



NOTICE OF MEETING

Meeting:	Overview and Scrutiny Committee
Date and Time:	Tuesday 21 September 2021 7.00 pm
Place:	Council Chamber
Enquiries to:	Committee Services committeeservices@hart.gov.uk
Members:	Axam, Collins, Crookes, Davies, Dorn, Drage, Farmer, Harward, Smith, Wildsmith and Worlock (Chairman)

Joint Chief Executive

CIVIC OFFICES, HARLINGTON WAY
FLEET, HAMPSHIRE GU51 4AE

AGENDA

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

Please download all papers through the Modern.Gov app before the meeting.

- **At the start of the meeting, the Lead Officer will confirm the Fire Evacuation Procedure.**
- **The Chairman will announce that this meeting will be recorded and that anyone remaining at the meeting had provided their consent to any such recording.**

1 MINUTES OF PREVIOUS MEETING (Pages 5 - 10)

The minutes of the meeting of 17 August 2021 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 CHAIRMAN'S ANNOUNCEMENTS

There were no announcements.

5 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:

[Public Participation leaflet 2020 A4.pdf \(hart.gov.uk\)](#)

6 PLACE SERVICE PANEL UPDATE (Pages 11 - 30)

Feedback from Members of the Service Panel for Place.

7 COMMUNITY SERVICE PANEL UPDATE (Pages 31 - 42)

Feedback from Members of the Service Panel for Community Services.

8 ENVIRONMENT & TECHNICAL SERVICE PANEL UPDATE (Pages 43 - 52)

Feedback from Members of the Service Panel for Environment & Technical Services.

9 CORPORATE RISK REGISTER (Pages 53 - 56)

As part of the Council's governance framework, it is essential that it identifies and manages risk that it is exposed to.

The Council has a Corporate Risk Register which should be reviewed by management on a regular basis and reported to members to provide assurance that appropriate arrangements are in place to mitigate identified risks.

RECOMMENDATION

That the Committee reviews the content of the Corporate Risk Register.

10 SEEKING NOMINATIONS TO A TASK AND FINISH GROUP FOR THE DEVELOPMENT OF THE NEW HOMELESSNESS AND ROUGH SLEEPING STRATEGY (Pages 57 - 59)

The council is in the process of developing its new Homelessness and Rough Sleeping Strategy, as the current one expires next year. As part of the development process, officers are seeking nominations from Overview and Scrutiny Committee for 3 Members to be part of a Task and Finish Group.

The Task and Finish Group will be cross party and so a nomination is sought from each political party. The Portfolio Holder for Community, and relevant officers will also be part of the group.

RECOMMENDATION

1. That Overview and Scrutiny Committee nominate 3 representatives to take part in a Task and Finish group which will assist in the formulation of the Council's new Homelessness and Rough Sleeping Strategy.
2. It is anticipated that the Task and Finish Group will meet on Monday 18th October at 5pm.

11 REFRESHMENTS CONCESSION OPPORTUNITIES AT EDENBROOK AND BRAMSHOT FARM COUNTRY PARKS (Pages 60 - 62)

The purpose of this report is to seek approval for the Head of Environment & Technical Services to market the opportunity to secure a refreshment facility at Edenbrook and Bramshot Farm Country Parks.

At this point no funding is requested for this project; however, depending on response from the market; funding may be requested through the annual budget cycle for 2022-23 on an invest to save basis to develop temporary or permanent trading facilities subject to approval and permissions.

RECOMMENDATION

- 1 That the Council subject to its rules on procurement and Contract Stanc Orders markets the opportunity for the delivery of modest refreshm facilities at both Edenbrook and Bramshot Country Parks.
- 2 That the Head of Service for Environment & Technical Services procure lease of no longer than one year with suitable providers.
- 3 That the lease is granted on a commercial basis with the contribution from lease contributing to savings required as part of the budget setting process
- 4 That a future report is produced for Cabinet to determine whether the lea are extended beyond the first year of operation.
- 5 That any capital or revenue funding associated with this goes through standard budget setting process and is approved as part of the 2022 budget setting process.

12 FOOD RECOVERY PLAN 2021/22 (Pages 63 - 102)

To consider the Food Recovery Plan 2021/22 as set out in Appendix 1.

RECOMMENDATION

That Overview & Scrutiny Committee consider the draft Food Recovery Plan 2021/24 and make any recommendations to Cabinet when considering the Plan at its meeting in October 2021.

13 CABINET WORK PROGRAMME (Pages 103 - 107)

To consider the Cabinet Work Programme.

14 OVERVIEW AND SCRUTINY WORK PROGRAMME (Pages 108 - 111)

To consider and amend the Overview and Scrutiny Work Programme.

Date of Publication: Monday, 13 September 2021

Public Document Pack Agenda Item 1

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: Tuesday 17 August 2021 at 7.00 pm

Place: Council Chamber

Present:

Axam, Collins, Crookes, Davies, Farmer, Forster, Smith, Wildsmith and Worlock (Chairman)

In attendance:

Cllr Tony Clarke
Cllr James Radley
Cllr Tim Southern

Officers:

Daryl Phillips, Joint Chief Executive
Emma Foy, Head of Corporate Services & S151 Officer
Mark Jaggard, Head of Place
Jenny Humphreys, Committee Services Officer

22 MINUTES OF PREVIOUS MEETING

The minutes of the meeting of 20 July 2021 were confirmed and signed as a correct record.

23 APOLOGIES FOR ABSENCE

Apologies had been received from Councillor Dorn (Cllr Forster was present as his substitute).

24 DECLARATIONS OF INTEREST

Councillor Farmer declared a non-pecuniary interest as Chairman of Hart Swimming Club based at Hart Leisure Centre.

Councillor Forster declared a declaration of interest (non-prejudicial) for item 9 on the agenda (MTFS), as he is a Cabinet Member for Hampshire County Council.

25 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

26 CHAIRMAN'S ANNOUNCEMENTS

None.

27 CORPORATE SERVICE PANEL UPDATE

Councillors Axam, Crookes and Smith, members of the Service Panel gave feedback on the recent panel meeting for Corporate Services.

Members summarised it was well run, informative and they are comfortable the service is performing well with its current resources.

Members also praised the format of the report, as it's simple, straightforward and easy to understand. (Copies of the report are attached to the minutes).

The Head of Corporate Services confirmed that all Heads of Service are now using these templates and the Corporate Services document as a basis.

Dates for other Service Panels have been arranged and reports will be circulated in advance of future O&S Committee meetings.

28 ANNUAL REVIEW LETTER 2021/22

The Joint Chief Executive (JCX) summarised the Annual Review Letter from the Local Government and Social Care Ombudsman (The LGO) and highlighted the council's good relationship with them.

This year The LGO reviewed four cases for the council, an average for the organisation.

The JCX summarised the cases: the building of a play area; listed building consent; out of date food being sold at a supermarket, and a Housing Benefit case that was upheld.

