) and to request that the Committee reviews this and recommends to Cabinet that the Action Plan is approved.

2 OFFICER RECOMMENDATION

That Overview & Scrutiny Committee recommends to Cabinet that the Final Action Plan is approved.

3 BACKGROUND

- 3.1 At its meeting in July 2020 Members the recommendation from the Peer Review of the Council's Development Management (DM) Service carried out by the Planning Officer's Society Enterprises (POSe)
- 3.2 There were 48 recommendations and Committee decided to set up a Task and Finish Group of O&S members to work with the Portfolio Holder and the Head of Place to shape the proposed Improvement Plan. The nominated O&S Councillors were Cllrs
- Farmer,
 - Makepeace-Browne,
 - Smith, and
 - Wildsmith.
- 3.3 Attached at Appendix 1 is the draft of Action Plan which has been influenced by the Task & Finish Group's involvement's
- 3.4 Cabinet will consider the draft Action Plan at its December 2020 meeting

4 CONSIDERATIONS

- 4.1 The Peer Review highlights a number of Actions that the Review Team recommended that the Council consider implementing in order to turn the Service from a Good to Great Service.

- 4.2 The various improvements set out in the draft Action Plan have been allocated into one of three categories; short, medium and long term. These dates are when the actions will be completed. These are explained below:

Short Term (S)
Expected completion by 31st March 2021

These are either urgent matters or where significant improvements can be achieved in the short term with limited work and input. Some of these improvements are already underway with a number already completed.

Medium Term (M)
Expected completion by 31st December 2021

These are matters that need further time to be developed or they are relatively wider projects where separate timetables will need to be developed

Long Term (L)
Expected completion by 30th June 2022

These are longer term matters which in some case will be dependent on work in other categories or by the Council as a whole e.g. aspects relating to IT are dependent on the Council's Digitalisation Strategy.

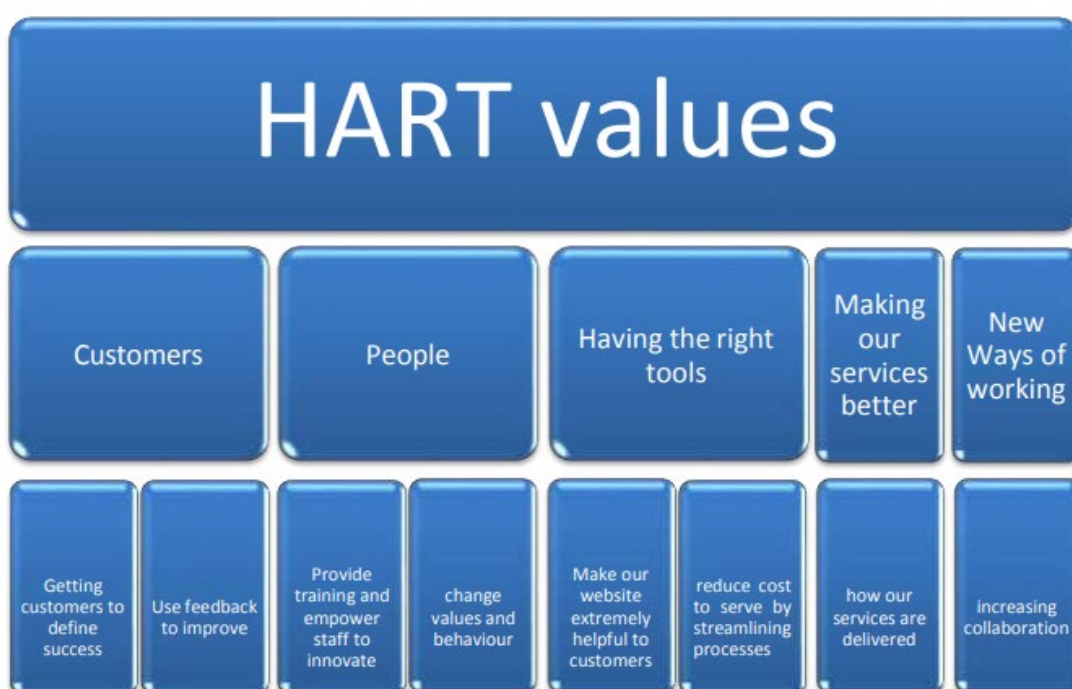
- 4.3 It must be recognised that creating an exemplary service will not be entirely dependent on completing each of the improvements or actions set out in the Action Plan. Aspects of the Action Plan can be grouped together as projects and in some cases there will be overlaps. For example, delivering Excellent Customer Service for example links into a number of different Actions but also into the wider Corporate Aims as set out in the Corporate Plan. The Service will need to consider how to delivery more for less whilst looking at the use of Information Technology to improve efficiency and ease of access to information for residents. Whilst there are improvements that could be made to the Council's website for example these need to be linked to the overall Corporate Digitalisation Strategy.
- 4.4 It is important that consideration is also given to other potential improvements that may not be explicitly identified in the Action Plan. For example, there is currently an audit of our Planning Database been carried out where the suppliers are reviewing how we currently using the system compared to how it could be used. This is to assist training but also to ensure that our systems are used as efficiently as possible.
- 4.5 Whilst work on each of the actions will commence, it must be recognised that they cannot be dealt with in isolation and that there still needs to be a strategic and holistic review of the Service – to transform it into more of a customer focused enabling service. The actions will be the building blocks for

bigger changes although it should be recognised that cultural change cannot happen overnight.

5 RELEVANCE TO THE CORPORATE PLAN AND/OR THE HART VISION 2040

5.1 Whilst planning affects or influences many of the Priorities set out in the Council’s Corporate Plan, the Service Improvements specifically link to the Strategic Priority of delivering an efficient and effective Council. Many of the improvements will also cross reference to the new operating model that the Council wishes to create in order to deliver the Hart Vision 2040.

5.2 ‘The Hart Values - The operating model that guides how the Council designs and deliver services’ includes the following table, which is encapsulates what Place Services is seeking to do with the DM Service Action Plan.



5.3 The Corporate Plan states that as a Council it is committed to ensuring that following values are embedded it all that it does:

- Putting our residents first
- Providing real opportunities for engagement with residents and other stakeholders
- Being open to change
- Taking responsibility for our actions
- Being fair, open and transparent

5.4 The intention is to embed these values as a golden thread running through the Action Plan.

6 SERVICE PLAN

Is the proposal identified in the Service Plan?	Yes
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Is the proposal being funded from current budgets?	Yes
Have staffing resources already been identified and set aside for this proposal?	Yes

7 FINANCIAL AND RESOURCE IMPLICATIONS

7.1 Whilst the initial work on the Action Plan will be carried out entirely within existing staff structures and budgets, one of the Actions involves reviewing the Management Capacity within the DM Service. It is also likely that resourcing more generally will need to be reviewed so that improvements can be delivered albeit these changes will need to assess against efficiency, effectiveness, as well as projected workload/income.

8 ACTION

8.1 That the Committee consider the attached Action Plan and recommends to Cabinet that the Development Management Service Action Plan be approved.

Contact Details: Emma Whittaker emma.whittaker@hart.gov.uk

**Appendices:
Appendix A: Development Management Action Plan**

Development Management Service Action Plan

Completed

Items where the actions have already been completed

Short Term (S)

Expected completion by 31st March 2021

These are either urgent matters or where significant improvements can be achieved in the short term with limited work and input. Some of these improvements are already underway with a number already completed

Medium Term (M)

Expected completion by 31st December 2021

These are matters that need further time to be developed or they are relatively wider projects where separate timetables will need to be developed

Long Term (L)

Expected completion by 30th June 2022

These are longer term matters which in some case will be dependent on work in other categories or by the Council as a whole e.g. aspects relating to IT are dependent on the Council's Digitalisation Strategy

COMPLETED ACTIONS

No.	Recommendation summary	Service Plan Theme	COMMENTS
17	Confirm a process for signing off decision notices	Good to Great	Completed
21	Improve policy support for DM	One Council	Regular DM/Policy meetings set up to discuss issues, Policy support provided in relation to planning applications
25	Cease the practice at Committee of the Chairman proposing the motion to accept the officer recommendation prior to the debate	Good to Great	October Planning Committee adopted a new procedure
27	Allow officers to introduce their own cases at Committee	Good to Great	Implemented
28	Reconsider whether it is appropriate for Committee members to ask questions to speakers	One Council	October Planning Committee agreed to retain the ability to ask speakers questions
30	Review the continued need for a Major Sites Sub-Committee	One Council	October Planning Committee resolved to retain the use of the Major Sites Sub-Committee ensuring that any applications referred to it from Planning Committee had clear terms of reference

SHORT TERM ACTIONS

No	Recommendation summary	Expected Start Date	% Completed	Service Plan Theme	COMMENTS ON PROGRESS
1	Prepare Improvement Action Plan, in consultation with the staff	Jan-20	75%	Good to Great Best in Class	Cabinet November for final adoption
2	Establish clear service objectives with priorities, targets and performance indicators	Winter 2020		One Council Income generation	Key Performance indicators will be reviewed. Other internal performance indicators will be adopted and kept under review and adapted accordingly
4	Establish objectives and targets agreed by Members as part of a performance management framework	Winter 2020		Good to Great	As above
5	Set performance criteria to align with MHCLG structure	Winter 2020		Best in Class Good to Great	As above
7	Set targets for reducing the average length of time taken to determine applications (and reduce reliance on Extensions of Time)	Winter 2020		Good to Great	
8	Introduce a protocol for Extensions of Time	Oct-20	50%	Good to Great Best in Class	Protocol is drafted

No	Recommendation summary	Expected Start Date	% Completed	Service Plan Theme	COMMENTS ON PROGRESS
9	Report performance monthly to Service Management Team <i>(cross ref. DM Audit report – Risk 3 & 5)</i>	Autumn 2020		Good to Great Best in Class	Content of monthly Service Management Team report to evolve in line with work pressures/above actions re service priorities/performance indicators
10	Report performance quarterly to Planning Committee and Overview and Scrutiny Committee	Autumn 2020		Good to Great Best in Class	Quarterly reports to Planning Committee to resume on Planning Application performance, Appeal performance and Enforcement O&S - need input re what needs to be reported/updating KPIs (cross link to 1/2/4)
12	Provide more detailed and regular validation training for BSU staff <i>(cross ref. DM Audit report – Risk 1 & 4)</i>	Dec-19	ongoing	One Council Good to Great	Validation Training held December 2019 Validation Surgery Sessions are held regularly Further training will take place on the new Validation requirements once adopted (November 2020)
14	Review the application allocation process to consider a “triage” approach and possibly self-allocation for householder cases	Summer 2020	50%	Good to Great	Self-Allocation was trialled following the lean review of DM however it lead to unbalance caseloads and sometimes prevented career development Triaging of cases will be reviewed
15	Adopt a 3-week consultation period for parishes (with flexibility in certain cases)	Autumn 2020		Good to Great GOLD	

No	Recommendation summary	Expected Start Date	% Completed	Service Plan Theme	COMMENTS ON PROGRESS
16	Cease posting of site notices except where required by statute	Spring 2020	50%	GOLD	Already completed in response to the Covid-19 restrictions Council's SCI has been amended as a temporary measure; Cabinet will need to agree permanent changes
20	Report appeal decisions on a regular basis to officers and Members.	Autumn 2020	50%	Good to Great	Quarterly reports to resume on appeal decisions Key Decisions will be reported separately to Councillors Officers already get regular updates All Councillors and Planning Officers are informed of decisions when they are received
23	Review the roles of the Conservation Team, aiming for a policy driven approach and acting as consultee for DM, rather than case officers	Spring 2020	50%	One Council	Conservation Officers have ceased being case officers
26	Introduce a simpler Committee report format with a more consistent and structured approach	Autumn 2020		Good to Great Best in Class	Discussed at Planning Working Party and Officers are starting work on this
37	Establish an Officer group to review service training needs and opportunities	Autumn 2020		Good to Great	Started

No	Recommendation summary	Expected Start Date	% Completed	Service Plan Theme	COMMENTS ON PROGRESS
38	Ensure all new staff are trained on IT systems immediately after they arrive	Autumn 2020	ongoing (as and when we have new starters)	Digitalisation	
40	Regularly review training and development requirements, and arrange training and other CPD opportunities through the PDR process	Summer 2020	ongoing	Good to Great	

MEDIUM TERM ACTIONS

No.	Recommendation summary	Expected Start Date	% Completed	Service Plan Theme	COMMENTS
3	Consider measures to increase the management capacity in DM as a priority	Winter 2020		GOLD Best in Class	May have wider implications for budgets/resources
11	Review pre-application advice process for major applications to include consultees, local community and Members <i>(cross ref. DM Audit report – Risk 2 and Review of Pre-App advice)</i>	Spring 2021		Customer Focused Good to Great	Needs own project plan to review existing service and establish new service
13	Create a validation guidance manual for BSU	Spring 2021		One Council Good to Great	
18	Provide additional training on planning appeals for Officers, Members and Parish & Town Councils			Best in Class	Link to 31 (Member training)
22	Improve liaison between the Legal Team and Enforcement with set timescales and milestones for processing enforcement cases	Autumn 2020		Good to Great One Council	Peer Review of Enforcement has commenced

No.	Recommendation summary	Expected Start Date	% Completed	Service Plan Theme	COMMENTS
24	Review process of Ward Members being able to request site visits, and review timing of site visits to try to improve attendance by Members	Summer 2020	25%	One Council	Planning Working Party has already started looking at this Officers to draft options to trial with the Committee.
29	Review the continued need for an Enforcement Sub-Committee	Summer 2020		One Council	Link to 22 (Peer Review of Enforcement)
31	Review the content of Member training and consider updates for parish/town councils	Summer 2020		One Council	Covid-19 has meant delivering training differently Will continue to review content for annual training and consider setting up a Parish Forum
32	Re-instate the Enforcement and Householder Team Leader as solely responsible for enforcement	Winter 2020		GOLD	Link to wider management/staffing/resource review and Enforcement Peer Review
33	Introduce an additional Team Leader in DM and review the functions of the two DM teams	Winter 2020		GOLD	Link to 3 (Increase Management Capacity)
34	Consider further delegation of signing off applications	Spring 2021		Customer Focused	Flows from review of Management capacity and potential additional team leader posts (3, 32 and 33)

No.	Recommendation summary	Expected Start Date	% Completed	Service Plan Theme	COMMENTS
35	Improve communications in DM through a more formalised approach to Planning Forum meetings, an increased emphasis on performance management, and completing Personal Development Review (PDR) actions	Autumn 2020	Ongoing	One Council	Commencing with mid-year PDR reviews
36	Review the location and reporting lines for the Conservation Team	Spring 2021		One Council	Already changed reporting lines but it needs a proper review linked to overall review of management structure of the service (see recommendation 3)
39	Review current split of functions and processes of validation within BSU to deliver a more streamlined process	Spring 2021		Good to Great	
41	Examine level and nature of complaints received in last few years to identify any common causes or areas of concern	Winter/Spring 2021		Customer Focused Good to Great	Process for handling complaints has been reviewed and amended – commence November 2020 Part of a wider review of complaints process in Place Services
42	Encourage a culture of customer care throughout DM at all levels	Autumn 2020		Customer Focused Best in Class	

No.	Recommendation summary	Expected Start Date	% Completed	Service Plan Theme	COMMENTS
45	Review the current duty planner arrangements	Spring 2021		Customer Focused	Linked to the review of the pre-application advice service
46	Commence training for case officers and enforcement on the Enterprise programme (once its future use is confirmed)	Winter 2020		Digitalisation GOLD	Idox audit commenced November 2020, training on Uniform and Enterprise will follow

LONG TERM ACTIONS

No.	Recommendation summary	Service Plan Theme	COMMENTS
6	Establish ambitious, but realistic, local targets with the aim to reach national upper quartile performance in 3 years	Best in Class	Needs to link to Service performance measures and be reviewed over 3 years to ensure movement towards upper quartile
19	Consider introducing annual tour of completed developments for Members and officers, when resources permit	Good to Great	On hold due to Covid-19
43	A telephone hunt group should be set up for the case officers	Customer Focused	Link to Corporate IT/Digitalisation Strategy for Council, esp the new telephony system and the call centre
44	Obtain and analyse telephone answering statistics so Team Leaders can address any issues	Customer Focused	Link to Corporate IT/Digitalisation Strategy for Council, esp the new telephony system and the call centre
47	Ensure the IT hardware is upgraded to ensure fast and efficient access to the systems (Uniform and Enterprise)	Digitalisation GOLD	Link to Corporate IT/Digitalisation Strategy for Council New laptops and phones have been rolled out in response to Covid-19 lockdown
48	Any investment in IT hardware and development of software needs to factor in new working practices when budgeting and procurement occurs	Digitalisation GOLD	Link to Corporate IT/Digitalisation Strategy for Council New laptops and phones have been rolled out in response to Covid-19 lockdown Link to Revitalise Hart

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 17 NOVEMBER 2020

TITLE OF REPORT: TREASURY MANAGEMENT STRATEGY– HALF YEAR REVIEW 2020/21

Report of: Head of Corporate Services

Cabinet Member: Councillor James Radley, Deputy Leader and Finance

1. PURPOSE OF REPORT

To report the Council's Treasury Management activities and performance during the first half of the 2020/21 financial year (April-September 2020).

2. OFFICER RECOMMENDATION

That Overview and Scrutiny review the report and note the treasury management activities and performance during the first half of the 2020/21 financial year.

3. BACKGROUND

3.1 Capital Strategy

In December 2017, the Chartered Institute of Public Finance and Accountancy, (CIPFA), issued revised Prudential and Treasury Management Codes. Since 2020/21, all local authorities have been required to prepare a Capital Strategy providing

- a high-level overview of how capital expenditure, capital financing and treasury management activity contribute to the provision of services.
- an overview of how the associated risk is managed.
- the implications for future financial sustainability.

3.2 Treasury Management

The Council operates a balanced budget meaning cash raised during the year meet its cash expenditure. Part of our Treasury management operations ensure this cash flow is adequately planned, with surplus monies being invested in low risk counterparties, providing adequate liquidity initially before considering optimising investment return.

The second main function of the treasury management service is the funding of the Council's capital plans which may either be met from existing reserves or borrowing. This management of longer-term cash may involve arranging long or short-term loans, or using longer term cash flow surpluses, and on occasion any debt previously drawn may be restructured to meet Council risk or cost objectives.

4. INTRODUCTION

This mid-year report has been prepared in compliance with CIPFA's Code of Practice on Treasury Management, and covers the following:

- An economic update for the first half of the 2020/21 financial year provided by Link Asset Management.
- A review of the Treasury Management Strategy Statement and Annual Investment Strategy.
- The Council's capital expenditure, as set out in the Capital Strategy, and prudential indicators.
- A review of the Council's investment portfolio for 2020/21.
- A review of the Council's borrowing strategy for 2020/21.
- A review of any debt rescheduling undertaken during 2020/21.
- A review of compliance with Treasury and Prudential Limits for 2020/21.

5. ECONOMIC UPDATE

5.1.1 Economic update written by Link Asset Services the Council's investment advisors shown below in *italic*.

As expected, the Bank of England's Monetary Policy Committee kept Bank Rate unchanged on 6th August. It also kept unchanged the level of quantitative easing at £745bn. Its forecasts were optimistic in terms of three areas:

- The fall in **GDP** in the first half of 2020 was revised from 28% to 23%. This is still one of the largest falls in output of any developed nation. However, it is only to be expected as the UK economy is heavily skewed towards consumer-facing services – an area which was particularly vulnerable to being damaged by lockdown.*
- The peak in the **unemployment rate** was revised down from 9% in Q2 to 7½% by Q4 2020.*
- It forecast that there would be excess demand in the economy by Q3 2022 causing CPI **inflation** to rise above the 2% target in Q3 2022, (based on market interest rate expectations for a further loosening in policy). Nevertheless, even if the Bank were to leave policy unchanged, inflation was still projected to be above 2% in 2023.*
- It also squashed any idea of using **negative interest rates**, at least in the next six months or so. It suggested that while negative rates can work in some circumstances, it would be “less effective as a tool to stimulate the economy” at this time when banks are worried about future loan losses. It also has “other instruments available”, including QE and the use of forward guidance.*
- The MPC still expects the £300bn of **quantitative easing** purchases announced between its March and June meetings to continue until the “turn of the year”. This implies that the pace of purchases will slow further to about £4bn a week, down from £14bn a week at the height of the crisis and £7bn more recently.*
- In conclusion, this would indicate that the Bank can now just sit on its hands as the economy is recovering better than expected. However, the MPC acknowledged that the “medium-term projections were a less informative guide than usual” and the minutes had multiple references to **downside risks**, which were judged to persist both in the short and medium term. One has only to look at the potential for a second wave of the virus to see the dangers. However, rather than a national lockdown, as in March, any spikes in virus infections are now likely to be dealt with by localised measures and this should limit the amount of economic damage caused. In addition, Brexit uncertainties ahead of the year-end deadline are likely to be a drag on recovery. The wind down in the furlough scheme through to the end of October is another development that could cause the Bank to review the need for more support for the economy later in the year. If the Bank felt it did need to provide further support to recovery, then it is likely that the tool of choice would be more QE. Overall, the pace of recovery is not expected to be in the form of a rapid V shape, but a more elongated and prolonged one. There will also be some painful longer-term adjustments as e.g. office space and travel by planes, trains and buses may not recover to their previous level of use for several years, or possibly ever. There is also likely to be a reversal of globalisation as this crisis has shown up how vulnerable long-distance supply chains are. On the other hand, digital services are one area that has already seen huge growth.*
- One key addition to **forward guidance** was a new phrase in the policy statement, namely that “it does not intend to tighten monetary policy until there is clear evidence*

that significant progress is being made in eliminating spare capacity and achieving the 2% target sustainably". That seems designed to say, in effect, that even if inflation rises to 2% in a couple of years' time, do not expect any action from the MPC to raise Bank Rate – until they can clearly see that level of inflation is going to be persistently above target if it takes no action to raise Bank Rate

- The **Financial Policy Committee** (FPC) report on 6th August revised down their expected credit losses for the banking sector to "somewhat less than £80bn". It stated that in its assessment "banks have buffers of capital more than sufficient to absorb the losses that are likely to arise under the MPC's central projection". The FPC stated that for real stress in the sector, the economic output would need to be twice as bad as the MPC's projection, with unemployment rising to above 15%.
- Overall, it is expected that there has been a strong pickup in economic growth during the back end of quarter 2 of 2020. However, that pace is likely to fade as the furlough scheme ending in October will lead to many job losses during the second half of the year. Consumers will also probably remain cautious in spending and this will dampen growth. Uncertainty over the outcome of the UK/EU trade negotiations concluding at the end of the year will also be a headwind.
- **US.** The incoming sets of data during the first week of August were almost universally stronger than expected. With the number of new daily coronavirus infections beginning to abate, recovery should continue over the coming months and employment growth should also pick up again. However, growth will be dampened by continuing outbreaks of the virus in some states leading to fresh localised restrictions. At its end of August meeting, the Fed tweaked its inflation target from 2% to maintaining an average of 2% over an unspecified time period i.e. following periods when inflation has been running persistently below 2%, appropriate monetary policy will likely aim to achieve inflation moderately above 2% for some time. This change is aimed to provide more stimulus for economic growth and higher levels of employment and to avoid the danger of getting caught in a deflationary "trap" like Japan. It is to be noted that inflation has actually been under shooting the 2% target significantly for most of the last decade so financial markets took note that higher levels of inflation are likely to be in the pipeline; long term bond yields duly rose after the meeting. The Fed also called on Congress to end its political disagreement over providing more support for the unemployed as there is a limit to what monetary policy can do compared to more directed central government fiscal policy. There is now some expectation that where the Fed has led in changing its inflation target, other major central banks will follow. The increase in tension over the last year between the US and China is likely to lead to a lack of momentum in progressing the initial positive moves to agree a phase one trade deal.
- **EU.** The economy was recovering well towards the end of Q2 after a sharp drop in GDP. However, there are growing fears of a second wave of the virus that could cause a significant slowdown in the pace of recovery, especially in countries more dependent on tourism. The fiscal support package, eventually agreed by the EU after prolonged disagreement between various countries, is unlikely to provide significant support and quickly enough to make an appreciable difference in weaker countries. The ECB has been struggling to get inflation up to its 2% target and it is therefore expected that it will have to provide more monetary policy support through more quantitative easing purchases of bonds in the absence of sufficient fiscal support.
- **China.** After a concerted effort to get on top of the virus outbreak in Q1, economic recovery was strong in Q2 and has enabled it to recover all of the contraction in Q1. However, this was achieved by major central government funding of yet more infrastructure spending. After years of growth having been focused on this same area, any further spending in this area is likely to lead to increasingly weaker economic

returns. This could, therefore, lead to a further misallocation of resources which will weigh on growth in future years.

- **Japan.** There are some concerns that a second wave of the virus is gaining momentum and could damage economic growth further. It has been struggling to get out of a deflation trap for many years and to stimulate consistent significant GDP growth and to get inflation up to its target of 2%, despite huge monetary and fiscal stimulus. It is also making little progress on fundamental reform of the economy. The resignation of Prime Minister Abe is not expected to result in any significant change in economic policy.
- **World growth.** Latin America and India are currently hotspots for virus infections. World growth will be in recession this year. Inflation is unlikely to be a problem for some years due to the creation of excess production capacity and depressed demand caused by the coronavirus crisis.

Interest rate forecasts

The Council's treasury advisor, Link Group, has provided the following forecasts (PWLb rates are certainty rates):

Link Group Interest Rate View 11.8.20		Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Bank Rate View		0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10
3 Month average earnings		0.10	0.10	0.10	0.10	0.10	0.10	0.10	-	-	-	-
6 Month LIBID		0.10	0.10	0.10	0.10	0.10	0.10	0.10	-	-	-	-
12 Month LIBID		0.20	0.20	0.20	0.20	0.20	0.20	0.20	-	-	-	-
5yr PWLB Rate		1.90	1.90	2.00	2.00	2.00	2.00	2.00	2.10	2.10	2.10	2.10
10yr PWLB Rate		2.10	2.10	2.10	2.10	2.10	2.20	2.20	2.20	2.30	2.30	2.30
25yr PWLB Rate		2.50	2.50	2.50	2.50	2.60	2.60	2.60	2.70	2.70	2.70	2.70
50yr PWLB Rate		2.30	2.30	2.30	2.30	2.40	2.40	2.40	2.50	2.50	2.50	2.50

Additional notes by Link on this forecast table: -

- As LIBOR rates will cease from the end of 2021, there are no LIBID forecasts for 2022/23. Link will be continuing to look at market developments in this area and will monitor these with a view to communicating with clients when full financial market agreement is reached on how to replace LIBOR. This is likely to be an iteration of the overnight SONIA rate and the use of compounded rates and Overnight Index Swap (OIS) rates for forecasting purposes.
- Please note that we have made a slight change to our interest rate forecasts table above. Traditionally, we have used 3m LIBID forecasts, with the rate calculated using market convention of 1/8th (0.125%) taken off the LIBOR figure. Given that 3m LIBOR is currently running below 10bps, that would give a figure of around 0% to somewhere modestly into negative territory. However, the liquidity premium that is still in evidence at the short end of the curve means that 3m rates actually being achieved by local authority investors are still modestly in positive territory. While there are differences between counterparty offer rates, our analysis would suggest that an average rate of around 10bps should be achievable.

The coronavirus outbreak has done huge economic damage to the UK and around the world. After the Bank of England took emergency action in March to cut Bank Rate to first 0.25%, and then to 0.10%, it left Bank Rate unchanged at its last meeting on 6th August, although some forecasters had suggested that a cut into negative territory could happen. However, the Governor of the Bank of England has made it clear that he

currently thinks that such a move would do more damage than good and that more quantitative easing is the favoured tool if further action becomes necessary. As shown in the forecast table above, no increase in Bank Rate is expected within the forecast horizon ending on 31st March 2023 as economic recovery is expected to be only gradual and, therefore, prolonged.

GILT YIELDS / PWLB RATES. There was much speculation during the second half of 2019 that bond markets were in a bubble which was driving bond prices up and yields down to historically very low levels. The context for that was heightened expectations that the US could have been heading for a recession in 2020. In addition, there were growing expectations of a downturn in world economic growth, especially due to fears around the impact of the trade war between the US and China, together with inflation generally at low levels in most countries and expected to remain subdued. Combined, these conditions were conducive to very low bond yields. While inflation targeting by the major central banks has been successful over the last 30 years in lowering inflation expectations, the real equilibrium rate for central rates has fallen considerably due to the high level of borrowing by consumers. This means that central banks do not need to raise rates as much now to have a major impact on consumer spending, inflation, etc. The consequence of this has been the gradual lowering of the overall level of interest rates and bond yields in financial markets over the last 30 years. Over the year prior to the coronavirus crisis, this has seen many bond yields up to 10 years turn negative in the Eurozone. In addition, there has, at times, been an inversion of bond yields in the US whereby 10 year yields have fallen below shorter term yields. In the past, this has been a precursor of a recession. The other side of this coin is that bond prices are elevated as investors would be expected to be moving out of riskier assets i.e. shares, in anticipation of a downturn in corporate earnings and so selling out of equities.

Gilt yields had therefore already been on a falling trend during the year up until the coronavirus crisis hit western economies. Since then, we have seen these yields fall sharply to unprecedented lows as investors panicked during March in selling shares in anticipation of impending recessions in western economies and moved cash into safe haven assets i.e. government bonds. However, major western central banks started massive quantitative easing purchases of government bonds and this has acted to maintain downward pressure on government bond yields at a time when there has been a huge and quick expansion of government expenditure financed by issuing government bonds. Such unprecedented levels of issuance, in “normal” times would have caused bond yields to rise sharply. At the close of the day on 28th August, all gilt yields from 1 to 4 years were in negative territory, while even 25-year yields were at only 0.97% and 50 year at 0.82%. Meanwhile, equity markets have enjoyed a rebound since the lows of March as confidence has started to return among investors that the worst is over and recovery is now on the way.

From the local authority borrowing perspective, HM Treasury imposed **two changes of margins over gilt yields for PWLB rates** in 2019-20 without any prior warning. The first took place on 9th October 2019, adding an additional 1% margin over gilts to all PWLB period rates. That increase was then at least partially reversed for some forms of borrowing on 11th March 2020, but not for mainstream General Fund capital schemes, at the same time as the Government announced in the Budget a programme of increased infrastructure expenditure. It also announced that there would be a consultation with local authorities on possibly further amending these margins; this was to end on 4th June, but that date was subsequently put back to 31st July. It is clear that the Treasury will no longer allow local authorities to borrow money from the PWLB to

purchase commercial property if the aim is solely to generate an income stream (assets for yield).

Following the changes on 11th March 2020 in margins over gilt yields, the current situation is as follows: -

- **PWLB Standard Rate** is gilt plus 200 basis points (G+200bps)
- **PWLB Certainty Rate** is gilt plus 180 basis points (G+180bps)
- **PWLB HRA Standard Rate** is gilt plus 100 basis points (G+100bps)
- **PWLB HRA Certainty Rate** is gilt plus 80bps (G+80bps)
- **Local Infrastructure Rate** is gilt plus 60bps (G+60bps)

It is possible that the non-HRA Certainty Rate will be subject to revision downwards after the conclusion of the PWLB consultation; however, the timing of such a change is currently an unknown, although it would be likely to be within the current financial year

As the interest forecast table for PWLB certainty rates, (gilts plus 180bps), above shows, there is likely to be little upward movement in PWLB rates over the next two years as it will take economies, including the UK, a prolonged period to recover all the momentum they have lost in the sharp recession caused during the coronavirus shut down period. Inflation is also likely to be very low during this period and could even turn negative in some major western economies during 2020/21.

The balance of risks to the UK

- The overall balance of risks to economic growth in the UK is probably relatively even but is subject to major uncertainty due to the virus.
- There is relatively little UK domestic risk of increases or decreases in Bank Rate and significant changes in shorter term PWLB rates. The Bank of England has effectively ruled out the use of negative interest rates in the near term and increases in Bank Rate are likely to be some years away given the underlying economic expectations. However, it is always possible that safe haven flows, due to unexpected domestic developments and those in other major economies, could impact gilt yields, (and so PWLB rates), in the UK.