Members were encouraged to look at the Ombudsman website where previous national complaints cases can be reviewed for reference.

RECOMMENDATION

The report was noted.

29 WEBSITE REDESIGN PROJECT

The JCX summarised the report and highlighted that the current eight-year-old website needs to be replaced. This report highlighted that approval was being sought to agree to the principle of its replacement which would be done through an open tendering process.

The report outlined four options that are being considered for the new Content Management System (CMS), and members knowledge and input in the design process was encouraged.

Work is expected to begin in November 2021, with the new website going live in July 2022.

Members highlighted improving accessibility, enabling sufficient code for braille readers and usability as key factors in building the new site.

Members queried the total costs of the project and the JCX confirmed that earmarked reserves of up to £150,000 have been set aside.

Members questioned if all data could be retained on the site in archives and the JCX indicated that due to GDPR regulations the organisation would be unable to retain certain data. Historic Committee Meeting Minutes and Agendas and planning applications would be retained and available in the most compliant way.

The JCX reminded members that the council is currently running a website survey to gather users opinions and gauge what new features they would like to see. Feedback will be shared with members in the coming months.

The JCX and Change and Digital Manager to provide a written response on the key differences between options three and four in the report.

The Head of Corporate Services confirmed that option three will feature improved e-forms.

DECISION

The Committee recommended that:

- Progress updates are to be more frequent than six months and more in line with decision stages.
- More emphasis on the carbon neutral and climate change implications that the project may incur.
- The Cabinet report to include a clearer indication of the total cost of the whole project.

30 2022/23 BUDGET & MEDIUM-TERM FINANCIAL STRATEGY UPDATE

Prior to the meeting the Chairman had circulated a list of points and questions that had been raised by a local resident. These were addressed point by point in the officer's presentation of the report.

Head of Corporate Services summarised the draft Medium Term Financial Strategy (MTFS) and highlighted that the key changes are Minimum Revenue Provision (MRP) Growth and Commercial Income.

Commercial Income has increased from £196,000 to £783,000, with £550,000 from the investment in Centenary House and a £37,000 increase due to faster lettings at Edenbrook than predicted.

The Portfolio Holder for Finance confirmed that the council is not changing the budget, this can only be set and changed by Council, and that more up to date figures are being given throughout the year.

Head of Corporate Services added that the council is moving from a contribution from reserves to a potential contribution to reserves and are only changing the known knowns.

Members praised the Head of Corporate Services and her team for the report, it's transparency and accurate estimates.

Members discussions included: losing the New Homes Bonus and its implications; losing the Garden Waste income revenue and the additional costs this scheme could incur (this has currently been identified as £900,000), and the council's eligibility for New Burdens funding.

Members also questioned: the Commercial Income and why it appears flat; the possibility of borrowing from other local authorities, SANGS or earmarked reserves, and the possibility to use the council's estate and assets more effectively and for financial gain.

Head of Corporate Services recognised that 2022/23 would be a difficult year due to the impact of the Covid-19 pandemic and that funding implications are still unknown.

The Council is expecting to hear more on the New Homes Bonus or its equivalent scheme in later in the autumn.

The Portfolio Holder for Finance and JCX addressed a question on the change of contract providing Hart's CCTV. It was confirmed the new contract will provide a sufficient service with extended hours.

The Portfolio Holder for Finance also confirmed that workshops would be set up with members if required for Level Three savings.

DECISION

1. The issues around the emerging budget for 2022/23 and level of savings were noted.
2. The tier system for rating savings was noted. Level Two savings are to be further investigated and brought back to future Overview and Scrutiny and Cabinet meetings.
3. The Portfolio Holder for Finance confirmed that workshops would be set up with members if required for Level Three savings.
4. The timetable for 2022/23 budget setting was noted.

5. The reserves policy in Section 6 of the report were noted.

31 QUARTER ONE - REVENUE BUDGET MONITORING AS AT 30TH JUNE 2021

The Head of Corporate Services presented the Quarter One (Q1) forecast of the outturn position against the General Fund revenue budget, to give an expectation of possible variances against budget.

The Council will implement a quarterly accruals focus from December 2021 with increased accruals starting from September, which is a new way of displaying information for the council. Members agreed that this was a very sensible decision by the Head of Corporate Services.

Members discussions included the Corporate Services forecast of £1,19 million overspend on the Leisure Contract and any income protection the council is entitled to.

RECOMMENDATION

The Quarter One forecast for the General Fund Revenue budget and the key reasons for projected variations between actual expenditure and budgeted expenditure were noted.

32 DEVELOPMENT MANAGEMENT SERVICES UPDATE

The Head of Place updated the Committee on the current progress of the Development Management Service Action Plan.

Key points included:

- The volume of planning applications continues to be high and is greater than the previous two years applications.
- The council is generating a good fee income.
- A short report format has now been introduced for some applications.
- The registration validation process has been reviewed.
- The Development Management & Building Control Manager has now left the organisation but an interim manager is now in place
- There are two new employees in the team and two further employees will start next month.
- The team is currently advertising for a permanent Development Management & Building Control Manager.

Members questions included, Systems Thinking (Stratford-on-Avon's approach)/lean thinking, what this is and what it involves and the the Article 4 Direction (preventing office to residential permitted development).

Members also discussed the 5-year Housing Land Supply figures and SCI, the no posting of site notices.

The Chairman suggested that a future presentation from an external party might be beneficial on Systems Thinking/Lean thinking would be helpful

The JCX and members commended the Head of Place and his team for their efforts.

RECOMMENDATION

The Committee noted the written update.

33 CABINET WORK PROGRAMME

The Cabinet Work Programme was noted.

The JCX confirmed that the following had been passed on to Cabinet for consideration:

- The Parking Review that came into effect in May and its impact.
- A review of the progress Civic Quarter regeneration project.

34 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Overview and Scrutiny work programme was noted.

Members also wanted to see the Service Board reviews reflected in the programme.

The JCX highlighted that work on IT security on laptops and mobile devices, including overseas travel and cyber security will also be considered.

The inclusion of the review of Community Safety Transition, Multi-Agency Flood Forum, Corporate Risk Management update, and Waste Management client team transition to Basingstoke were also confirmed as to be added to the agenda.

The meeting closed at 9.31 pm

Service Board meeting Thursday 19th August 2021 – Place Service Quarter One

1 Service Overview

The Place Service covers a range of services focussed on delivering excellent services to our resident, businesses and other stakeholders.

We create a vision for the Place of Hart – Place Shaping - through the Local Plan and other development plan documents delivered by our Planning Policy & Economic Development team; and deliver the great developments – creating the Conservation Areas of the future – through Place Making and our Planning Development Management team.

Every day, we deliver critical services such as Environmental Health. We work hard to support economic growth, and employment opportunities for our residents. Meanwhile, we continue to strengthen the partnerships behind shared services and contributing to new strategic policies.