Downside risks to current forecasts for UK gilt yields and PWLB rates currently include:

- **UK** - second nationwide wave of virus infections requiring a national lockdown
- **UK / EU trade negotiations** – if it were to cause significant economic disruption and a fresh major downturn in the rate of growth.
- **UK - Bank of England** takes action too quickly, or too far, over the next three years to raise Bank Rate and causes UK economic growth, and increases in inflation, to be weaker than we currently anticipate.
- A resurgence of the **Eurozone sovereign debt crisis**. The ECB has taken monetary policy action to support the bonds of EU states, with the positive impact most likely for “weaker” countries. In addition, the EU recently agreed a €750bn fiscal support package. These actions will help shield weaker economic regions for the next year or so.

However, in the case of Italy, the cost of the virus crisis has added to its already huge debt mountain and its slow economic growth will leave it vulnerable to markets returning to taking the view that its level of debt is unsustainable. There remains a sharp divide between northern EU countries favouring low debt to GDP and annual balanced budgets and southern countries who want to see jointly issued Eurobonds to finance economic recovery. This divide could undermine the unity of the EU in time to come.

- Weak capitalisation of some **European banks**, which could be undermined further depending on extent of credit losses resultant of the pandemic.
- **German minority government & general election in 2021.** In the German general election of September 2017, Angela Merkel's CDU party was left in a vulnerable minority position dependent on the fractious support of the SPD party, as a result of the rise in popularity of the anti-immigration AfD party. The CDU has done badly in subsequent state elections but the SPD has done particularly badly. Angela Merkel has stepped down from being the CDU party leader but she intends to remain as Chancellor until the general election in 2021. This then leaves a major question mark over who will be the major guiding hand and driver of EU unity when she steps down.
- **Other minority EU governments.** Austria, Sweden, Spain, Portugal, Netherlands, Ireland and Belgium also have vulnerable minority governments dependent on coalitions which could prove fragile.
- **Austria, the Czech Republic, Poland and Hungary** now form a strongly anti-immigration bloc within the EU. There has also been rising anti-immigration sentiment in Germany and France.
- **Geopolitical risks**, for example in China, Iran or North Korea, but also in Europe and other Middle Eastern countries, which could lead to increasing safe haven flows.
- **US – the Presidential election in 2020:** this could have repercussions for the US economy and SINO-US trade relations.

Upside risks to current forecasts for UK gilt yields and PwLB rates

- **UK** - stronger than currently expected recovery in UK economy.
- **Post-Brexit** – if an agreement was reached that removed the majority of threats of economic disruption between the EU and the UK.
- The **Bank of England is too slow** in its pace and strength of increases in Bank Rate and, therefore, allows inflationary pressures to build up too strongly within the UK economy, which then necessitates a later rapid series of increases in Bank Rate faster than we currently expect.

6. TREASURY MANAGEMENT STRATEGY AND ANNUAL INVESTMENT STRATEGY UPDATE

6.1 The Treasury Management Strategy Statement (TMSS) for 2020/21 was approved by the Council on 6th February 2020.

There are no policy changes to the TMSS; the details in this report update the position in the light of the updated economic position and budgetary changes already approved

Prudential Indicator 2020/21	2020/21 Original £'000	2020/21 Revised £'000
Authorised Limit	30,000	30,000
Operational Boundary	25,000	25,000
Capital Financing Requirement	41,489	41,489

7.0 THE COUNCILS CAPITAL POSITION (PRUDENTIAL INDICATORS)

7.1 This part of the report is structured to update:

- The Council's capital expenditure plans.
- How these plans are being financed.
- The impact of the changes in the capital expenditure plans on the prudential indicators and the underlying need to borrow; and
- Compliance with the limits in place for borrowing activity.

7.2 Prudential Indicator for Capital Expenditure

This table shows the revised estimates for capital expenditure and the changes since the capital programme was agreed at the Budget

Capital Expenditure by Service	2020/21 Original Estimate £'000	2020/21 Revised Estimate £'000
Corporate Services	893	893
Community Services	579	579
Place	24	24
Environmental and Technical Services	4,581	4,581
Commercialisation	16,300	16,300
Total capital expenditure	22,377	22,377

7.3 Changes to the Financing of the Capital Programme

The table below draws together the main strategy elements of the capital expenditure plans, highlighting the original supported and unsupported elements of the capital programme, and the expected financing arrangements of this capital expenditure. The borrowing element of the table increases the underlying indebtedness of the Council by way of the Capital Financing Requirement (CFR), although this will be reduced in part by revenue charges for the repayment of debt (the Minimum Revenue Provision). This direct borrowing need may also be supplemented by maturing debt and other treasury requirements.

Capital Financing	2020/21 Original Estimate £'000	2020/21 Forecast £'000
Total capital expenditure	22,377	22,377
Financed by:		
S106 Contributions	1,773	1,773
Grants	1,959	1,959
Housing Capital Receipts	45	45
Revenue		
Total financing	3,777	3,777
Borrowing requirement	18,600	18,600

7.4 Changes to the Prudential Indicators for the Capital Financing Requirement (CFR), External Debt and the Operational Boundary

7.4.1 The table below shows the CFR, which is the underlying external need to incur borrowing for a capital purpose. It also shows the expected debt position over the period, which is termed the Operational Boundary.

7.4.2 Prudential Indicator – Capital Financing Requirement

We are on target to achieve the original forecast Capital Financing Requirement.

7.4.3 Prudential Indicator – the Operational Boundary for external debt

Operational Boundary for external debt	2020/21 Original Estimate £'000	2020/21 Revised Estimate £'000
CFR	41,489	41,489
Total CFR	41,489	41,489
Borrowing	11,008	11,008
Total debt (year-end position)	11,008	11,008

7.5 Limits to Borrowing Activity

7.5.1 The first key control over the treasury activity is a prudential indicator to ensure that over the medium term, net borrowing (borrowings less investments) will only be for a capital purpose*. Gross external borrowing should not, except in the short term, exceed the total of CFR in the preceding year plus the estimates of any additional CFR for 2020/21 and next two financial years. This allows some flexibility for limited early borrowing for future years. The Council has approved a policy for borrowing in advance of need which will be adhered to if this proves prudent. The Council’s Operational Boundary is £25m

	2020/21 Original Estimate £'000	2020/21 Revised Estimate £'000
Borrowing	11,008	11,008
Total debt	11,008	11,008
CFR (year-end position)	41,489	41,489

7.6 The Head of Corporate Services reports that no difficulties are envisaged for the current or future years in complying with this prudential indicator.

7.7 A further prudential indicator controls the overall level of borrowing. This is the Authorised Limit which represents the limit beyond which borrowing is prohibited. It is set and revised by Members. It reflects the level of borrowing could be afforded in the short term and is not sustainable in the longer term. It is the expected maximum borrowing need with some headroom for unexpected movements. This is the statutory limit determined under section 3 (1) of the Local Government Act 2003. The Council’s Authorisation Limit is £30m

	2020/21 Original Estimate £'000	2020/21 Revised Estimate £'000
Borrowing	11,008	11,008
Total	11,008	11,008

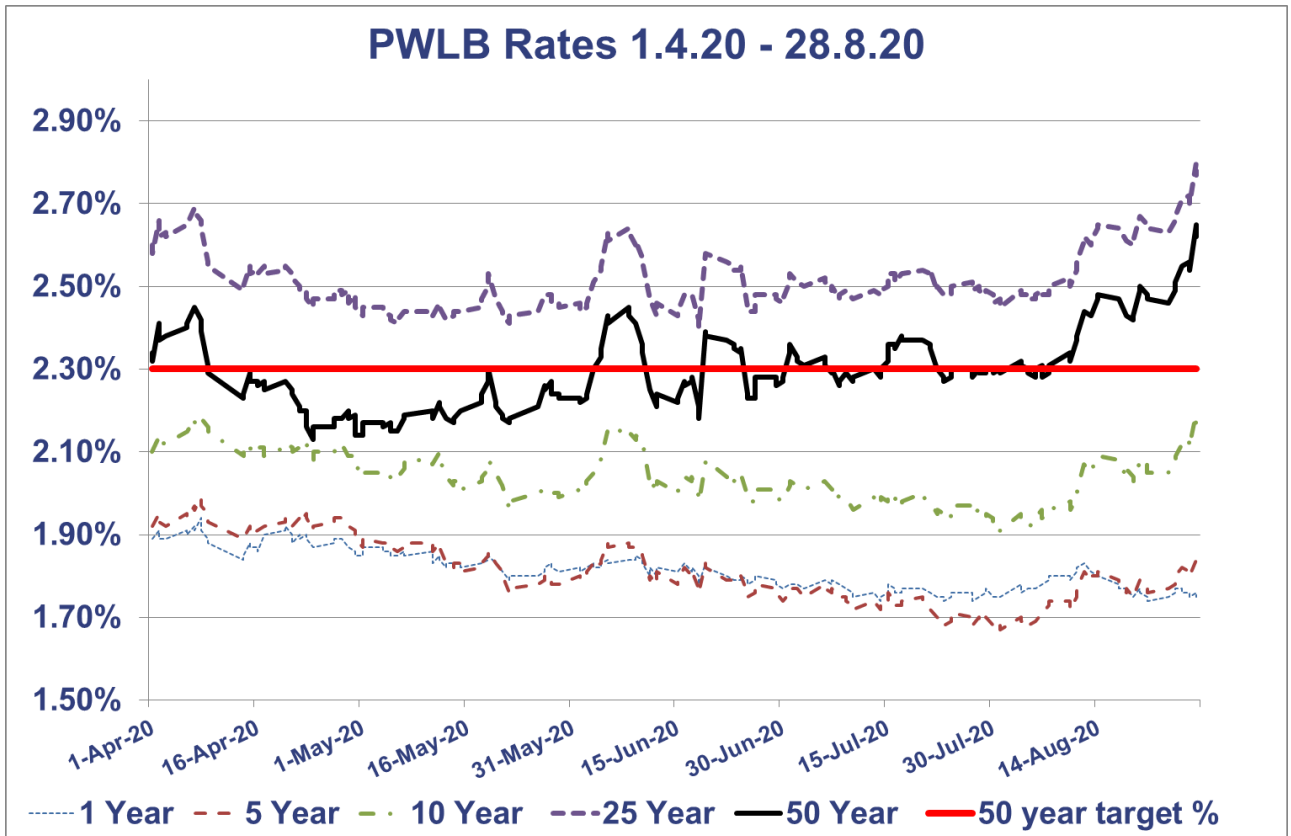
8 INVESTMENT PORTFOLIO 2020/21

- 8.1 In accordance with the Code, it is the Council's priority to ensure security of capital and liquidity, and to obtain an appropriate level of return which is consistent with the Council's risk appetite. As shown by the forecasts in section 3.2, it is now impossible to earn the level of interest rates commonly seen in previous decades as all investment rates up to 12 months are either negative or barely above zero now that Bank Rate is at 0.10%. Given this risk environment and the fact that increases in Bank Rate are unlikely to occur before the end of the current forecast horizon of 31st March 2023, investment returns are expected to remain low.
- 8.2 The Council held £35.83m of investments as of 30 September 2020 (£29.64m on 31st March 2020). The full list of investments held on 30 September 2020 can be found below in Appendix 2.
- 8.3 The Annual Investment Strategy approved limits were breached once during the first 6 months of 2020/21.
- 8.4 On 15 September 2020 we breached our counterparty limit of £5m with Barclays by £169,990.80. This was due to receiving a large unexpected NDR receipt of £247,668.60 after 4pm on the day in question. Officers at Mendip District Council who provide the service have taken steps to improve our processes to avoid any further breaches in the future.
- 8.5 The Council's budgeted investment return for 2020/21 is £200,000, and performance for the year to date £37,000.

9 BORROWING

- 9.1 The Council's capital financing requirement (CFR) for 2020/21 is £41.49m. The CFR denotes the Council's underlying need to borrow for capital purposes. If the CFR is positive the Council may borrow from the PWLB or the market (external borrowing) or from internal balances on a temporary basis (internal borrowing). The balance of external and internal borrowing is generally driven by market conditions. Table 8.4 shows the Council has borrowings of £11m and has utilised £12.4m of cash flow funds in lieu of borrowing. This is a prudent and cost-effective approach in the current economic climate but will require ongoing monitoring in the event that any upside risk to gilt yields prevails.
- 9.2 Due to the overall financial position and the underlying need to borrow for capital purposes (the CFR), no new external borrowing has been undertaken. However, due to the increase in PWLB margins over gilt yields in October 2019, and the subsequent consultation on these margins by HM Treasury - which ended on 31st July 2020 - the Authority has refrained from undertaking new long-term PWLB borrowing. It is anticipated that the only reason for further borrowing to be taken out would be because of commercial investments.
- 9.3 The graph and table below show the movement in PWLB certainty rates since the start of the current financial year. PWLB rates have varied within a relatively narrow

range between April and July but the longer end of the curve has risen during August.



	1 Year	5 Year	10 Year	25 Year	50 Year
Low	1.74%	1.67%	1.91%	2.40%	2.13%
Date	14/07/2020	30/07/2020	31/07/2020	18/06/2020	24/04/2020
High	1.94%	1.99%	2.19%	2.80%	2.65%
Date	08/04/2020	08/04/2020	08/04/2020	28/08/2020	28/08/2020
Average	1.81%	1.81%	2.04%	2.52%	2.30%

10 DEBT RESCHEDULING

Debt rescheduling opportunities have been very limited in the current economic climate given the consequent structure of interest rates and following the increase in the margin added to gilt yields which has impacted PWLB new borrowing rates since October 2010. No debt rescheduling has therefore been undertaken to date in the current financial year.

11. OTHER

11.1 Changes in risk appetite

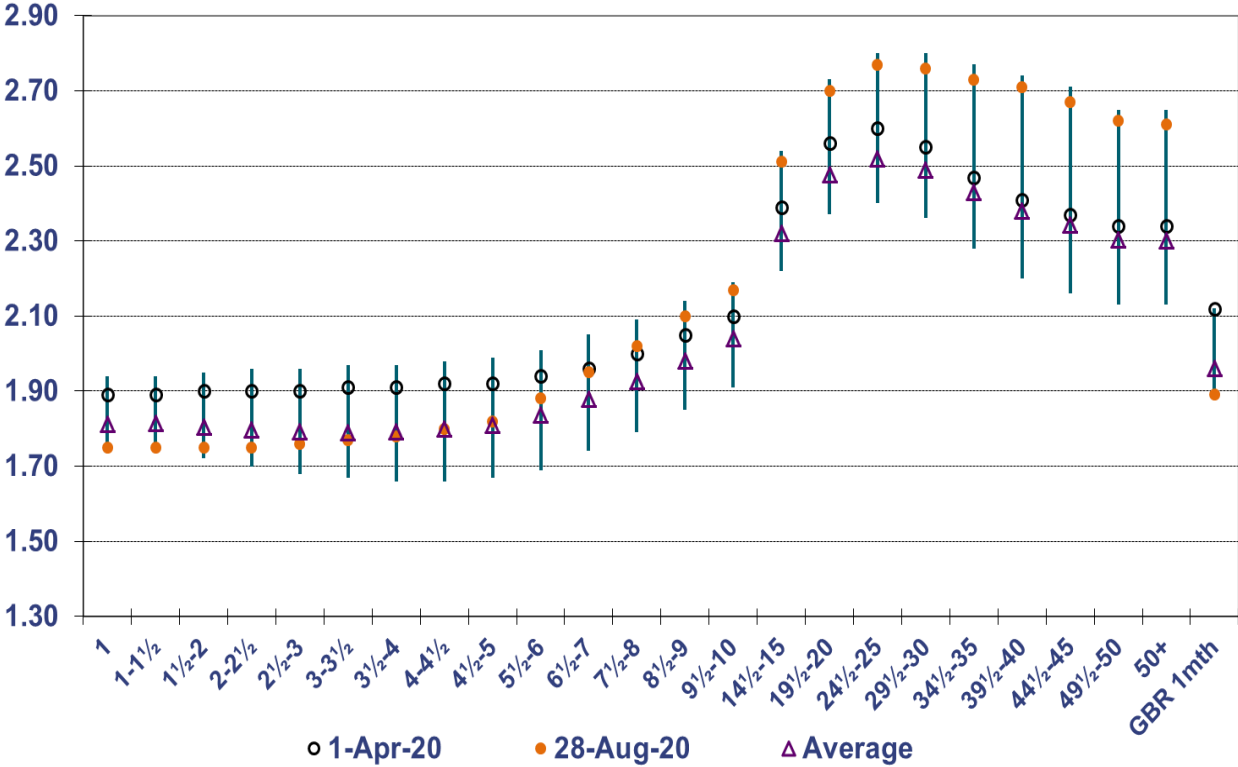
There is no change in the risk appetite as the security of the Council's funds is paramount and will continue to follow Link Services advice placing funds in line with The Treasury Management Strategy Statement. Link Assets services are running a series of workshops in December for Members to understand alternative investments and change to the risk appetite.