Behind the scenes, our business support and facilities teams provide the oil to ensure the engine keeps running.

A key feature of our 2021/22 Service Plan is the Council's response to the Covid-19 Pandemic and moving into the recovery phase.

1. Planning Policy / Strategic Planning
2. Economic Development, Employment & Skills
3. Development Management (inc Heritage & Enforcement)
4. Building Control
5. Street Naming & Numbering

- 6. Environmental Health
- 7. Licensing
- 8. Health & Safety
- 9. Business Support and Data
- 10. Land Charges
- 11. Facilities
- 12. Corporate Health & Safety

Matt Saunders:
**Business Support, Data &
Facilities**

Steph Baker:
**Development Management
& Building Control**

Neil Hince:
**Environmental Health &
Licensing**

Daniel Hawes:
**Planning Policy &
Economic Development**

2 Service Priorities

	Service Priority	Expected Outcomes	Completion date	Update Q1
1	Covid-19 Response	Office safe and prepared for social distance working Covid-19 Patrols Business Newsletter	On going	Help with ARG grants to Businesses (Harriet and Laura) Offices made safe for Officers to return to the office, desks safe distance apart COVID secure tea points and sanitisers on every desk. HSE business inspections
2	Covid-19 Recovery	Offices of the future	On going	See Economic Recovery work at item 25 below FSA Food Recovery Plan being prepared for Cabinet in Autumn
3	Uniform Project: Make better use of Uniform throughout the Service / Council to ensure we are making the best most efficient use of this product	To ensure we get the best use of the software to help run an efficient and effective service	On-going – continuous improvement	Establish a Project Plan (Autumn 2021) with a series of short, medium and long term actions. Project completed by 31 st March 2023
4	GIS Project: make better use of GIS throughout the Service/Council to ensure we are	To ensure we get the best use of the software to help run an efficient and effective service	On-going – continuous improvement	Establish a Project Plan (Autumn 2021) with a series of short, medium and long term actions. Project completed by 31 st March 2023

	Service Priority	Expected Outcomes	Completion date	Update Q1
	making the best most efficient use of this product			
5	Review all webpages relating to the Place Service to ensure they are helpful, up to date, relevant, easy to navigate. Includes overhaul of DM and Planning Policy pages	Helping our residents, businesses and other customers find the answers on-line 24/7 to enable more effective self-service	On-going – continuous improvement All Place webpages reviewed at least once per year Overhaul of DM & Planning Policy pages (1 st October 2021)	Establish a Project Plan (Autumn 2021) with a series of short, medium and long term actions. Project completed by 31 st March 2023
6	Improved Customer Satisfaction	Improved customer engagement and feedback Review criteria for Customer Excellence Award	Engaging with planning agents and developers and other stakeholders including set up agents' forum (Summer 2021)	Establish a Project Plan (Autumn 2021) with a series of short, medium and long term actions. Project completed by 31 st March 2023
7	Complaints: Examine level and nature of complaints received to identify any common causes or areas of concern	To reduce the number of complaints received in Place Service	Action Plan by 30 th June 2021	Council wide Complaints Audit (Jo Innes)

	Service Priority	Expected Outcomes	Completion date	Update Q1
8	Facilities Management	Preparing the office for new ways of working	On-going	Facilitating the Agile Working Policy
9	Implement the Development Management Service Action Plan	Improved Development Management service	Short 31 Mar 2021 Medium 31 Dec 2021 Long 30 Jun 2022	KPIs will be discussed with Joint Working Group in September BSU validation training ongoing Case management review Autumn 2021
10	Produce an Action Plan for the Planning Enforcement Service following the external review	Improved Planning Enforcement service	Summer 2021	Internal review ongoing Changes implemented to webpages and standard forms
11	Review pre-application advice process and introduce the use of Planning Performance Agreements (PPA) and frontloading (introduction of an appropriate Protocol)	Production of an updated pre-application service and associated charges	Summer / Autumn 2021	On-going – Autumn 2021 review

	Service Priority	Expected Outcomes	Completion date	Update Q1
12	Prepare a protocol and practice guidance note on Extensions of Time (EoTs) on planning applications	Ensure there is less need to seek EoT on the majority of planning applications	Summer 2021	New Protocol for Extensions of Time implemented and being trialled as of August 2021
13	Update the Planning Local Enforcement Plan	Best practice is to review and keep updated the Planning Local Enforcement Plan. Look to ensure there is conformity with similar plan across the Council	Autumn 2021	Being prepared following adoption of the Local Enforcement Plan for Environmental Health
14	Statement of Community Involvement (SCI)	Update to the SCI primarily linked to the Development Management service	Summer 2021	To Cabinet September 2021
15	Building Control: Maintaining market share and IT improvements	Data transfer and harmonising two systems	On-going	On-going
16	Review and update the Local	The LDS is a high-level project plan for	Spring 2021	Considering best approach in light of Planning White Paper

	Service Priority	Expected Outcomes	Completion date	Update Q1
	Development Scheme (LDS)	the production of development plan documents		Once known the LDS will be revised once we know the outcome of the Planning White Paper, and decide to progress with a new Local Plan and/or other Development Plan Document
17	Community Infrastructure Levy (CIL) charging schedule	A CIL charging schedule is first step to securing an increase in developer contributions towards infrastructure	<ul style="list-style-type: none"> Two consultations within the monitoring year Submit for examination Spring/Summer 2022 	Expect one consultation this year starting in Winter
18	Car & Cycle Parking Supplementary Planning Document (SPD)	New parking standards and guidance on how to design-in parking on new developments	Adopt Spring 2022	<p>Project is underway, consultants appointed to do the evidence base</p> <p>Aiming to adopt in Spring / Summer 2022</p>
19	Annual Monitoring Report (AMR)	Reports annually on development plan matters in accordance with legal requirements	December 2021	On track
20	Infrastructure Funding Statement (IFS)	Report of developer contributions towards infrastructure in	December 2021	On track

	Service Priority	Expected Outcomes	Completion date	Update Q1
		accordance with legal requirements		
21	Supporting Neighbourhood Plans	Supporting Parishes & Town Councils with Neighbourhood Plans including carrying out statutory functions e.g. public consultation, arranging examination, referenda & adoption	<p>Crondall and Crookham Village NPs referenda in May 2021</p> <p>Winchfield NP and Yateley NP have both started. Depending on their progress, based on current timetables during this year HDC could be arranging Reg 16 consultations, examinations, referenda and adoption (making) for both plans</p>	<p>Referenda held and both Crondall and Crookham Neighbourhood Plans have been formally 'made'</p> <p>Website updated including on-line mapping</p> <p>Yateley Neighbourhood Plan underwent Regulation 14 consultation on a draft Plan May to July 2021</p> <p>Yateley Town Council looking to submit before Christmas</p> <p>Winchfield Parish Council are reviewing their Neighbourhood Plan and are preparing Reg 14 consultation draft Plan</p>

	Service Priority	Expected Outcomes	Completion date	Update Q1
22	Fulfil legal and other obligations including: Housing data returns to Govt; Five Year Housing Land Supply; Self Build and Brownfield Registers; Assets of Community Value; TBHSPA JSPB related work.	Fulfil legal and other obligations. Up to date 5-year housing land supply position statement important for maintaining control over residential development.	Deadlines throughout the year, or ongoing tasks	<p>All on track</p> <p>Shoulder of Mutton currently within a 6-month Moratorium period during which time it cannot be sold – allows time for local community to make a bid for the property</p> <p>Work currently taking place to establish the 5-year supply</p> <p>AMR and Brownfield register update due by end of December 2021</p> <p>Self-build register maintained, and updated figures reported in AMR</p>
23	Employment Land Article 4 Direction	In light of recent changes to the Use Classes Order, and proposed changes to permitted development rights and the NPPF, consider a new Article 4 direction to protect key employment sites against permitted development rights from commercial to residential use	To be confirmed following Government consultation on changes to permitted development rights	<p>Received legal advice on current Article 4 Direction</p> <p>Decision to be taken this Autumn whether to pursue a new Article 4 Direction</p>

	Service Priority	Expected Outcomes	Completion date	Update Q1
24	Work with Town and Parish Councils to update Conservation Area Appraisals	Updated Conservation Area Appraisals. At present the following Parishes are involved: Odiham, Crondall, Fleet, Hartley Wintney.	Ongoing to parish timetables	<p>Odiham almost finished – next stages are consultation then finalising the document</p> <p>Crondall in progress</p> <p>Hartley Wintney PC considering way forward</p> <p>North Fleet – FTC considering way forward</p>
25	Covid-19 Economic Recovery Action Plan: deliver, monitor and review in light of changing circumstances	<p>Support for parishes to prepare town/village strategies</p> <p>Encourage inward investment</p> <p>Improved engagement with businesses</p>	Timescales contained within Economic Recovery Action Plan	<p>Economic Recovery work all but complete unless any work arises from Parishes wishing to progress Town/village centre action plans (having been introduced to the idea by the Council back in Spring)</p> <p>Inward investment site is live Why Hart District? Hart for Business High Skilled Workforce</p> <p>Engagement with Business complete for purposes of Economic Recovery, but Newsletter remains weekly/fortnightly</p>

	Service Priority	Expected Outcomes	Completion date	Update Q1
26	Update the Economic Strategy and Action Plan	An up-to-date strategy to supporting the local economy – aim to improve performance of local economy	Spring 2022 - subject to capacity (Economic Recovery Action Plan is priority)	Project planning underway now that Economic Recovery work ending
27	Helping local people into local jobs / assisting businesses with access to a skilled workforce	Supporting delivery of the Hartland Village employment and skills plan Local companies better able to access suitable local workforce More local people helped into work	2-year project from March 2020	<p>Job creation activities at Hartland Village including apprenticeships, Kickstart placements and DWP insight events</p> <p>A new community training hub has opened at Hartland Village to provide regular onsite activities for both FCOT and BCOT students, plus wider community groups</p> <p>Engagement with further developers within Hart to explore employment and skills opportunities</p> <p>Youth hub funding joint bid with Basingstoke and Rushmoor pending decision August 2021</p> <p>Working with the new Apprenticeship Hub to promote and identify opportunities with local employers</p> <p>Virtual job club launched to support those looking for work</p>

	Service Priority	Expected Outcomes	Completion date	Update Q1
				Additional online training and job support opportunities promoted to residents
28	Environmental Health	<p>Devise an Action Plan on how to improve EH Service including:</p> <p>Learn from the best EH services, focusing initially on statutory nuisance investigations</p> <p>Improve resilience of Service through cross skilling and enhancing procedures</p>	<p>Summer 2021</p> <p>On-going through recruitment, training and development of staff</p>	<p>EH recruitment progressing with full complement of staff expected by Sept 2021</p> <p>Programme of staff training and development ongoing</p> <p>Action plan for increased resilience and cross skilling being devised. Ongoing</p>

	Service Priority	Expected Outcomes	Completion date	Update Q1
29	Licensing	<p>Successful transfer of data from Hart to B&D's database</p> <p>Review and renewal of the Shared Licensing Service (current agreement expires July 2021)</p>	<p>Summer 2021</p> <p>Completion by July 2021</p>	B&D have pushed the data transfer to later in the year (currently planned October 2021) due to competing work pressures at B&D
30	Update the Fly Tipping Strategy	<p>To update the Council's strategy and priorities in relation to fly tipping</p> <p>To combat fly tipping in open spaces within the District</p> <p>To continue to raise awareness of fly tipping in the District through publicity.</p>	March 2022	<p>Successful prosecutions being conducted</p> <p>Schedule of prosecution cases being brought to court</p> <p>Outcome being publicised in press releases</p> <p>Participation in joint enforcement initiative and information sharing ongoing</p>
31	Reduce incidence of dog fouling through	Dog fouling patrols targeted at hotspots	Weekly dog fouling patrols for Parish	There are now a broader range of delivering our dog service functions including the enforcement of dog fouling through our

	Service Priority	Expected Outcomes	Completion date	Update Q1
	education and targeted enforcement	<p>Enforce District-wide Public Spaces Protection Order to deter dog fouling</p> <p>Review effectiveness of PSPO</p>	<p>Councils and directed patrols in hotspots</p> <p>On-going</p> <p>March 2022</p>	<p>partnership with East Hampshire District Council, as well as the wealth of support our Countryside team provide to dog walkers when in our country parks</p> <p>Hart also offers a subsidised service to Parish & Town Councils to purchase a patrol service for land under their control</p>

3 Service risk register

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

Ref Number	Group	Description	Impact	Source of Risk	Prior Assessment			Existing Controls	Effectiveness of Controls	Current Assessment			Further Mitigations	Risk Owner	Notes
					Likelihood	Consequence	Risk Rating			Likelihood	Consequence	Residual Risk			
Place 1	Contract for Legal Services	Poor advice is provided, cost creep, unlawful decision making	Reputational Risk - not adherence with laws and regulations	Basingstoke contract	3 - Possible	4 - Critical	12	Ongoing discussions and performance management.	Satisfactory	3 - Possible	2 - Moderate	6		Mark Jaggard / Emma Foy	
Place 2	Staffing	Loss of key staff		Leave the organisation to work elsewhere / retire	3 - Possible	3 - Major	9	Succession planning, appropriate staff recognition	Satisfactory	3 - Possible	1 - Minor	3		Mark Jaggard	
Place 3	Staffing	Loss of key staff	Unable to deliver key services / Service Plan	Covid 19 - sickness - or moved onto emergency plan	4 - Likely	3 - Major	12	Movement of staff around the organisation	Satisfactory	3 - Possible	2 - Moderate	6		Mark Jaggard	
Place 4	Licensing	Ensuring a high quality service is delivered to our customers	Reputational Risk	Working relationship with B&DBC	4 - Likely	2 - Moderate	8	Reviewing working relationships; review mechanisms	Limited	3 - Possible	2 - Moderate	6		Mark Jaggard	
Place 5	Planning (Planning Policy & Development Management)	Impact of Planning White Paper and other Govt Changes	Major changes to planning services, potential roles and responsibilities and work priorities	National changes	4 - Likely	3 - Major	12	Respond to existing consultations; plan for different scenarios; highlight budget process	Limited	4 - Likely	2 - Moderate	8		Mark Jaggard	
Place 6	Licensing	Completion of the new Deed with Basingstoke & Deane	No Licensing Service	Contract with B&D	3 - Possible	4 - Critical	12	Working with B&D	Limited	1 - Rare	1 - Minor	1		Mark Jaggard	
Place 7	Policy	Community Infrastructure Levy (CIL) Charging Schedule			1 - Rare	1 - Minor	1			1 - Rare	1 - Minor	1		Mark Jaggard	