11.2 Counterparty limits

Approval was sought to implement emergency additional measures to enable the Council to handle the significant additional cash it receives (£14m+) and pay out in Grant Payments during this phase of the Covid19 response. The recommendation was to increase counterparty limits from £5m to £10m from April 2020 – June 2020

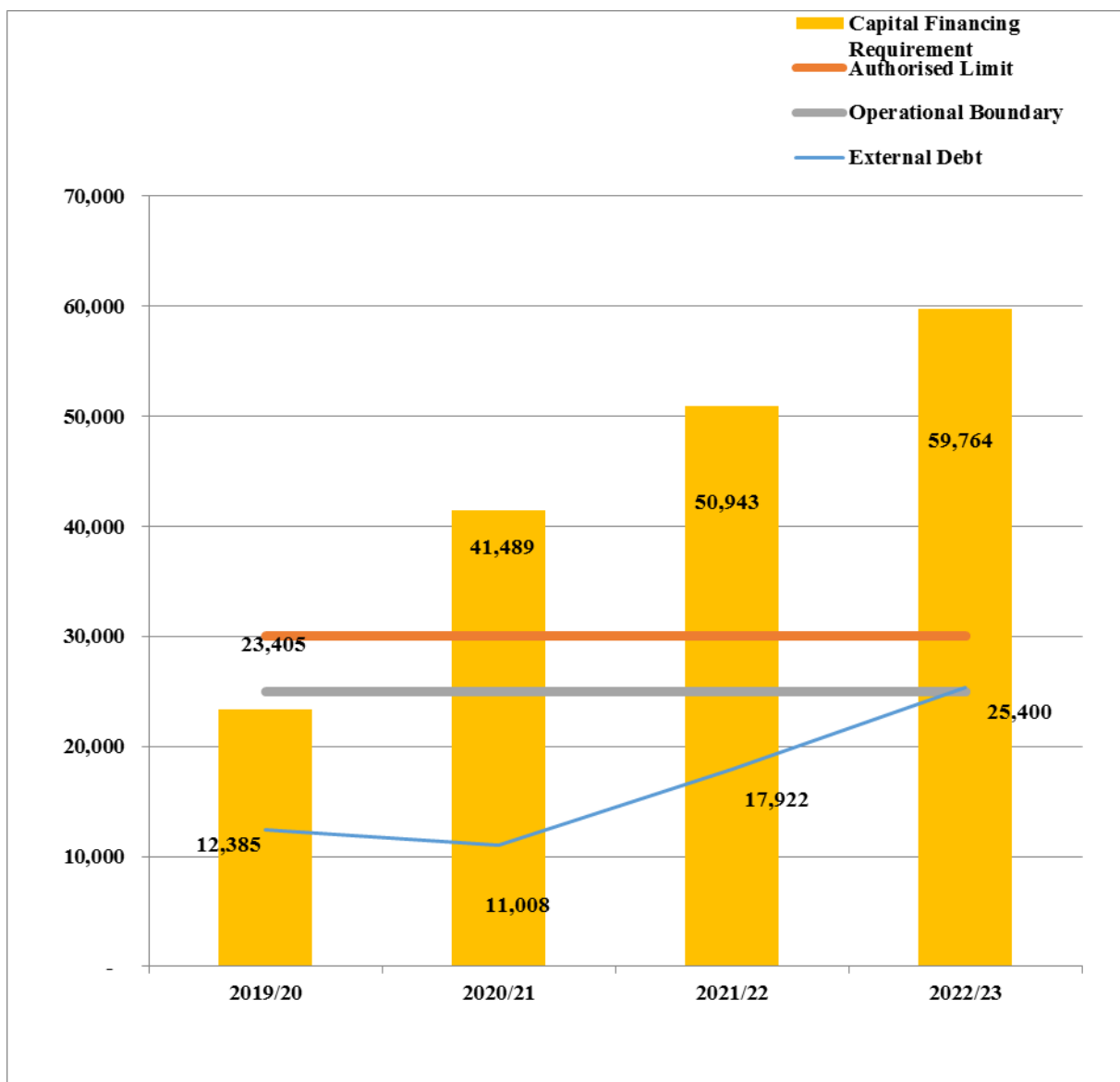
APPENDIX I: BORROWING

PWLB Certainty Rate Variations 1.4.20 to 28.8.2020



Comparison of borrowing parameters to actual external borrowing

	2020/21	2021/22	2022/23	2023/24
	£'000	£'000	£'000	£'000
Authorised Limit	30,000	30,000	30,000	30,000
Operational Boundary	25,000	25,000	25,000	25,000
Capital Financing Requirement	23,405	41,489	50,943	59,764
External Debt	12,385	11,008	17,922	25,400
Under / (over) borrowing	11,020	30,481	33,021	34,364
Change in External Debt	7,385	(1,377)	6,914	7,478

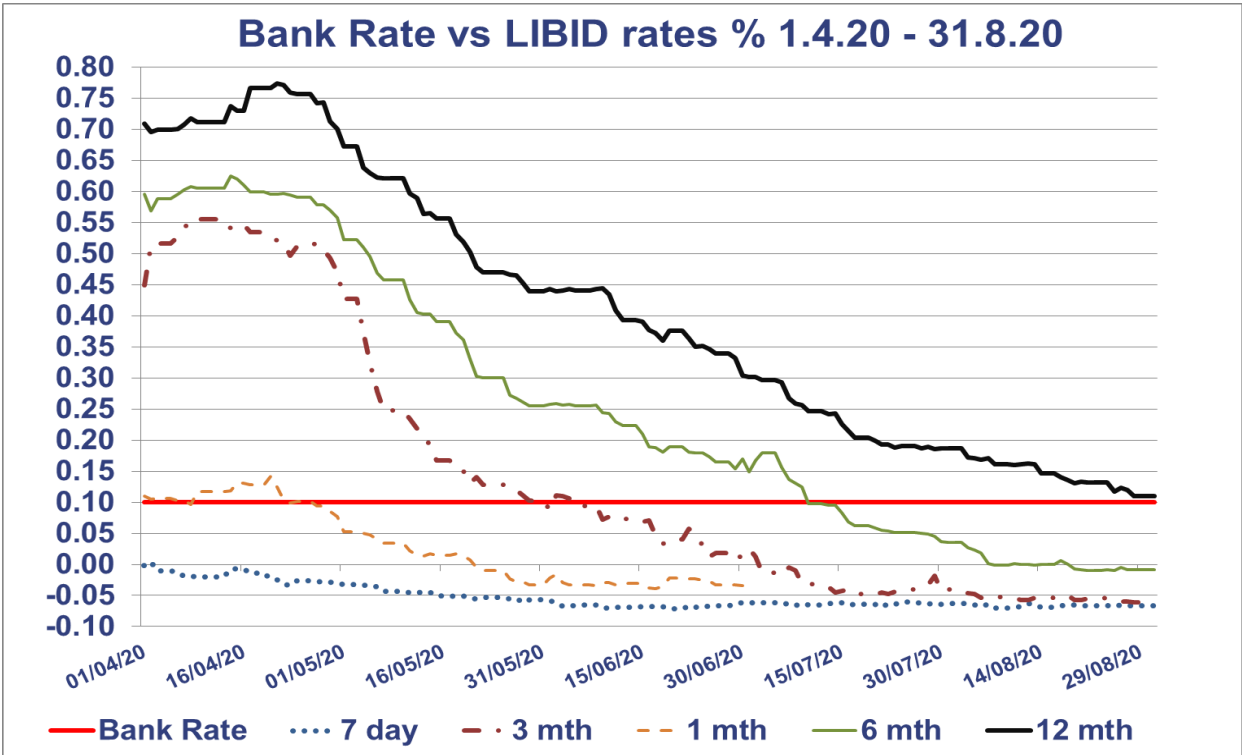


APPENDIX 2: INVESTING

Investment performance year to date as of 30 September 2020

Investments / Lending Summary as at			30th September 2020			
Borrower	Amount Invested	Limit	Length of deposit	Within Limit Y/N	Terms	Rate %
Fareham Borough Council	5,000,000.00	5,000,000.00	229 days	Y	Fixed	0.90%
First Abu Dhabi	3,000,000.00	5,000,000.00	58 days	Y	Fixed	0.14%
Sumitomo Mitsui Banking Corp.	1,000,000.00	5,000,000.00	58 days	Y	Fixed	0.08%
Standard Chartered	5,000,000.00	5,000,000.00	91 days	Y	Fixed	0.34%
Qatar National Bank	5,000,000.00	5,000,000.00	26 days	Y	Fixed	0.32%
Lloyds Bank	5,014,493.33	5,000,000.00	471 days	Y	32-day notice	0.10%
Santander	976,931.21	5,000,000.00		Y	Call	0.12%
Bank of New York Mellon - Federated	907.02	5,000,000.00		Y	Call	0.07%
Bank of New York Mellon - Federated	5,005,633.33	5,000,000.00		Y	Call	0.33%
Barclays	831,367.65	5,000,000.00		Y	Call	0.05%
Aberdeen Liquidity-Standard Life	5,005,579.59	5,000,000.00		Y	Call	0.10%
Total	<u>35,834,912.13</u>					

	Bank Rate	7 day	1 mth	3 mth	6 mth	12 mth
High	0.10	0.00	0.14	0.56	0.62	0.77
High Date	01/04/2020	02/04/2020	20/04/2020	08/04/2020	14/04/2020	21/04/2020
Low	0.10	-0.07	-0.07	-0.06	-0.01	0.11
Low Date	01/04/2020	19/06/2020	21/08/2020	28/08/2020	25/08/2020	28/08/2020
Average	0.10	-0.05	-0.01	0.14	0.25	0.41
Spread	0.00	0.08	0.22	0.62	0.63	0.66



APPENDIX 3: Approved countries for investments as of 28 August 2020

Based on lowest available rating

AAA

- *Australia*
- *Denmark*
- *Germany*
- *Luxembourg*
- *Netherlands*
- *Norway*
- *Singapore*
- *Sweden*
- *Switzerland*

AA+

- *Canada*
- *Finland*
- *U.S.A.*

AA

- *Abu Dhabi (UAE)*
- *France*

AA-

- *Belgium*
- *Hong Kong*
- *Qatar*
- *U.K.*

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 17 NOVEMBER 2020

TITLE OF REPORT: 2021/22 BUDGET & MEDIUM TERM FINANCIAL STRATEGY

Report of: Head of Corporate Services

Cabinet Member: Councillor James Radley, Deputy Leader and Finance

I PURPOSE OF REPORT

1.1 To allow an early consideration of the emerging budget for 2021/22 and the draft Medium Term Financial Strategy (MTFS).

2 OFFICER RECOMMENDATION

2.1 That the issues around the emerging budget for 2021/22 be discussed.

3 BACKGROUND

3.1 The financial challenges for local authorities will continue indefinitely and there are a number of factors which make accurate medium-term financial forecasting problematic at this stage. This report outlines the issues that may have the most impact on the Council's revenue budget.

4 SIGNIFICANT FACTORS AFFECTING THE BUDGET

4.1 Local Government Settlement

The Government is due to publish a one-year spending review on 25th November 2020. The longer-term Spending Review has been delayed with more immediate challenges such as the COVID pandemic and Brexit dominating government attention.

Hart has not received a Revenue Support Grant (RSG) since 2017/18. In 2020/21 Hart was likely to have a negative grant whereby the Council would have to pay the Government at least £500,000. However, the Technical Consultation confirmed that the Government will continue to fund "negative RSG" itself for another year. It is unknown if this will continue in 2021/22.

4.2 New Homes Bonus (NHB)

The Council relies heavily on funding from NHB. NHB provided £2.377 million towards the revenue budget of £9.432 million in 2020/21.

The Government made substantial changes to the NHB scheme from April 2017, as it diverted funding away from districts to counties and unitaries to fund adult social care pressures. Payment periods have also been reduced from 6 to 4 years. A

baseline has also been introduced. For 2017/18 the first 0.4% increase in housing growth was disallowed for NHB allocation. The Government has indicated that it may change the level of this threshold in 2020/21.

It is not clear whether there will be a replacement, nor whether Hart would qualify for any future payments. However there is a possibility that this scheme will be extended be another year. If this is confirmed then the NHB for 2021/22 could be in the region of £2.26M

4.3 National Non-Domestic Rates (NNDR)

The new system of 75% business rates retention was delayed until 2021/22 and there is no current update on this implementation. It is too early to predict the exact consequences for the Council, but the new system is unlikely to lead to significant extra funding.

4.4 Fair Funding Review

The formulae the Government uses for calculating local government funding are still under review. Further funding from April 2021 could be significantly affected by this review, however there is doubt over whether this could be implemented in time for 2021/22.

4.5 Other Budget Pressures

The Council faces a number of other potential budget pressures such as:

- Collection fund deficits on the NNDR account, particularly as the result of appeals and Covid-19.
- Continued reductions in funding by Hampshire County Council for a variety of agency and other services, including a £500,000 reduction in waste funding from 2021/22
- Pay increase for staff as required by NJC.
- Inflationary adjustments and indexation on major contracts.
- Reductions of fees and charges income as a result of Covid-19.
- Additional costs of delivering Exchequer due to changes to the Corporate Services contract.

5 2021/22 LOCAL GOVERNMENT FINANCE SETTLEMENT TECHNICAL CONSULTATION PAPER

- 5.1 The Government has not yet released its consultation on the continuation of limiting council tax increases in 2020/21 to less than 3% or up to and including £5, whichever is the higher, without triggering the need for a referendum. For Hart, an increase of 3% would be £5.

6 RESERVES

- 6.1 The Council is required to maintain a minimum level of General Fund Reserves that equates to approximately 10% of net expenditure (£1m in Hart's case). For the life of this strategy the reserve needs to be set at a minimum of £1m.
- 6.2 At the end of 2019/20 the reserves were over £6m, comfortably more than the minimum level required. Although this is a healthy balance there are undoubtedly significant financial pressures to come in future years. The current level of reserves provides an opportunity to prepare for those future pressures without the need for sudden reductions in service levels.
- 6.3 The Council has a good record in controlling costs over the last few years and it is necessary for that discipline to continue.

7 MEDIUM TERM FINANCIAL STRATEGY

- 7.1 The MTFS is attached as **Appendix I**. This outlines a number of changes possibly due in 2021/22:
- Spending Review 2020 – currently delayed but is likely to continue cuts to central government funding of local government
 - Fair Funding Review – likely to redistribute funding within local government to councils with Social Care responsibilities
 - New Homes Bonus – likely to be phased out, maybe a year later than expected
 - Business Rates – changes unlikely to benefit Hart
- 7.2 The Council faces a possible “perfect storm” of detrimental changes to funding, including the potential loss of all New Homes Bonus.

8 COMMERCIAL STRATEGY

- 8.1 The Council has already recognised the risk of losing New Homes Bonus and has adopted a Commercial Strategy to try to make good any such losses.
- 8.2 However, there is much risk involved in this approach, and there are no guarantees that sufficient profitable opportunities will be found and developed in the timescales required.
- 8.3 In addition, the Council will be taking on additional risks such as voids and the timing of acquisitions and construction. Factors such as the performance of the wider economy may impact on future income.
- 8.4 In March 2020 Hart acquired an office building in Southampton and is in the process of acquiring residential apartments in Fleet. The commercial building began generating income in late 2019/20 and the residential building will start to generate income in 2021/22. The search for additional investment opportunities has been curtailed by the Covid-19 pandemic.

9 KEY MESSAGES

- 9.1 The Council is likely to face a perfect storm of reduced central government funding from 2021/22.
- 9.2 New Homes Bonus, which currently funds 20% of the revenue budget, could be phased out over three years from 2020/21.
- 9.3 Business rates income will not increase significantly. As larger businesses withdraw from the district income may reduce and Hart will increasingly rely on the safety-net.
- 9.4 The Commercial Strategy is active but prone to several risks.
- 9.5 As a result of these changes, Hart will continue to face financial challenges and may require significant further savings once the 2021/22 picture is clearer.