4 Performance indicators and targets

KPI	Description	Annual Target	Q1 2021/22
Development Management (KPIs currently under review)			
	Major development application decisions made within the statutory determination period	60%	100%
	Minor development application decisions made within the statutory determination period	70%	85.2%
	Other application decisions made within the statutory determination period	85%	80.4%
	% of Tree Preservation works applications determined within eight weeks	90%	94.4%
	Planning application fee income	<i>Data only</i>	£149,585 (only including Major, Minor and Other Applications)
	Income from Pre-Application Advice and PPAs (including LBCs)	<i>Data only</i>	£87,535.87 (£34,681 + Bramshill £52,854) NB: These figures inc

KPI	Description	Annual Target	Q1 2021/22
			3 rd party consultant fees to be paid out by the Council
Building Control			
	Number of Building Control Applications Received	<i>Data only</i>	101 Full Plans applications 89 Building Notices 79 Initial Notices
	Building Control income	<i>Data only</i>	TBC
Environmental Health			
	% of proactive inspections (including food, health and safety, animal welfare and licensed premises) completed within prescribed time	80%	KPIs under review
	% of Environmental Health complaints (including noise, public health, food) responded on time	90%	KPIs under review
	Number of fly-tipping enforcement actions	<i>Data only</i>	2 Prosecutions undertaken. (1x Successful- Duty of Care, 1x Ongoing -

KPI	Description	Annual Target	Q1 2021/22
			deposition of waste)
	Number of fly-tipping complaints received by service	<i>Data only</i>	24
	Income	<i>Data only</i>	
	Number of Food Hygiene Training sessions run / number of participants	<i>Data only</i>	Not undertaken due to Covid restrictions, and available resources.
Planning Policy			
% of Local Development Scheme (LDS) milestones met	The LDS is the project plan for all development plan documents and sets out the key milestones	100%	N/A
Completion of SANG/Strategic Access Management and Monitoring (SAMM) returns and payments to Hampshire County Council	<p>HCC act as 'banker' for monies paid by developers to Blackwater Park SANG and for the SAMM project (Strategic Access Management and Monitoring).</p> <p>Each quarter it is necessary to transfer funds received to HCC along with information regarding the developments which the monies relate to, (numbers and sizes of dwellings etc.)</p>	Quarterly returns to HCC submitted on time	TBC

KPI	Description	Annual Target	Q1 2021/22
(HCC)			
Brownfield Register	Statutory Duty to publish annually an update to the register of previously developed land that has been deemed as suitable for residential development	Publish by 31 st December each year	N/A
Authority Monitoring Report (AMR)	Statutory duty to publish annually, reporting on matters including local plan policy formulation and implementation, duty to cooperate activity and Neighbourhood Plans.	Publish by 31 st December each year	N/A
Infrastructure Funding Statement (IFS)	Statutory duty to publish annually, reporting on s106 and where relevant CIL monies secured, received, allocated and spent.	Publish by 31 st December each year	N/A
Housing Land Supply Position Statement	Identifies whether the Council has at least a 5-year supply of land for housing, which is a requirement of national planning policy.	Publish by end September each year	On track

5 Quarter One 2021/22: Key Challenges and Achievements

- Facilitating Agile Working policy for staff
- Offices COVID-19 secure to allow safe return to the office environment
- Challenges of staff resourcing in DM in the context of long-term sickness and resignation
- Significant peak in DM application submissions; well above previous 2 years (national trend)

- Despite the challenges, strong performance in terms of dealing with applications within deadlines or agreed EoTs

6 Looking forward to Quarter Two 2021/22: Key Deliverables

- UNI-form Improvement Project Plan
- GIS Improvement Project Plan
- Generate an Action Plan following the Enforcement review
- Establish Case Management Protocol
- Confirm KPIs for DM in Hart at September working group

Update on Service Plan

Social Inclusion and Partnerships - **Housing It System** procurement has been completed; the team have been working with **Home Connections** on the **Business Review Document** in preparation for system build in Q2. The **Equality and Diversity Objectives for 2021 –2023** were approved by Cabinet and the team are preparing training for **Staff and Members**. ‘**Here for Hart**’ has been focussing on a number of initiatives to support the district through recovery.

Community Safety – The team have achieved a **Closure Order** and a **Civil Injunction** in enforcement action taken against two persistent and highly impactful **ASB** cases during this quarter. The **Community Safety Newsletter** was introduced in May, has been well received and will be circulated monthly. Planning is well underway for the delivery in July and August of some key exploitation awareness raising with a local school and several other youth provision and volunteer organisations; and, a **Crime Prevention Roadshow** is to be hosted by **Fleet BID**.

Engagement and Support – **Successful Landlord Training** held on the 7th July; **Paula Dean** is now **Senior Housing Solutions Officer**. We have contacted all **PRS** landlords and housing associations to actively work with them to prevent homelessness in light of the lifting of the **Eviction Ban**. **Housing Software** implementation well underway and on track.

Housing Strategy – The team have worked with a number of **Parish Councils** to progress rural affordable housing schemes for local people. Work continues to negotiate with developers for good quality and well-designed affordable housing on new development sites and to link up with planning and **RPs** to ensure that we have a joined-up approach to achieve better outcomes. Several projects are underway including analysing the affordability of “affordable homes” in Hart and understanding any actions this may require and working to understand the impact of **First Homes** on the overall numbers and types of affordable housing being provided in Hart and prepare for this new housing product.

Private Sector Housing - The team are delivering the **DFG** programme and are continuing to catch up on grants which were put on hold due to the various lockdowns. We are providing **Prevention Grants** to enable hospital discharge and allow people to remain safely in their homes. Our **Fit and Proper Person Test** policy and fee policy in relation to mobile home sites has been approved at Cabinet and we have contacted all sites to advise of this new obligation. We continue to check on private rented accommodation to ensure compliance with the **Electrical Safety Standards Regulations**. We will be carrying out the bi-annual **Gypsy & Traveller** account in July.