10 NEXT STEPS

- 10.1 Officers will continue to work on the budget and refine the figures.
- 10.2 Key milestones with regards to the 2021/22 budget include:
 - The 2021/22 Local Government Spending Review – anticipated on Nov 25th.
 - Changes to the New Homes Bonus
- 10.3 Based on the evidence available, the annual budget report will be submitted to Overview and Scrutiny Committee in January 2021 with endorsement by Cabinet and final consideration by Council, in February 2021. This will include an updated MTFS.

Contact Details: Emma Foy, email: Emma.Foy@hart.gov.uk

APPENDICES:

Appendix I – Medium-Term Financial Strategy 2021/22-2023/24

BACKGROUND PAPERS:

- Various Government Consultation Papers
- Council Reports

	Medium Term Financial Strategy		
	2021_22	2022_23	2023_24
Net Service Budget	10,439	10,651	10,797
SANG Expenditure			
Cost of Service	10,439	10,651	10,797
Debt Interest	12	12	12
MRP	522	533	540
New Homes Bonus	- 2,260	- 1,093	- 588
Other non-ringfenced grant			
Pressures	1,510	420	
Net Expenditure	10,223	10,522	10,762
Financed by:			
Council Tax	- 7,252	- 7,252	- 7,252
Council Tax Increase	- 410	- 615	- 820
Business Rates Retained	- 1,486	- 1,506	- 1,526
Collection Fund - CTSurplus			
Collection Fund - NNDR Deficit			
S106 Receipts	- 53	- 53	- 53
SANG Receipts	- 220	- 220	- 220
Commercial Income Target	- 801	- 875	- 890
Total Financing	- 10,223	- 10,521	- 10,761
(Surplus)/Deficit	0	0	0

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 17 NOVEMBER 2020

TITLE OF REPORT: IT Security Policy

Report of: Head of Corporate Services

Cabinet Member: Councillor James Radley, Deputy Leader and Finance

1 PURPOSE OF REPORT

1.1 To present the revised IT Security Policy for subsequent approval by Cabinet.

2 OFFICER RECOMMENDATION

2.1 That the policy is discussed and any revisions, recommendations or suggestions are recorded and incorporated in the version that is approved by Cabinet.

3 BACKGROUND

3.1 It is best practice that the IT security policy is reviewed and revised annually to ensure that our staff are guided and comply with the most up to date guidance and security controls. Compliance is mandatory and is required to safeguard both individual users and the organisation as a whole.

4 NEXT STEPS

4.1 Members and Officers will be supported through the application of this policy with training workshops where questions can be raised or confirmation and clarification provided.

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APPENDICES:

Appendix 1 – IT Security Policy



ICT Security Policy

Owner:	Alistair Trigg
Date:	November 2020
Expiry date:	November 2021
Distribution:	All HDC staff and members
Version:	1.9

Document History

Issue	Date	Purpose	Author
1.7	01/04/2016	Annual update to ensure compliance with Govt Connect	Alistair Trigg
1.8	01/02/2019	Annual update	Alistair Trigg
1.9	19/10/2020	Refresh policy draft incl. merge of Acceptable Use Policy	Steve Bennett

Review and approval process for current version

Reviewer	Date	Review/ approve
IT & Information Governance	19 October 2020	Review
Staff consultation via Change Group	3 November '20	Review
Management Team		Approve
Overview & Scrutiny		Review

Contents

Document History	1
Review and approval process for current version	1
Contents	2
1. Introduction	3
2. Scope	3
3. Related Policies and Procedures.....	3
4. Security, Support & Fault Reporting	3
5. Computer Viruses & Malware	4
6. Email Usage	4
7. Internet Use	5
8. System access.....	6
9. Software	6
10. Patching	6
11. Change Management.....	7
12. Development and Test Environments	7
13. Screen Savers.....	7
14. Storage of Business Data on SharePoint and OneDrive	8
15. Confidential Media	8
16. Laptops and phones.....	8
17. Security Incidents.....	9
18. Business Continuity.....	9
19. Physical access.....	9
20. Personal and confidential data management	10
21. Associated Legislation	10
22. Responsibilities	11
23. Monitoring	12
24. Enforcement.....	12
25. Document Review	12
Appendix A password policy.....	13

1. Introduction

This purpose of this policy is to ensure that all users of Hart District Council ICT systems and resources including hardware, software and telephony are given guidance on best practice for the secure and efficient use of the Council's systems.

2. Scope

This policy applies to the use of Hart District Council (the Council) IT systems assets and information whether working within the local offices or working remotely on Council business. This policy applies to all Council users including staff, Councillors, contractors, or temporary staff and applicable third parties.

The policy is designed to:

- Promote a level of awareness for the need for ICT security to be an integral part of the day to day operation so that all users understand the need for security and their obligations on how they use our systems
- Provide secure information systems, computer installations and networks that are available to users when required
- Safeguard information from unauthorised disclosure or modification and that data remains confidential, accurate and complete

This policy applies to all information held in manual and electronic form.

3. Related Policies and Procedures

All related policies and procedures are available on the Council's intranet including:

- Information Security Incident Management policy
- Remote Access Policy

4. Security, Support & Fault Reporting

If you suspect that a breach of security has occurred (loss of sensitive/personal data, theft /lost equipment, PC infected with a virus/malware, another person has guessed your password or gain unauthorised access, etc), or inappropriate content detected please contact IT Support immediately. If you suspect there has been a data breach, this should be reported to the Information Governance Officer within 72 hours as required by the General Data Protection Regulation You should also refer to the Information Security Incident Management policy.

IT assistance and support is available to you across all sites. All hardware and software faults and security incidents must be logged with IT Support.

Users can contact IT support by emailing Capita IT support:

- servicedeskruddington@capita.co.uk
0808 1643093

The internal IT support team should be copied in to make them aware:

- Office365@hart.gov.uk
01252 774252

5. Computer Viruses & Malware

Computer viruses represent a significant threat to the Council. It is your responsibility to ensure that they do not knowingly infect any of the Council's computer systems or network. Viruses can be propagated in a number of ways including links and attachments in e-mails or from a compromised internet webpage accessed from the network and via external storage media e.g. CD and USB memory sticks.

All Council laptops and PCs have the Council's corporate virus checking software installed on them - this must not be deactivated. If your antivirus checking software detects a virus, stop using your PC and contact IT Support immediately.

All storage media coming into the Council premises must be scanned for viruses, even those originating from an individual's department that is being returned. Contact IT support if you would like any advice on using the anti-virus scanning software.

6. Email Usage

The Council provides access to e-mail to help staff perform their day to day functions. Any inappropriate use of the e-mail system reflects directly on the Council and may damage the Council's reputation.

You must not have any expectation of privacy when using e-mails, to or from anyone inside or outside the Council. If the contents of the email or attachments are confidential you should consider how to protect them or contact IT Support for help. Use of personal e-mail accounts such as Hotmail is prohibited for use on Council business correspondence.

E-mails are legally binding communications and can be used as evidence in disciplinary and legal proceedings. Once the e-mail has been sent, you cannot control its onward distribution to other persons. Similarly, you cannot control where the e-mail is stored. Before sending, you should consider any impact on the Council and if the content may commit the Council to any particular course of action, does it contain personal opinions, is material that may offend others, or contains information that the you would not want to forward to others.

Spam is the common term used to refer to unsolicited or junk e-mail, or e-mail from an unknown source that you did not request. Please note that this explicitly excludes e-mails to which you have subscribed. Many spam e-mails may appear to be inoffensive based upon its title, but the content might often be offensive. Increasingly, spam or junk e-mails may also contain malware, viruses, or scams to obtain your personal data and is commonly known as phishing.

To avoid being added to spam or junk mailing lists:

- Your Council email address should not be used for non-business-related purposes
- You should never respond to spam email if this confirms the Council email address.

To avoid being target of a successful phishing attack, you must:

- Not open any files attached to an email from an unknown, suspicious or untrustworthy source
- Not open any files attached to an email or follow any embedded links, unless you know what it is and is from a reliable known source. Many viruses can replicate themselves and spread via email
- Not open any files attached to an email if the subject line is questionable or unexpected. If there is a business need to do so, only save files from a trusted source to your hard drive first and manually scan it before opening
- Change your password immediately if you have clicked on any links within a suspicious email
- You must take care when replying or forwarding to ensure that only relevant parties are included
- Delete chain emails and place junk email in the Junk email folder. Do not forward or reply to any to them unless this is to report them to office365@hart.co.uk
- Do not download or accept any files from unknown individuals or organisations. If in doubt, contact IT support for advice
- Exercise caution when downloading files from the Internet. Ensure that the source is a legitimate and reputable one. If possible, verify that the anti-virus program checks the files on the download site. If any doubt, you should not download the file at all and obtain advice from IT support
- Check that your anti-virus software is up to date
- Not open, download, or execute any files or email attachments that are suspicious
- Not provide your email or login id and password into any links, or online web page requesting this information. Be aware of fraudulent emails requesting this information.

You must ensure that the laptop can install updates for the virus checking software and receive the latest updates to programs and operating system.

If you suspect or know of a virus on your system do NOT ignore it. Disconnect your machine from the network and report it immediately to IT Support providing details such as time and possible cause of infection and any error messages.

7. Internet Use

The Council provides you with internet access and electronic communications services as required for the performance and fulfilment of job function and responsibilities. These services are for Council business purposes only. They must NOT be used for non-Council business activities. Occasional and reasonable personal use of the Councils internet services is permitted provided this does not interfere with day to day performance.

You should have no expectation of privacy while using Council owned IT equipment and resources. Information passing through or stored on company equipment is audited and will be monitored.

All access to the internet is logged and can be used for audit purposes. Access to several non-business-related sites is blocked. If you download information from the Internet, you must comply with applicable copyright laws. It is also your responsibility to verify the

accuracy and authenticity of downloaded information, including a scan for possible virus infection.

8. System access

Requests to provide access must be made through the relevant Line Manager or Head of Service. Network passwords will be set to prevent unauthorised access to data. The use of unique passwords is especially important in the case of laptop/notebook PCs which are highly portable and less physically secure. Users must not disclose their password to anyone.

In some exceptional cases that have been authorised by the IT Client Manager a shared PC may have a network password known by several users within an office to enable access. Where this is unavoidable, secure mechanisms, such as a restricted and locked office, should exist to ensure access to the PC is solely used by authorised personnel.

Unique usernames will be allocated by the system administrators. Wherever possible, these will be consistent across applications. Access levels will be determined and implemented by systems administrators for each application area. Likewise access to any shared resource on the network e.g. printers, can be given by the network administrators.

Passwords should be used to protect all systems and should not be written down or disclosed to others not properly authorised to use them. You will be held liable for any misuse of a computer resulting from use of their password/username. See Appendix A for Password Policy

9. Software

Only software installed or authorized for installation by the Council may be used solely for the purpose for which it was installed. This applies to all software including screen savers.

You must not:

- Copy software for use on another machine
- Install any software on PC's or laptops without prior authorisation from the Council's Joint Chief Executive or IT Client Manager
- Tamper with the standard hardware/software configurations on PC's or laptops,
- Disable or deactivate any element of the standard PC or laptop configuration, including disk encryption, screen saver password and anti-virus software.

10. Patching

All system patches must undergo appropriate testing prior to deployment into the live or production environment. Where a vulnerability has been identified and the Council has been notified of the associated risks including where adequate testing of patches is not possible, the Council must evaluate the risks for any delay in patching those system.

Following successful testing, a patch should be scheduled for deployment and follow standard change management processes. At this stage a final assessment should be performed to ensure that the patch classification stands. It may also be appropriate to schedule deployment to co-inside with additional deployments.

The deployment of all patches must be managed via a standard change control process that includes documented back-out process.

You must shut down all systems that they access and reboot the laptop or PC at least once a week to ensure that temporary files are cleared, and any system patches and updates can be applied.

11. Change Management

Changes to the Council's operational systems must be controlled with a formally documented change control procedure. The change control procedure should include references:

- Ensuring changes are submitted by authorised personnel only
- A description of the change and business reasons
- Information concerning the testing phase
- Impact assessment including business, security and operational risks
- Formal signoff and approval process
- Maintaining appropriate version control where necessary
- Communication to all relevant parties of the changes
- Procedures for aborting and rolling back the change if problems occur
- Process for tracking and audit
- Ensure all user and operational documentation are updated.

12. Development and Test Environments

When introducing new systems or making major changes to existing systems, processes should follow best practice for their documentation, specification, testing, quality control and managed implementation. Any such development and testing of new systems and software must be conducted within in a segregated environment from the live or production systems and software environments.

The development and test environment should follow similar security practices and controls used in the live production environment including patching, security configuration and administration including access. The use of personal data within the development and test environment must be avoided to meet the requirements of the General Data Protection Regulation for minimization and anonymization. Whenever the use of personal data cannot be avoided prior exception must be obtained and approved by the data owner and or Council's Information Governance officer. This will require a Data Protection Impact Assessment to be completed and approved before continuing.

Changes to systems within the development and test environment should be controlled via formal change management processes.

13. Screen Savers

All desktops and laptops are configured with the Council's screen saver software enabled. This will lock the screen after 15 mins inactivity and require you to input your password. Applications may also log you out after a period of inactivity. Press Ctrl-Alt-Delete and press <Enter> or Windows key and L to activate the screen saver before leaving the device for any period of time.

14. Storage of Business Data on SharePoint and OneDrive

All data must be stored in corporate systems or on O365 SharePoint or the OneDrive that you have access to. Do not store Council business data, particularly personal data relating to customers on any personal device or any external cloud hosted storage systems or device. You must not install any additional software applications on your PC without prior approval.

You should avoid string documents locally on a desktop computer or laptop, as they are not backed up and information may be irretrievable if the device fails or is stolen. This includes synchronising SharePoint and OneDrive to a local device without IT authorisation.

You must not circumvent SharePoint security measures. Corporate data/information must only be stored on team sites. You must not attempt to access content for which you do not have permission.

All staff must maintain the supported infrastructure setup by filing the documents via Adding Properties and not creating folders within folders. Site owners are responsible for managing the use of SharePoint in their area and are accountable for their actions.

Site owners are responsible for the custody or operation of their SharePoint sites and are responsible for proper authorisation of user access. Data used in SharePoint must be kept confidential and secure by the user.

You must ensure that permissions to document libraries are appropriately set and maintained to ensure the security of information. You must ensure that private or personal documents are secured (through the use of the 'only me' function) to ensure the security of information.

Data can be shared with external people/organisations using the 'External sharing' SharePoint site. All documents shared must be removed once the need to share has expired. Any sensitive data shared in this way must be done with the appropriate set up of SharePoint permissions to ensure the security of that data.

Only personal documents should be saved to OneDrive. OneDrive must not be used as a replacement for corporate shared document management. OneDrive documents could include training or meeting notes, certificates, 121 meeting notes and should not be kept for longer than necessary.

15. Confidential Media

All paper records and removable media (e.g. USB memory, CDs) containing confidential and personal information must be stored securely and must be encrypted. They must not be left on a desk. Please observe the Council's clear desk policy.

Confidential records must be kept for the required period as defined under the Council's data retention schedule. Records must be destroyed securely when no longer required.

16. Laptops and phones

You are responsible for the security of mobile devices allocated to you including laptop, mobile phone, tablet, etc.

- Do not leave mobile equipment unattended in a public area
- Do not leave IT assets in the boot of a vehicle for any longer than is necessary

When accessing confidential or personal data, be aware of your surroundings. Take reasonable precautions to safeguard passwords, data, and mobile devices. Mobile devices must be protected with a minimum 6-digit pin. Ensure your mobile device is placed in a locked state when not in use. You must not connect any non-authorized device to the network or IT systems as there is no guarantee of security or confidentiality with the use of free wi-fi connection. Using the phone for personal calls should not interfere with daily business and wherever possible be made outside of working hours.

Employees are expected to use the internet responsibly and productively. Excessive personal internet browsing, including social media use, is not permitted.

Calls to premium rate numbers and overseas are not permitted, unless there is a real business need and authorisation has been provided by the relevant Head of Service.

When driving, staff are expected to comply with the Road Vehicles (Construction and Use) (Amendment)(No4) Regulations 2003, which prohibit the use of handheld mobile devices at all times when driving

All portable equipment such as laptops, PDA's/tablets, mobile telephones, including USB disks, DVDs, CDs must not be left unattended when taken out of Council buildings.