Service Priorities

	Service Priority	Link to corporate plan	Expected Outcomes	Update Q1
1	Deliver the Community Recovery element of the Covid 19 Recovery Plan	Support for our town and village centres Support the local economy	Delivery of Recovery Plan outcomes	Here for Hart has launched bringing partners together to look at recovery and the good work going on in the community, the events will focus on certain topics that will then feed in to our recovery work. We have our supporting community plan completed this is a live document and will continue to be updated. We have promoted and worked on the expansion of the community pantry, walk this way trail and mind in the garden. We have also launched Hart into employment.
2	Re procurement of Housing system	An efficient and effective council	Increased digitalisation Fit for purpose IT Improved digital experience for customers Better value for money / cost savings	The procurement process using the Government G-Cloud platform was completed. Home Connections were awarded the contract following Cabinet approval in May21. G-Cloud Call Off Contract with Legal for final approval prior to signing.
3	Support the ongoing development & Delivery of the Hart employment & Skills Hub	Support residents in becoming economically active	Clients assisted into training and employment	Continued to support residents to access training and employment support and engage clients with enhanced barriers into employment to apply for education, work, and volunteering opportunities. We are currently piloting a virtual community to appeal and reach out to a wider, younger, cohort of residents that will benefit from remote group sessions and networking and

				continue to nurture key multi-agency relationships and links with local employers to add value to our residents seeking employment support.
4	Support the organisation to deliver the 2 year Equality & diversity objectives	Healthy community and people	A strengthened approach across the Council to meeting the requirements of the Equality Act 2010 and Public Sector Equality Duties	<p>Cabinet Approval of the Equality Objectives 2021 –2022</p> <p>Refresh Equality Impact Assessment templates (linking to Integrated Impact Assessment templates)</p> <p>Research Equality & Diversity training for Staff & Members</p>
5	Contribute to the delivery of the North Hampshire Community Safety Partnership (CSP) Partnership Plan	<p>A clean, green and safe environment</p> <p>Healthy community and people</p>	<p>Delivery of initiatives in support of key objectives of the CSP Plan</p> <p>Promotion of crime prevention and safety initiatives through project work</p> <p>Joint work with the Police on ABC's and CPN's.</p>	<p>The introduction of a Community Safety Newsletter in May has provided an opportunity to share key safety messages out to the community and our wider partners.</p> <p>Planning is underway to take part in a Crime Prevention Roadshow being hosted by the Fleet BID in July.</p> <p>Joint visits have been undertaken with Police to attempt early intervention in neighbour disputes to prevent escalation of matters to an enforcement requirement.</p> <p>Planning is underway for delivery of an interactive exploitation awareness project within a local school and to other youth provision and volunteer groups in July.</p>

6	Provision of an antisocial behaviour (ASB) support service	A clean, green and safe environment Healthy community and people	Reduction of repeat ASB for 50% of those who approach	<p>Investigation work led to a Court granted Closure Order on an address in Yateley, preventing further exploitation and harassment of particularly vulnerable individuals.</p> <p>The Court granted a Civil Injunction Order with attached Power of Arrest against an individual in Fleet which included Exclusion from an entire road following 15 months of persistent ASB.</p> <p>Vehicle ASB continues to be an issue in two principal locations and measures to address the issues have been exhausted as far as current policy and resourcing for Highways and Policing allows – residents have been advised to raise their concerns to County Councillor and MP.</p>
7	Review and update nomination agreements with RPs with stock in the District	Ensure access to housing Promoting high quality design and a good standard of amenity	<p>Ensure all documentation is UpToDate and streamlined for all RP's</p> <p>Clear and current arrangements for nominations to affordable housing between the Council and RP's</p>	<p>Template agreed</p> <p>List of all agreements that need updating compiled and RP contact details identified.</p> <p>Contact made with RPs w/c 21st June 2021 and agreements now updated.</p>
8	Delivery of a homelessness prevention service	Ensure access to housing	Prevention of homelessness for 50% of those who	We have seen an increase in approaches this quarter for general advice but a low level of those are facing homelessness at present; this is in largely down to the Eviction Ban having been in place. We have contacted all

			approach	partner Landlords in the Private Sector and all Housing Associations to offer support and to prevent evictions. Encouraging all applicants in temporary accommodation to maximise income and explore employment opportunities by linking in with the employment hub and offering incentive vouchers for Community Pantry membership.
9	Review homelessness out of hours provision	Ensure emergency contact is well publicised and accessible.	Homelessness out of office hours or due to office closure is reportable and actioned Staff remuneration is in line with best practice	This has slipped due to work around Coronavirus and recovery being prioritised. Have contacted other Authorities so we can benchmark against their service offerings and now have a new completion date of October 2021
10	Review of Engagement & Support service staffing structure	An efficient and effective council	Review and streamline the service with a focus on an improved customer journey	Underway – New Homelessness Senior Officer put in place to assist in managing the frontline homelessness team. Change in focus of the Rent Bond Officer role to meet an identified need for more support / move on work for residents in temporary accommodation. Job titles and team name reviewed to more accurately reflect roles and is easier for the customer to identify us. (Housing Solutions Team)

11	Implement Housing IT	An efficient and effective council	<p>Increased digitalisation;</p> <p>Fit for purpose IT;</p> <p>Improved digital experience for customers;</p> <p>Better value for money / cost savings</p>	<p>Business Review Document prepared with Home Connections in preparation for the system build in Q2</p> <p>Process Flow mapping exercise for Housing Register, Choice Based Lettings and Homelessness Module completed.</p> <p>Decommissioning review meetings held with Civica.</p>
12	<p>Ensure we have an active private rented sector, engaging with landlords and hosting landlord events.</p> <p>Delivery of landlord support and tenancy sustainment services</p>	Ensure access to housing	<p>Annual landlord events over digital platform</p> <p>Branded private sector lettings product</p>	<p>Annual Landlord Training for 2021 hosted by the National Residential Landlords Association (NRLA) held on 7th July 2021 to cover 'Landlord Fundamentals & New Legislations' .</p> <p>There were 20 Landlords booked on to this.</p>