Inform the police and IT Support immediately of any item stolen or lost that you conduct Council business with.

17. Security Incidents

If you suspect that a breach of security has occurred (loss of sensitive or personal data, theft /lost equipment, PC infected with a virus/malware, another person has guessed your password or gain unauthorised access, etc), inappropriate content detected please contact the IT Support immediately.

18. Business Continuity

The Council has a business continuity plan that defines how it will recover in the event of a disaster. You must ensure that you are aware of your department's business continuity responsibilities and know what you are expected to do in the event of a disaster.

19. Physical access

The Council's priority is to ensure that there is always adequate security at the office which reduces the physical risks from unauthorized access, damage and interference with its offices and the information they contain.

Further secure areas such as computer rooms require a higher level of authorisation and are guarded by a code entry access point. For all other levels of security, the Council provides lockable cabinets and desks for highly confidential documents, tapes, DVDs, and CDs as required by

particular areas of the business.

Every Hart employee is issued with an electronic entry pass card by the Facilities Management team subject to a formal request from the Head of Service. No person should gain entry to the Council's offices using a cardkey other than the person for which it was issued.

An identity card, bearing a photograph of the authorised holder, is issued to each employee. Entry codes for all external doors are issued by the Facilities Management team.

Visitors are issued with a temporary pass and must be accompanied to and from meeting rooms. Only visitors to the ground floor public areas (including the meeting rooms) are exempt from being issued with a pass. All contractors must be supervised by a representative from the department that engaged them.

All employees, Members, temporary staff, and contractors must always wear or carry their identity card with them at all times. Any unidentified person not wearing an identity card or pass should be approached for identification and asked who they are visiting. A visitor or contractor who is lost will accept your help. Professional intruders are experts at being believable, hence the need for challenge. Anything suspicious should be reported to reception or a senior manager immediately.

Electronic equipment is located within the offices for monitoring of risks from theft, fire and smoke. The Council conforms to the Health Act 2006 which states that its premises must be smoke free if they are used as a place of work. This also includes any vehicles used for Council business. Eating and drinking is not permitted in the computer server room. All portable computer equipment must be signed out from the department.

Information systems are provided strictly for business purposes. This includes all devices, servers, workstations, laptops, mobile phones and tablets. Software must be used strictly in accordance with the licensing agreement.

20. Personal and confidential data management

You may have access to personal and confidential data relating to the Council and its customers. You should exercise due care when processing any personal data and only process data on behalf of the Council where such processing is necessary for the Council's business.

You must not disclose this information to unauthorised persons within or external to the Council. This includes discussing confidential matters in public areas. If you have access to personal data, you must use the information for the purposes for which it was gathered only. You must not make copies of personal or confidential data for your own use.

21. Associated Legislation

The relevant UK legislation on which the policy is based include:

- Data Protection Act 2018
- General Data Protection Regulation
- The Computer Misuse Act 1990 (UK)
- Regulation of Investigatory Powers Act 2000
- Defamation Act 1996
- Freedom of Information Act 2000

- Environmental Information Regulations 2004
- Code of Connection for Government Secure Extranet

For more information on the UK Data Protection Act and GDPR please contact your Information Governance Officer.

22. Responsibilities

This policy will be reviewed annually by the **IT Client Manager** who will:

- Develop and publicise the Council's computer security policies
- Develop administrative, physical, and technical security controls to meet the Council's IT security objectives including allocation of passwords and security of remote access protocols
- Inform all users of any computer security issues
- Conduct periodic audits of Council systems, safeguards and procedures.
- Monitor the use of the internet and email
- Develop appropriate contingency plans to ensure continuity of systems operations
- In co-operation with the relevant Head of Service and Information Governance Officer, perform periodic risk analyses to identify potential information or data losses and the effect of such potential losses.

In consultation with the Joint Chief Executives and representatives from Unison, the recognised Trade Union, this policy will be reviewed regularly by the **HR Client Manager** who will ensure that:

- A copy of this policy is contained within the induction pack issued to new staff
- Induction training courses outline the key elements of this policy, provide general guidance on the use of electronic systems and cross reference with the Council's Equal and Diversity Policy
- IT Support are given a list of starters at least one week before their start date and leavers one week before their last working day so that user information is kept up to date. As a prerequisite a copy of the starters signed acceptance of the current "Internet and Email Users Policy" is required prior to setting up the account.

Heads of Service will ensure that:

- This policy is communicated to all staff, contractors, consultants, and agency staff within their Service area and to all Members
- The procedures within this policy are complied with. Appropriate security measures are established and maintained with regard to access to Council databases and other electronic information systems or resources
- Other than for temporary storage of digital images prior to sifting for permanent storage on the server, Council documents and files must only be stored within O365 OneDrive or SharePoint
- Both Councillors and staff are advised of the importance of maintaining the confidentiality and security of Council documents so that they are not accessible to persons who are not entitled to see them
- No user attempts to remove or disable the Council's virus software from devices in their department, unless authorised by the IT Support or the IT Client Manager
- A risk assessment is conducted on workstations within their department.

All **users** of the system will:

- Be responsible for ensuring that the policies and best use practices contained in this policy are complied with
- You should ensure that if you are accessing or processing personal data, your position in the office is not compromised, so that your PC screen can be viewed by unauthorised personnel or 3rd parties. i.e. they should not be positioned close to windows, facing out to gangways or by openings in doors and walls
- Not leave your PC unattended without locking their system by pressing Ctrl, Alt & Delete and selecting the “Lock Computer” option.

No amount of defences, locks or firewalls can guarantee that confidential information will never leave the system. The most important element of the policy is the principle that everyone is personally responsible for ensuring that the equipment they use for business purposes and the access they grant to information are within the limits set out by the Councils’ Senior Leadership Team.

23. Monitoring

All access activity to Council information systems and information assets is logged. This activity can be reviewed to detect unauthorised access attempts or inappropriate use of information systems or for investigation purposes. The Council has the right to monitor your use of IT resources to ensure any risk to its information assets are managed accordingly.

24. Enforcement

The policy is designed to ensure that you use the information systems tools you are provided with in a responsible and efficient manner, ensuring that the Councils reputation is maintained appropriately. Where possible the IT team will implement logical and technical controls to verify compliance with this policy through systematic means including but not limited to business tool reports, internal audits, and feedback to the policy owner.

All breaches of this policy will be investigated. Where investigations reveal misconduct, disciplinary action may follow in line with the Council’s disciplinary policy and handbook. Any queries relating to this policy should be addressed to your line manager.

25. Document Review

This policy may be modified whenever there are changes to the IT environment, or as the threat level to the IT systems and infrastructure changes. The policy will be reviewed annually.

Appendix A password policy

You are responsible for protecting your passwords. Do not give your password to anyone else, including your manager. Change your password immediately if you suspect that someone else knows it. Choose passwords that are easy for you to remember but difficult for others to guess. You must not leave user accounts logged in at an unattended and unlocked computer.

Passwords must be:

- kept secret and must not be disclosed to others
- not be written down unless the record is stored securely
- changed immediately if it has been disclosed to another individual
- not be saved and option boxes for saving passwords should not be checked (i.e. not ticked).
- be at least 12 characters and be a mix of upper / lower case letters and special characters (such as &%£!)
- a mix of letters and numbers unless there are system constraints
- different from your previous 20 passwords
- If temporary passwords are required these must be changed or deleted as soon as possible.
- Temporary passwords must be conveyed to users in a confidential manner
- Passwords should not be based on the following:
 - Family names, initials, or car registrations
 - Months of the year, days of the week or any other aspect of the date, company names, identifiers, or references
 - Telephone numbers or similar all-numeric groups
 - User ID, username, group ID or other system identifier
 - More than two consecutive identical characters
 - All numbers or letters unless the system requires it.

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 17 NOVEMBER 2020

TITLE OF REPORT: 2020-21 BUDGET MONITORING – TO END OF SEPTEMBER

Report of: Head of Corporate Services

Cabinet Member: Councillor James Radley

1 PURPOSE OF REPORT

- 1.1 To advise Members of the position on revenue and capital expenditure at the end of September. Cabinet will consider this report at its meeting on 3rd December 2020.
- 1.2 At its September meeting, the Council agreed a revised balanced budget. Full details of variances to the end of September are shown in the attached appendix. At the point the variance analysis was carried no variances were considered to be of undue concern, however this will be revisited in the light of the second wave of Covid-19.

2 OFFICER RECOMMENDATION

- 2.1 To note the revised projections and reasons for the main revenue variations shown in Appendix 1 and Paragraph 4 below.
- 2.2 To note the current spending position for Capital shown in Appendix 2.

3 BACKGROUND

- 3.1 This report covers the period from 1 April to 30 September 2020.
- 3.2 It is important that regular monitoring of budgets is undertaken to ensure financial targets being set by the Council are being met and to make any necessary changes to approved budgets.

4 REVENUE BUDGET MONITORING

- 4.1 The revenue budget for 2020/21 was approved and is a balanced budget for 2020/21.

This position will be closely monitored for the remainder of the financial year and any variance from this position will be reported at the quarterly updates.

The significant variances this period are:

Pressures

- Closure of Leisure Centre – Loss of Income £315k
- Waste Contract – Invoices of £1.5m not yet raised to BDBC.
- Reduced Car Parking Income - £205k
- Unbudgeted Planning Policy Costs of £29k to date

- Additional IT Costs of £98k Savings
- Staff vacancy savings of £138k

5 CAPITAL EXPENDITURE MONITORING

5.1 Capital expenditure at the 30th September 2020 was £120k.

5.2 The estimate out turn for capital is unchanged from the original budget. There is a risk that the Fleet Pond Green Corridor Engineering Project will slip into the 2021/2022 financial year. The planning application is due to be submitted for review in December after which the tender process can begin.

Assuming no delays, the work will commence in late Q4 20.

Total variances of £445k for the financial year up to September 2020 of which the main ones are as follows: -

Pressures

- IT Upgrades – cost relating to unbudgeted expenditure of £45k.
- £16k cost relating to unbudgeted expenditure at Edenbrook Skate/Bike Park.

Deferred Expenditure

- £15k saving as no expenditure incurred to date in Private Sector Renewals.
- £13k saving as reduced expenditure incurred to date in Mill Corner (Drainage Project).
- £117k saving as reduced expenditure to date in Fleet Pond Green Corridor Engineering
- Disabled Facilities Grant - £255k savings to date due to scheduled work being delayed by Covid 19.

6 MANAGEMENT OF RISK

6.1 The monthly budget monitoring process examines all income and expenditure against budgets in order that significant variances are highlighted immediately and to identify areas where expenditure is being incurred but where insufficient or no budgetary provision exists. This allows officers to take corrective action to maintain overall expenditure within budgets.

7 CONCLUSION

7.1 The budget remains on course to achieve the Council's financial objectives in 2020/21.

Contact Details: Emma Foy, email: Emma.Foy@Hart.Gov.uk

APPENDICES

Appendix I Revenue and Capital Variance Commentary

APPENDIX 2 - EXPLANATION OF THE MAIN CAPITAL VARIATIONS

BUDGET MONITORING UPTO THE END OF SEPTEMBER 2020-21.

Cost Centre	Description	Year To Date			Variance Narrative	Variance Analysis
		Current Budget	Actuals + GRN Commitments	Variance		
HAY044	Frogmore Investment	£0.00	£0.00	£0.00		
HAY037	IT Upgrade	£0.00	£44,853.27	£44,853.27	The spend incurred has a £500k reserve that will be drawn down at year end.	Digital Transformation Reserve of £500k to fund expenditure.
HAY040	Investment Property	£22,061.00	£22,061.04	£0.04	This is for the Edenbrook Flats being built. Monthly Management charges.	
HAY009	Sports Hall	£0.00	£0.00	£0.00		
Capital Corporate Serv		£22,061.00	£66,914.31	£44,853.31		
HAY001	Disabled Facs - Mandatory	(£369,322.00)	(£624,605.95)	(£255,283.95)	Grant shown on one line and total expenditure equalling the grant on a second line. If at the end of the year, we have not spent all of the money, the unused grant will go into a reserve HABALS B8062 CGS0001. Due to Covid we have been unable to access homes to carry out the works required.	Due to Covid - Contractors have been unable to access homes to undertake works required.
HAY043	Grants for Affordable Housing	£0.00	£0.00	£0.00		
HAY010	Private Sector Renewal	£15,000.00	£0.00	(£15,000.00)	This is a demand led service. If the spend does not occur as the year progresses, the forecast will be reduced.	This is a demand led service. If the spend does not occur as the year progresses, the forecast will be reduced.
Capital Community Serv		(£354,322.00)	(£624,605.95)	(£270,283.95)		
HAY049	Allotments at Edenbrook	£5,000.00	£0.00	(£5,000.00)	No spend has occurred as yet but will be funded from S106 money.	No expenditure incurred to date. Funding to be transferred at Financial Year End.
HAY008	Bramshot Farm	£0.00	(£1,702.29)	(£1,702.29)	S106 funded and will be drawn down at the year end.	
HAY013	Church Road Improvements	£1,250.00	(£316.45)	(£1,566.45)	Investigation into the failed new car park surface. Waiting for officer to confirm if he has taken this issue to council to request more money to pay for this. No reserves put aside at year end.	
HAY030	Cricket Hill Pond Phase 2	£0.00	£0.00	£0.00		
HAY032	Edenbrook CP - Skate/Bike Park	£0.00	£16,432.00	£16,432.00	Edenbrook is S106 funded. All spend will be drawn down from reserves at year end.	Edenbrook is S106 funded. Funding to be transferred at Financial Year End.
HAY034	Edenbrook CP - Visitor Improve	£0.00	£2,700.00	£2,700.00	Edenbrook is S106 funded. All spend will be drawn down from reserves at year end.	
HAY035	Fleet Pond Fencing	£0.00	(£16,310.00)	(£16,310.00)	Incorrect fencing was installed. Supplier refuses to supply and install correct fencing. Invoice for the wrong fencing is on hold. This is with officers for resolution.	Dispute with regards to incorrect Fence Installed and Invoiced in 2019/20. Invoice will only be paid once dispute resolved.
HAY046	Fleet Pond Green Grid Eng	£118,438.00	£800.00	(£117,638.00)	The funding for this is from S106 and LEP Loan money. This portion is for the engineering works that have just begun. Works delayed by Covid.	The funding for this is from S106 and LEP Loan money. This portion is for the engineering works that have just begun. Works delayed by Covid.
HAY027	HW QEII Fields	£0.00	(£25,207.04)	(£25,207.04)	GRN'd purchase order that has not materialised. Request to officers to close unused PO's before October month end.	Requested to officers that that unused Purchase Order (£25k) be closed.
HAY023	Hazeley Heath Grazing Project	£0.00	£0.00	£0.00	Waiting for acceptable proposals from DEFRA on cow control without using fences.	
HAY025	Hazeley Hth Access Improvement	£0.00	£0.00	£0.00		
HAY024	Hazeley Hth, Dilly Ln NoteBd	£0.00	(£2,046.00)	(£2,046.00)	S106 money funded. GRN'd invoice not materialised. Request for unused PO's to be closed before October month end.	
HAY015	Kingsway Flood Alleviation Sch	£0.00	£1,490.87	£1,490.87	Environment Agency funded. The reserve will be drawn down at the year end.	

Cost Centre	Description	Year To Date			Variance Narrative	Variance Analysis
		Current Budget	Actuals + GRN Commitments	Variance		
HAY012	Mill Corner, North Warnborough	£14,000.00	£750.00	(£13,250.00)	Environment Agency funded. The reserve will be drawn down at the year end.	Environment Agency Funded. Funding to be transferred at Financial Year End.
HAY003	Odiham Common	£0.00	£0.00	£0.00	Timing difference as work is seasonal - Autumn/Winter due to nesting birds.	Expenditure expected to incur over Autumn/Winter Months.
HAY011	Phoenix Green, Hartley Wintney	£0.00	£0.00	£0.00		
HAY039	Refuse Vehicles	£0.00	(£57,399.04)	(£57,399.04)	Invoices to be journaled to offset year end accruals.	Accounting Adjustments to remove (£62k).
HAY017	S106 Leisure Parish	£0.00	£0.00	£0.00		
HAY031	Service Vehicles	£0.00	£0.00	£0.00		
Capital Env and Tech Serv		£138,688.00	(£80,807.95)	(£219,495.95)		
Grand Totals		(£193,573.00)	(£638,499.59)	(£444,926.59)		

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 17 NOVEMBER 2020

TITLE OF REPORT: QUARTER 2 PERFORMANCE REPORT - 2020/21

Report of: Joint Chief Executive

Cabinet member: Councillor David Neighbour, Leader

1 PURPOSE OF REPORT

- 1.1 To update Committee on the Council's performance indicator results for the second quarter of 2020/2021 (1 July 2020 – 30 September 2020).

2 OFFICER RECOMMENDATION

- 2.1 For any areas of concern,¹ Members recommend action considered necessary, either to the Head of Service responsible for that indicator, or to Cabinet.
- 2.2 For Members to consider revising the focus of performance reporting in light of the revised budget and service plans.

3 BACKGROUND

- 3.1 Performance information reports play a key role in ensuring that the Council manages performance effectively across the services it delivers.

4 CONSIDERATIONS

- 4.1 The commencing of the global pandemic at the start of this financial year prompted a fundamental reorganisation of the Council's resources. The response focused on maintaining essential Council services, providing support to local businesses, supporting the most vulnerable in our communities and delivering national funding packages.
- 4.5 This report therefore looks significantly different from past reports and provides commentary on areas that have changed or not been collected.
- 4.6 Additional information has been provided this quarter regarding shared service and contractual arrangements for a wider perspective on commissioned services.

5 FINANCIAL IMPLICATIONS

- 5.1 None identified.

¹ If Members have questions about individual performance information on data they are recommended to ask the respective Heads of Service in advance of the Committee meeting so that a full answer can be provided.

Contact Details: Ashley Grist - email: ashley.grist@hart.gov.uk

APPENDICES

Appendix 1 – 2020/21 Quarter 2 performance indicator report

2020/21 Quarter 2 performance indicator report

Corporate Services

KPI	Description	Q1 20/21	Q2 20/21	Trend (+ or -)	Comment
IA01	Percentage of Audit Plan completed during the year	0	10%	+	Audit staff transferred to Business Grants, Council Tax and Business Rates work to enable disbursement of funds
IA04	% of High Risk Audit Recommendations Implemented	n/a	n/a	n/a	
Page 79 CS01	Quality of Customer Service Call Handling - % score from monitoring sample	93%	85%	-	Calls relating to Hampshire County run recycling centres following reopening and introduction of booking system had a significant impact on call answering performance this quarter. Pre-recorded message to advise introduced to assist.
CS02	% of telephone calls answered by Contact Centre in 30 seconds	64%	55%	-	
RB05	Percentage of Non-domestic Rates Collected	26.4%	56.0%	-	Demand on the service remains high. Collection rates for NNDR and Council Tax about 6% and 1.6% and lower respectively than this time last year which compares well to other authorities.
RB06	% of Council Tax collected	28.4%	51.5%	-	
IT05	% uptime of key systems	100%	99.9%	-	The Council's IT infrastructure was relatively well prepared for remote working. Core challenge for the IT service has been provision of remote access to legacy systems and equipment to enable home-working on a large scale.
IT06	% uptime of Hart DC website	100%	99.9%	-	

Community Services

KPI	Description	Q1 20/21	Q2 20/21	Trend (+ or -)	Comment
H02	Number of applicants for whom homelessness is relieved	2	3	+	Whilst these figures represent the ones we are asked to report to Central Government, The Housing team have given advice and assistance to 132 people who were at risk, perceived risk of homelessness or rough sleeping since the 1 st April 2020.
H03	Number of applicants owed the full housing duty	0	2	-	
H04	Households living in Temporary Accommodation (Including Bed and Breakfast)	14	16	-	
Page 80 H06	Number of families in B&B for more than 6 weeks	0	0	=	The Team is also managing the Covid 19 Hardship fund, which provides support and / or items for people in severe hardship, to help them remain safe during Covid-19.
H08a	Number of Properties advertised	6	16	+	We have continued to advertise available Housing Association properties throughout to minimise disruption to the flow of support for those in housing need.
H10	Number of gross affordable homes delivered (Values are cumulative)	19	41	+	Delays to many projects, particularly in Q1, as construction industry adjusts to covid secure requirements, but works have generally continued, with numbers increasing by Q2.
H11	Number of energy efficiency measures installed (Values are cumulative)	0	0	=	No Minor Works Grants for energy efficiency measures installed during this period.

H15	Number of Hart residents assisted into employment or training each year through the skills café	1	2	+	Service provision redesigned to provide a virtual skills café that relaunched at the start of May.
H16	Disabled Facilities Grant spend against budget (Values are cumulative)	7%	29%	-	Figure is below target due to Disabled Facilities Grant activity being put on hold during lockdown.
H17	Number of gypsy / traveller illegal encampments	0	5	+	All encampments were on private land.

Environmental & Technical Services

Page 81		Q1 20/21	Q2 20/21	Trend (+ or -)	Comment
ET03	Number of Green Flags held	3	3	=	Team sought to ensure minimal closures to sites to provide open space opportunities for people to exercise during lockdown through signage, monitoring and guidance. Only the internal grazing areas within the Elvetham Heath Nature Reserve needed to close due to the high volume of traffic and the lack of options to create a feasible one way route.
ET04	Number of complaints received for Street Cleaning	301	374	+	Street care teams have focused on emptying litter bins, litter picking and clearing fly-tips. KPIs for street care service currently being reviewed together with SLA for the service. Data collected are unsubstantiated complaints and we had lockdown in Q1 and reflect seasonal change

ET05	Number complaints received for Grounds Maintenance	76	93	+	Grounds Maintenance teams had to move to a slightly reduced rota to maintain social distancing. KPIs for street care service currently being reviewed together with SLA for the service. Data collected are unsubstantiated complaints and we had lockdown in Q1 and reflect seasonal change.
ET06	Number of missed collections excluding garden waste (per 100,000)	26	25	+	Performance of waste service in Hart for agreed KPIs is better than target.
ET07	Number of missed garden waste collections (per 100,000)	196	Awaiting data	n/a	From 1st October 2020 an enhanced target of 40 per 100,000 for all types of collection except garden waste which remains at 250 per 100,000
ET08	Overall cost of waste per household	£19.00	£20.00	-	To be reviewed at Q3 when it will be possible to provide more accurate budget forecast.
ET09	Total recycling rate	35.74%	44.68%	+	Q1 lower because garden waste and glass bring site collections suspended. Q2 figure close to 45% target.
ET10	Carbon footprint for Council operations	<i>Not yet available</i>	Awaiting data	n/a	Data currently being compiled and will be reported with Q3 figures.
ET11	Number of hours of CCTV camera downtime per month	Awaiting data	Awaiting data	n/a	Q1 & Q2 data currently being compiled and will be reported with Q3 figures.
ET12	Number of hours of litter enforcement work carried out per month	0	Awaiting data	n/a	Service suspended for Q1 and again with 2 nd lockdown on 5 November. Awaiting data for Q2.

Place Services

KPI	Description	Q1 20/21	Q2 20/21	Trend (+ or -)	Comment
R01	% of proactive inspections (including food, health and safety, animal welfare and licenced premises) completed within prescribed time	0	0	-	Advised by FSA not to undertake inspections during lockdown. High risk food businesses were contacted to discuss their operations and several businesses were given advice Re: diversifying and starting new businesses
R02	% of Environmental Health complaints (including noise, public health, food) responded on time	91.5	88	-	Staff also dealing with COVID related issues and increase in complaints Re: noise and bonfires
R07	Major development application decisions made within the statutory determination period	100%	100%	=	Number of applications determined in Q2 increased. 7/7 increase from 3/3 in Q1. Determined within the statutory period includes Extensions of Time (EoTs)
R08	Non-major development application decisions made within the statutory determination period	79%	91%	+	Number of applications determined in Q2 increased and officers have been able to catch up and improve performance due to easing of lockdown restrictions which had prevented/delayed site visits. Determined within the statutory period includes EoTs

R09	Other application decisions made within the statutory determination period	72%	75%	+	A number of applications that had been delayed due to lockdown restrictions are now being cleared resulting in some cases still being determined out of time. The number of applications determined has increased in Q2 (229 compared with 158 determined in Q1 leading to increased workloads). Determined within the statutory period includes EoTs
R11	% of Tree Preservation works applications determined within eight weeks	76%	96%	+	Officer's time diverted to supporting the emergency response for significant portions of Q1 and Q2
R12	Number of fly-tipping enforcement actions	6	12	+	Q1: 5 CPWs served and 1 prosecution pending Q2: 11 CPWs; 1 Letter; Same prosecution pending as Q1
	Number of fly-tipping complaints received by service	12	32	+	Increase in fly tipping reporting during COVID, particularly when amenity sites were closed

Service Level Agreement Performance

Voluntary sector service level agreements (Quarter 2)

During the Covid-19 crisis, our grant funded voluntary sector partners have worked tirelessly to ensure Hart residents continue to receive the support they need. They have done this by adapting existing services where possible to offer remote/virtual support and establishing new provision to meet needs arising from the pandemic.

Fleet Phoenix

Outcomes and KPIs 2020-21

The outcomes below have been designed using Hart District Council Corporate Objectives and Fleet Phoenix charities mission statement.

Activity	Outcome(s)	Indicators	Annual KPI's	Quarterly KPIs	1 st Quater	2 nd Quater	3 rd Quater	Total to date	HDC Strategic Plans link
Activities to improve the emotional health, wellbeing and resilience of young people including clubs, training opportunities, advice & information, mentoring, mediation,	Young people have access to support to build their resilience to life transitions	No. of young people participating in Fleet Phoenix activities	600	150	53	71		124	Corporate Plan Healthy communities and people
	Young people have improved knowledge and understanding of how to deal	No. of young people reporting improved knowledge and understanding	400	100	48	79		127	Health & Wellbeing Plan Promoting emotional wellbeing

Page 86	and other support	with issues facing them	of how to deal with the issues facing them							and mental health
		Young people make positive lifestyle changes	No. of young people reporting positive life style changes	250	63	34	58		92	Empowering residents to take control of their own health and wellbeing
		Young people have improved emotional wellbeing and mental health	No. of young people reporting improved emotional wellbeing and mental health	300	75	12	51		63	

The Fleet Phoenix team have shown unprecedented commitment, flexibility, and creativity in supporting our clients in during these troubling times. They very quickly learnt new ways of supporting our young people and families. With the support of grants from both HDC and HCC County Councillor grants we extended our communication capacity with new phone and IT resources to enable us to have virtual face very quickly to face support and creative projects with our clients. This has supported their mental health, reduced isolation, and kept them engaged with services.

The team have continued to support our higher needs clients and families with safeguarding concerns and environments with only a 3-day gap. Although the figures above are down on our PRE-COVID predictions we are incredible proud of the outcomes considering.

A grant from HDC COVID response, enabled us to purchase all the essential PPE equipment and resources we needed to keep our staff team safe and open up our daytime face to face work as soon as HSE and National Youth Agency permitted. This was essential for our higher need and cases and clients.

Our more able Community members have also rallied to the cause and have responded to all our requests for support with finances, products, food, and just voluntary support. The sense of community has been incredible and needs to be bottled as an elixir :0)

With the outbreak of COVID hitting us in March 2020 Fleet Phoenix were forced to diversify its activities to responded to our Communities immediate needs. This included a delivering food bank for essential dry store, fresh & essential items, working in partnership with Fleet Aid & Relief to deliver hot meals, acquiring essential large household items for delivery, childrens toys, clothes, bikes and starting a school uniform collection and donation service.

This has been an incredibly stressful time for our Community, but Fleet Phoenix have been flexible, and responsive to our Communities immediate needs. The staff team have worked tirelessly to support ANY need from and age member of the Community.

Below are some of the additional figures for work delivered:

Item	Amount
Adults supported	914
Children supported	906
Hot Meals delivered	1212
Fresh Food parcels delivered	187
Dry store food parcels delivered	270
Household items delivered: (beds, chairs, cots)	5
Childrens Clothes and toys delivered	11 children
Craft Kits delivered	233
Uniform items donated	424
Frozen Meals delivered	99

Fleet Phoenix will also produce an annual impact statement at the end of the year to report on service activity and provide context to the KPIs. The information to be included in this statement will be agreed between Fleet Phoenix and Hart District Council.

Citizens Advice Hart

Have provided updates for both Q1 and Q2 this quarter:

Citizens Advice Hart KPI's 2020-21	G=82%+ A= 74%-82% R= 73% or under	G=82%+ A= 74%-82% R= 73% or under	G=69%+ A=61%-68% R= 60% or under	G=85%+ A=61%-68% R=76% or under
Quarter 20 - 21	Easy or Difficult to access	Found a Way Forward	Problem now resolved	Would Recommend Service
Q1 (Apr- June)	80%	90%	81%	96%
Q2 (Jly- Sept)	96%	96%	86%	96%
12 month rolling	87%	90%	84%	95%

Page 8

Hart Voluntary Action

Core activity (interaction with the VCS and volunteer brokerage) was almost completely diverted to Covid-19 response during Qtr 1 and this has continued through quarter 2. With c. 700 people being individually checked or brought under our umbrella as Covid-19 Volunteers, and c. 460 volunteer/client matches made between April and June through the Hart Response Hub. Hart Health Walks was the only activity which stopped completely, with all other services adapting their delivery to meet social distancing and lockdown requirements eg youth counselling switching to online/telephone sessions, and young carers clubs taking place via Zoom.

Inclusion Hampshire

Continued to provide access to lessons, materials and emotional and practical support to all learners – albeit remotely. In April Inclusion Hampshire was awarded the Carnegie Centre of Excellence 'School Mental Health Award' at Gold Status to recognise the work undertaken to promote and develop mental health and wellbeing throughout their organisation.

Indicator	Target	Q1 Apr-Jun	Q2 Jul-Sept
% of Hart young people reported to be making progress at Inclusion at the point of review with their School.	70%	See comments above	100%
% of Hart young people developing Maths and English skills based on half term assessments.	75%	See comments above	60%
% of Hart young people achieving the personal, social and development goals agreed with them during referral.	75%	See comments above	80%
% of Hart young people returning back to mainstream school or securing a college place, apprenticeship or employment.	80%	See comments above	100%
Number of Hart young people and their families enrolled at Inclusion Hampshire	Data only (to give context to above KPI's)	8	5
Number of Hart parents and professionals attending Inclusion Hampshire workshops to develop their knowledge, skills and confidence to manage issues impacting on young people	Data only	Courses postponed due to COVID-19. 57 bookings by Hart parents and professionals moved to online courses planned for Q3 & Q4	

Shared Service / Contracted Service Performance

Shared Licensing Service

Data from April 2020 to October 2020

Application Type	volume of valid applications received	% meeting KPI	KPI measure
New TX Driver	3	100%	10 working days
TX Driver renewal	26	100%	10 working days
TX Vehicle New	6	100%	10 working days
TX Vehicle Renewal	73	100%	10 working days
TX Operator New	0		10 working days
TX Operator Renewal	0		10 working days
LA2003 TRANS	4	100%	1 working day
LA2003 Transfers	3	100%	2 working days
LA2003 New Premises/full variation	4	75%	5 working days
LA2003 Minor Variation	3	100%	5 working days
GA2005 New Premises	0		5 working days
GA2005 Variation	0		5 working days
Small Society lottery	2	100%	5 working days
Street Collection	2	100%	10 working days
Street Trader New/Renewal	4	100%	28 working days
Hearings	5	100%	No. per months
Objections to Street trading	0		No. per month
Taxi hearings	0		No. per month
Complaints/enquiries	178	92%	Acknowledged in 2 working days

Building Control

The continuing virus clearly has had an effect on national finances but locally construction work appears to have suffered less impact. While income swings from month to month the net effect in the six month period has been a thankfully strong performance and on target currently. The lockdown appears to have less effect on the construction industry and the govt advice to builders is to keep going and this is certainly true locally.

Application numbers are down on last year but so is the number of private applications so the overall effect is negligible and the team are busy in all areas with the Grove Farm and Hartland Park developments being noticeable wins for the team.

The team works hard to offer a high level of customer care in all aspects of our service and this appears to be paying dividends with repeat business from key local customers.

Application volumes, January 2020 to October 2020	HART	RUSHMOOR
Building Notice	244	181
Full Plans	247	109
Initial Notice	144 (22% of total)	131 (29% of total)
Regularisation	18	20
Totals	653	441

5 Councils Performance Report – September

Procurement and Land Charges met all their measures.