13	Working with and supporting Parish Councils to advise and facilitate delivery of exception sites	<p>Supporting residents in shaping their local communities</p> <p>Support for our town and village centres</p> <p>Ensure access to housing</p> <p>Promoting high quality design and a good standard of amenity</p>	<p>Member of Hampshire Homes Hub;</p> <p>Delivery of exception schemes including rural exception sites;</p> <p>Affordable housing included in Neighbourhood Plans;</p> <p>Supporting community groups to explore housing schemes</p>	<ul style="list-style-type: none"> - Odiham Rural Exception Site (RES) started on site in May. - Online public consultation events for Hartley Wintney RES on 17th June (afternoon and evening) - Eversley call for sites carried out and initial visit by planning, housing and rural housing enabler to 16 sites in the Parish carried out. Informal planning feedback on sites received and shared with the Parish Council. - Winchfield – Housing Needs survey completed and draft out for comments with housing officers and Parish Council. - Commented on Yateley Neighbourhood Plan which is out for consultation. - Hook - Application for an Entry Level Exception Site at Hook imminent. Team worked with Parish Council and developer on this scheme to date.
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14	Enabling the delivery of affordable homes, including maximising 40% affordable homes on all eligible sites	<p>Ensure access to housing</p> <p>Promoting high quality design and good standard of amenity</p>	<p>Delivery of programme of 40% affordable housing, through planning framework</p> <p>Maintain a good working relationship with the RP's to deliver good quality homes to meet local housing need</p> <p>Creation of sustainable and desirable housing products</p>	<ul style="list-style-type: none"> - 40% achieved on sites where viability allows for this. - 49 affordable homes for rent completed April – June 2021 (Dukes Meadow, Riseley, Oakwood Grange, Hook and Edenbrook 41 flats). - Pre-app discussions with developer, RP's and planning on Hartland Village Phase 3 and Land North of Netherhouse Copse to address any affordable housing design and layout issues identified. - Work commenced on First Homes which may impact on the numbers of rented and shared ownership homes being delivered.
15	Produce an Annual Housing Update	An efficient and effective Council	Production of an annual update	Published July 2021
16	Undertake research to examine the affordability of 1,2,3 and 4-bedroom affordable rented	Ensure access to housing	Evidence base on affordability to use as a basis for discussions with RPs	Research and evidence gathering completed and findings of any policy or process implications being compiled.

	properties in the district			
17	Work with RP partners to review the way in which we record which affordable homes already have adaptations and improve the way these are advertised and let	Ensure access to housing	Better use of existing stock Better property / client matching	To be commenced later in the year as lack of capacity and resources at present due to other demands Attempts to capture some of this information on the RP stock spreadsheet already.
18	Prepare for the provision of First Homes in the District if/when Government announce an implementation timeframe for the scheme	Supporting residents in shaping their local communities Support for our town and village centres Ensure access to housing Promoting high quality design and a good standard	The Council has clear policies and guidance for the provision of First Homes in the District The Council has clear procedures for dealing with the sale and required checks for these homes	<ul style="list-style-type: none"> - Briefing Note prepared and detailed analysis of what is required, and what evidence and resources are required. - Some initial work commenced around research and reports needed to inform an Interim Policy and Allocations Plan. - Awaiting government guidance and templates - Council needs to have an interim policy statement and have commenced drafting a process and establishing evidence as soon as possible from 28th June 2021 when First Homes are introduced. There will also be a 6-month transition period in which the Council should have a clear process from a planning and housing perspective. - Housing and planning project group meet regularly and moving this forward.

		of amenity		
19	Update affordable housing stock information for stock held by RPs in the District	Ensure access to housing	Accurate data about affordable housing stock to include locations, type, size and occupancy levels	Information requested from all RPs with stock in the district New spreadsheet created to capture all the information Currently completing the data entry and finalising format of the spreadsheet Almost complete
20	Delivery of Disabled Facility Grant service	Ensure access to housing Work with partners to keep Hart healthy and active	Enabling residents to remain in independent living accommodation (80 per year)	11 DFGs completed. 43 at enquiry stage. 29 at approval stage. £158K spend. (as at end of July)
21	Penny Hill Caravan Site - deal with any breaches of site licence and produce revised site licence conditions as necessary.	Ensure access to housing	Enabling residents to remain on site and maintain conditions on site.	Site visited in July as part of the Gypsy and Traveller bi-annual count, when conditions were checked.

Glossary of key terms

CSP – Community Safety Partnership. These were set up under the Crime and Disorder Act 1998, to bring together a range of partners to work together to protect communities and help people feel safe. Hart is part of the Safer North Hampshire CSP, which also covers Basingstoke & Deane and Rushmoor councils.

RP – Registered Provider. This is the general name given to social housing landlords / housing associations. They are run independently from councils.

DFG – Disabled Facilities Grant. A means tested grant administered by the council, for disabled people who need to make changes to their home.

PRS landlord – Private Sector Landlord. The council works in partnership with private sector landlords to secure a supply of housing for those facing homelessness.

ASB – Anti-Social Behaviour. This can be reported online; reports will be investigated and actioned by the Community Safety Team.

Service risk register

A detailed service risk assessment has been completed and is reviewed at a minimum quarterly. This helps inform the Hart District Council Corporate Risk Register which is reported to Overview & Scrutiny Committee on a quarterly basis. Mitigated risks that have a score of 9 or above are included below.

We have one risk that we are monitoring closely, however we have put work in to mitigate the risk by reaching out to the PRS and RP's around evictions. We have not seen an increase as of yet but we will have to see if furlough ending will change this risk.

Source of Risk	Prior Assessment			Existing Controls	Effectiveness of Controls	Current Assessment			Further Mitigations
	Likelihood	Consequence	Risk Rating			Likelihood	Consequence	Residual Risk	

Changes in gov policy	4 - Likely	2 - Moderate	8	Pre eviction protocols with RPs & good relationships with private landlords	Satisfactory	2 - Unlikely	2 - Moderate	4	
				Use of DHP and prevention of homelessness grant to prevent evictions where possible and regular contact with landlords and RPs to prevent it going to court					

Quarter One 2020/21 Key Challenges and Achievements

- Set up Here for Hart programme as a result of extensive partnership working on recovery
- Housing IT on track to complete within project time scale
- Successful embedding of the Community Safety service
- Partnership work with police has led to closures on problem properties in Hart district
- Nominations agreements have been reviewed
- Contacted all landlords and RP's to joint work on eviction prevention
- Engagement and support review complete
- Annual housing update published
- First homes being worked on with Place services
- DFG's on track.

Service Plan: Environment and Technical Services 2021/22

Service Panel update - 240821

1.0 - Performance against Service Plan actions.

Please note that all actions relating to the waste and recycling service have been removed from this Service Plan and will be included in the Q2 Corporate Service Plan update.

	Service Priority	Link to corporate plan	Expected Outcomes	Target completion date	Q1 Update
1	Delivery of the council's response to Covid-19 pandemic	Statutory requirement	Ensure that the Council meets its statutory obligations under the Civil Contingencies Act.	Ongoing	Seconded staff now resuming business as usual activities. Exception to this has been parking staff who on occasions have been required to provide traffic control for mobile testing unit. Also continuing to monitor Covid stats for Hart.
2	New ways of working	Corporate	Working with the council's operational recovery team to identify and implement opportunities for new ways of working.	Ongoing	Agile working policy now implemented for the majority of staff. The exception being the parking team who are office based. Will be moving Ranger office to Civic at the end of Sept.
3	Identify budget saving/ increased income opportunities.	Corporate	Review all service budgets for saving/income opportunities.	Oct 21	Working with leadership team on the development of proposals, which will be considered by cabinet in the autumn.