Exchequer achieved all measures except for a PI Failure of PI004 Cash Management. This forms part of a rectification plan where the remedy is to arrange an alternative supplier; However, the authorities are deciding how to manage the cash collections and therefore Capita are not able to make such arrangements until those decisions have concluded.\

Customer Services had PI Failures of PI002, and PI004:

Note: Hart is only partially contracted into this service (in relation to Revenues and Benefits and reception only) and is less impacted by these failures. Detail provided for context:

Overall call volumes were 30% above forecast. Due to operational issues within Norse, Havant volumes were 46.4% above forecast. South and Vale Switchboard volumes were 48.3% over the forecast as a result of customers being unable to get through to Biffa. Recycle More campaign started to flow through into Mendip towards the end of the month. Mendip was also impacted as a result of the above issues on Havant and SODV Vale Switchboard due to utilisation of cross skilled resource. Further impacts in Havant and Mendip came from Covid 19 related calls where customers are either reporting non-compliance with the local restrictions or seeking clarification of the same as well as Mendip bulky waste calls due to SWP line for this service remaining closed.

Revenues and Benefits combined result was impacted by higher than forecasted sickness absence, week commencing 21/09. Performance outside this period was relatively strong and broadly above / in line with forecast. There is a noted increase in average handling time as calls are presently longer due to varying circumstances of the customers, which would impact overall workload.

IT

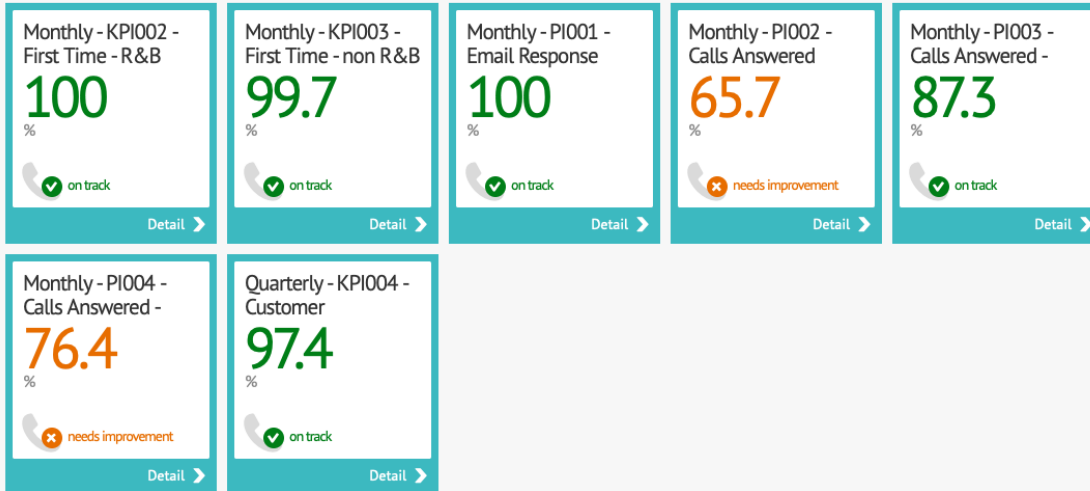
Note: Hart has not migrated to the IT platform and is broadly unaffected by the issues below, which are provided for context.

IT had a minor failure on KPI 001 and KPI002 which was due to an incident on 18th September involving an issue with the caching within the storage solution in the datacentre. This impacted on the availability of the authority's applications. The incident remained open to monitor performance and was closed in October, therefore will be reported under KPI004 next month.

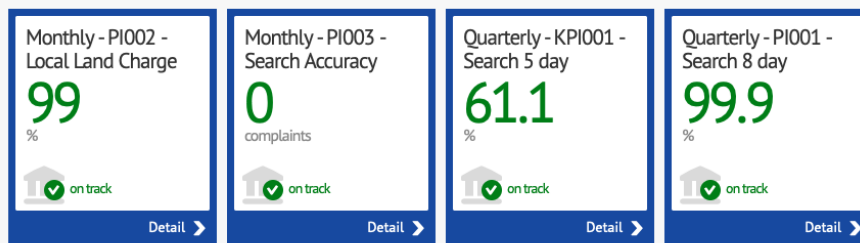
There was also a Severe failure of KPI004 as two of the P1s failed their SLA. An incident on 10th September where there was a hardware failure and parts were ordered, delivered and installed but failed to meet the SLA. And an incident on 15th September where a loss of telephony was caused by a network failure on the Primary circuit; an engineer was called to site and restored the circuit but failed to meet the SLA.

*Note: the screenshots below include Monthly, Quarterly and Annual KPIs, for this report, only **monthly and quarterly** figures are relevant.*

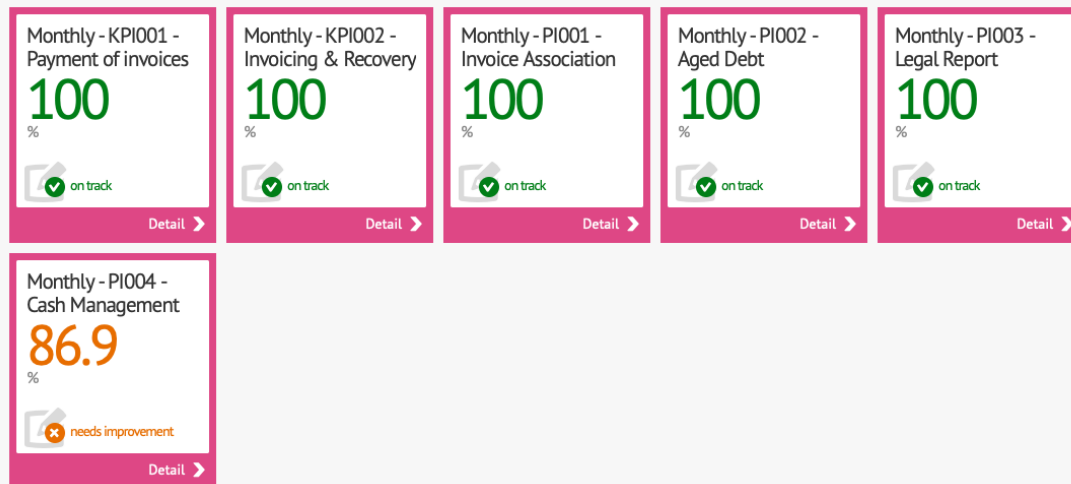
Customer Services



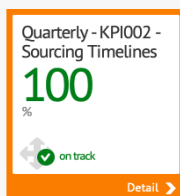
Land Charges



Exchequer



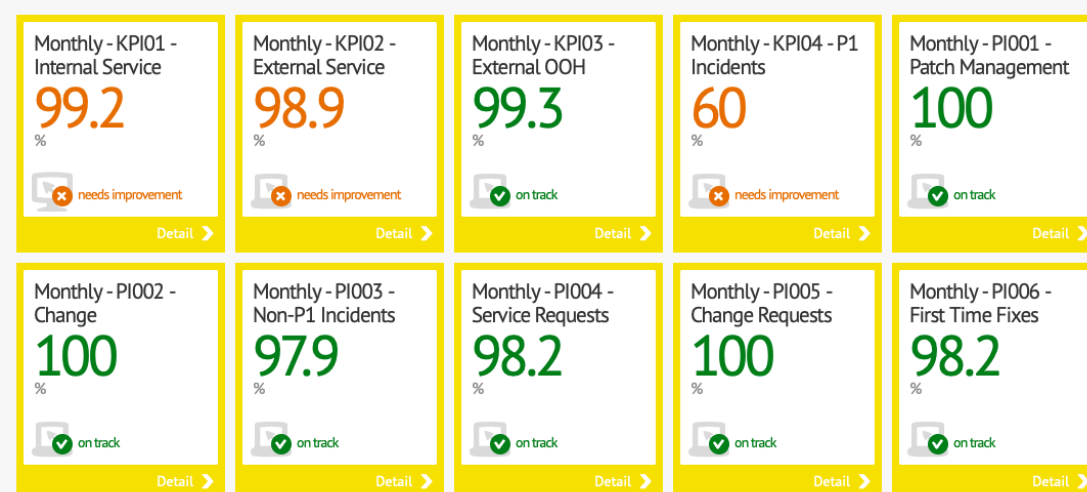
Procurement



Revenues & Benefits



IT



CABINET

KEY DECISIONS/ WORK PROGRAMME, AND EXECUTIVE DECISIONS MADE

December 2020

Cabinet is required to publish its Key Decisions and forward work programme to inform the public of issues on which it intends to make policy or decisions. The Overview and Scrutiny Committee also notes the Programme, which is subject to regular revision.

Report Title	Date item agreed for report	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Harlington Roof Repairs	Jul 20	Post consideration by Cabinet in August for updates to future works	Sep 20	Dec 20	Y	RQ	CS	
Budget Monitoring	Quarterly	Post consideration by Overview & Scrutiny Committee, to consider a report on Quarterly Budget Monitoring	Dec 20 Mar 21 Jun 21			JR	F	
Planning Management Development Peer Review	Aug 19	Post consideration by Overview and Scrutiny to consider the Action Plan for Planning Management post the Peer Review	Feb 20	Dec 20		GC	P	
Treasury Management 2020/21 (Half Year Report)	Annual	Post consideration by Overview & Scrutiny Committee, to consider a Half Year review report on Treasury Management Strategy 2020/21	Dec 20			JR	F	

Report Title	Date item agreed for report	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Car Boot Sales	Sep 20	To update Cabinet on car boot sales	Jan 21			RQ	JCX	
Next Steps in COVID-19 Recovery	Jul 20	To provide an update on work to support the district since last July	Jan 21			JR	JCX	
Civic Regeneration Working Group	Jan 21	To update on the discussions of the Working Group	Jan 21	Feb 21		RQ	CS	
Draft 2021/22 Revenue Budget, Capital Programme and Council Tax Proposals	Annual	Post consideration by Overview & Scrutiny Committee, to agree to recommend to Council the 2021/22 Revenue Budget, Capital Programme and Council Tax Proposals	Feb 21			JR	F	
Draft 2021/22 Capital Strategy, Treasury Management Strategy Statement and Asset Management Plan	Annual	Post consideration by Overview & Scrutiny Committee, to agree to recommend to Council the 2021/22 draft Capital Strategy, the 2021/22 Treasury Management Strategy Statement and Asset Management Plan	Feb 21			JR	F	

Report Title	Date item agreed for report	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Housing Re-Procurement	Sep 20	To inform Cabinet of new software to manage the allocations, choice-based lettings, housing options and homelessness aspects of Housing Services	Feb 21			SB	H	
Service Plans	Annual	Post consideration by Overview & Scrutiny Committee, agree the 2021/22 Service Plans	Apr 21			DN	All	
Outside Bodies	Annual	Post consideration by Overview & Scrutiny of the effectiveness of the Council's involvement with outside bodies.	Jun 21			DN	JCX	
Food and Health and Safety Service Plan	Annual	Recommend to Council that the annual Food Safety Plan be adopted	Jul 21			SK	P	
Revenue and Capital Outturn 2020/2021	Annual	Post consideration by Overview & Scrutiny Committee, to consider the Annual report on outturn	Aug 21			JR	F	

Report Title	Date item agreed for report	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Treasury Management 2020/2021 (Annual Report)	Annual	Post consideration by Overview & Scrutiny Committee, to consider the Annual report on Treasury Management Activities 2020/21	Aug 21			JR	F	

Note 1

A "key decision" means an executive decision which, is likely to -

- result in Council incurring expenditure or the making of savings which amount to £30,000 or 25% (whichever is the larger) of the budget for the service or function to which the decision relates; or
- be significant in terms of its effects on communities living or working in an area comprising two or more wards within the area of the district of Hart.

Note 2**Cabinet Members**

DN	Leader	SA	Digital	RQ	Commercialisation (Cn)	SB	Community
SK	Regulatory	AO	Environment	JR	Finance and Corporate Services	(Cy) GC	Place

Note 3**Service:**

JCX	Joint Chief Executive	CS	Corporate Services	P	Place Services
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CSF	Community Safety	PP	Planning Policy	TS	Environmental & Technical Services
F	Finance	H	Community Services		
SLS	Shared Legal Services	MO	Monitoring Officer		

Note 4

* **This item may contain Exempt Information** - Regulation 5 of the Local Authority (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

EXECUTIVE DECISIONS

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – Nov 2020

Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Due Date	Resources Required	Contact	*This item may contain Exempt Information
Treasury Management 2020/21	To consider a Half Year review report on Treasury Management Strategy 2020/21 prior to consideration by Cabinet.	Nov 20		Report	Head of Corporate Services	
Medium Term Financial Strategy	Annual report setting out the Council's Medium-Term Financial Strategy position, prior to consideration by Cabinet.	Oct 20	Nov 20	Report	Head of Corporate Services	
Fleet Road Pedestrianisation	An update on the decision to remove the pedestrianisation of the High Street.	Nov 20		Update	Portfolio Holder	
Commercialisation Strategy – review of improving efficiency of services, decreasing current or future costs	Review the current position about improving efficiency of services and decreasing current or future costs e.g. through digitalisation and demand reduction. To include an update on the implementation of Modern.Gov. (Portfolio Holder for Digitalisation to be invited to attend).	Oct 20	Nov 20	Presentation	Portfolio Holder for Digitalisation and Change and Digital Manager	

Planning Development Management Peer Review	To consider the draft Action Plan for Planning Development Management improvement.	Nov 20		Report	Portfolio Holder for Place and Head of Place	
Climate Change Working Group	Minutes of Meeting held in October.	Nov 20		Minutes of Meeting only	Head of Environment & Technical	
Crime & Disorder Committee	Minutes of Meeting held in September.	Nov 20		Minutes of meeting only	Joint Chief Executive	
Flooding	Update from twice yearly meeting of multi-agencies.	Nov 20		Minutes of meeting only	Head of Environment & Technical	
IT Security and Acceptable Use Policy	To update on IT requirements, security and policies.	Nov 20		Report	Head of Corporate Services	
Quarterly Budget Monitoring	Quarterly update on budget position.	Nov 20 Feb 21		Report	Head of Corporate Services	
Performance Monitoring	Quarterly Highlights report.	Nov 20 Mar 21		Report	Performance & Innovation Officer	
COVID19 Update	To provide an update on the Council's work to support the District during second Lockdown.	Nov 20		Update Only	Joint Chief Executive	

Confidentiality Policy	To provide members information on confidentiality.	Dec 20		Report	Joint Chief Executive	
Civic Regeneration Working Group	To update on the Civic Regeneration Working Group.	Jan 21		Report	Portfolio Holder for Commercialisation and Commercialisation Manager	
Car Parking Charges	The Portfolio Holder for Technical Services to be invited to update Committee on progress to agree with parish and town councils any localisation of car park charges	Jan 21		Update	Portfolio Holder	
Capital Strategy, Treasury Management Strategy Statement and Asset Management Plan	To comment on the annual report setting out the future Capital Strategy, Treasury Management Strategy Statement and Asset Management Plan, prior to consideration by Cabinet.	Annual	Jan 21	Report	Head of Corporate	
Draft Budget	To make comments on the draft 2021/22 Budget prior to consideration by Cabinet.	Annual	Jan 21	Report	Head of Corporate	
Corporate Risk Register	Half-yearly update on corporate risk profile.	Mar 21		Report	Audit Manager	
Service Plans	To make recommendations to draft 2021/22 Service Plans prior to consideration by Cabinet.	Annual	Mar 21	Report	Joint Chief Executive	

Chairman's Annual Review of the Work of the Committee.	To consider the Chairman's draft report to Annual Council on a review of the work carried out in the past year by Overview and Scrutiny Committee.	Annual	April 21	Report	Chairman of Overview & Scrutiny Committee.	
Waste Management Contract	To seek Committee's input if material changes to the contract are brought forward for decision.	TBC			Portfolio Holder	
Heads of Service Attendance	Once a quarter the respective Heads of Service (in rotation) each be invited to attend Committee to update on performance, targets, and delivery against Service Plans. Nov – Update from Joint Chief Executive Dec - Head of Place Jan – Head of Corporate Feb – Head of Environment & Technical Mar – Head of Place Apr – Head of Community Jun – Head of Corporate Jul – Head of Environment & Technical				Heads of Service	