4	Co-ordination of Harts climate change action plan.	Improve energy efficiency Promote a clean environment	Facilitate member and officer working group meetings and provide update reports to Cabinet.	Ongoing	July Cabinet agreed amended terms of reference for the member working group. First meeting under amended terms was held on 20 July.
5	Develop a proposal for the installation of electrical vehicle charging points on land in Harts ownership.	Improve energy efficiency Promote a clean environment	Develop and tender proposal.	July 21	Anticipate going to tender early September.
6	Replacement of Harts vehicle fleet with electric vehicles.	Improve energy efficiency Promote a clean environment	Produce costed proposal for replacement of Harts vehicle fleet with Electric vehicles.	Sept 21	Work to commence on development of proposal in Q2.
7	Increase knowledge and awareness of climate change matters	Improve energy efficiency Promote a clean environment	Arrange staff and member training sessions.	Sept 21	Proposal for member and staff workshop being prepared. Working on promotion for Great Big Green Week. 18th - 26th Sept '21. Autumn edition of Hart News to have emphasis on climate change issues. Proposals for Member/staff training being developed.
8	Reduce carbon emissions from Harts operational buildings.	Improve energy efficiency Promote a clean environment	Energy audit to be completed of Hart operational buildings.	Dec 21	Energy audit of civic offices & workshop carried out. First draft of report received, have requested

					revision to give more detail of energy efficiency measures.
9	Carbon offsetting	Improve energy efficiency Promote a clean environment	Produce draft proposal for carbon offsetting on Hart owned land.	March 22	Tree canopy survey now underway. Environment Bill due Autumn 2021, will set out how implication for using nature to combat climate change (Trees, peat and net-zero). A group has already been setup to look at the implications of this, and will be producing a briefing note when the bill is passed.
10	Reduction in carbon emissions from contracted services.	Improve energy efficiency Promote a clean environment	Work with Serco and Steetcare team to develop carbon reduction plan for services.	March 22	Meeting held with Serco on 13th May '21, next due Sept '21. Have agreed carbon reporting methodology and data. Still to agree carbon offsetting projects that we're part of contract. New agreement for provision of street care services included requirement to monitor and identify opportunities for minimising carbon emissions.
11	Climate change adaption plan.	Improve energy efficiency Promote a clean environment	Produce a climate change adaption plan for Hart.	March 22	Not yet started, update to be provided at Q2.
12	Delivery of Fleet Pond Green Corridor - Phase 1	Enhance access to open space and recreation facilities	Contract for Phase 1 to be awarded.		Contract to be tendered early Sept with anticipated start early Nov.

		Protect and enhance biodiversity	Work on construction of Phase 1 to commence. Phase 1 complete.	March 21 October 21 March 22	Preliminary site clearance works to commence late Sept.
13	Design of Fleet Pond Green Corridor – Phase 2 (car park and access road at Fleet Pond)	Enhance access to open space and recreation facilities Protect and enhance biodiversity	Design of new car park layout, access road and sustainable drainage system Tender preparation	December 21 March 22	Design currently being finalised, to be tendered early Sept.
14	Delivery of Ecological Feasibility Study at Fleet Pond	Enhance access to open space and recreation facilities Protect and enhance biodiversity	Scoping study Costed plan agreed Feasibility study to be considered by Cabinet	April 21	Scoping study completed and with stakeholders for comment. Costed plan put on hold awaiting confirmation of budget.

				September 21	Cabinet to consider March 21.
				October 21	
15	Delivery of Phase 1 works at Edenbrook Country Park	Enhance access to open space and recreation facilities Work with partners to keep Hart healthy and active	Award contract for construction of skate park. Skate park to open. Work to commence on community allotments. Community allotments to be open.	July 21 Nov 21 March 21 September 21	Tendering of contract for skate park delayed until community gardens complete. New opening date for skate park to be confirmed. Work commenced in July on construction of community gardens. Weather and materials has delayed work slightly. Completion date to be confirmed.
16	Adoption of Poulter's Meadow	Enhance access to open space and recreation facilities	Snagging works complete Legal transfer		Works progressed but adoption delayed for reasons outside of Harts control.

			Adoption	<p>August 22</p> <p>September 22</p> <p>Nov 22</p>	Adoption of other SANG sites at Whitewater Meadow, Hawley Park Farm, and Moulsham Lane progressing.
17	Delivery of wetland at Bramshot Farm	<p>Protect and enhance biodiversity</p> <p>Enhance access to open space and recreation facilities</p>	<p>Work commences.</p> <p>Work complete.</p>	<p>March 21</p> <p>July 21</p>	Work complete and open to the public.
18	Delivery of Countryside Vision and Commercialisation Strategy	<p>Protect and enhance biodiversity</p> <p>Enhance access to open space and recreation facilities</p> <p>Supporting the Local economy</p>	Outline proposals to be considered, and way forward agreed.	April 22	<p>Proposals for refreshment concessions at Edenbrook and Bramshot Farm to be considered by Cabinet in October.</p> <p>Proposals for development of long term vision to be agreed.</p>

		<p>Promoting high quality design and good standard of amenity</p> <p>Work with partners to keep Hart Healthy and Active</p> <p>Explore options to increase financial self –sustainability</p>			
19	Review of the Joint Waste Client Team	Promote a clean environment	Cabinet to consider recommendation to transfer team to Basingstoke and Deane.	April 21	Transfer approved by Cabinet in April 21.
20	Delivery of the 21/22 traffic management programme.	<p>Support our town and village centres</p> <p>Support the local economy</p>	Delivery of the traffic management programme for 21/22.	March 22	On track - proposals being progressed.
21	Complete asset management plan for Council car parks.	<p>Support our town and village centres</p> <p>Support the local economy</p> <p>Promote a clean environment</p>	Cabinet to approve draft asset management plan and programme of works.	October 21	Delayed awaiting appointment of Assistant Engineer. Anticipate work commencing Q3.

22	Delivery of approved flood alleviation schemes	Support our town and village centres Support the local economy	Completion of approved projects for Blackwater, Hartley Wintney and North Warnborough.	March 22	On track Flood Risk Management Officer progressing works.
23	Complete water environment asset management plan	Support our town and village centres Support the local economy Promote a clean environment	Draft an asset management plan and programme works for Harts water assets.	March 22	On track Flood Risk Management Officer progressing works.
24	Produce annual parking report.	Support our town and village centres Support the local economy	Delivery of a revised parking policy, and development of annual parking report.	March 22	To be commenced in Q3
25	Monitoring and management of Harts CCTV cameras to be transferred to Runnymede BC.	Support our town and village centres	Transfer to be completed.	Sept 21	Delayed, anticipate transfer completing Dec 21.
26	Implement approved changes to on and off street car parking charges.	Support the local economy	Revised parking order to be drafted and advertised Charges to be introduced.	April 21 May 21	Complete - Car Park charges amended at the beginning of June. Changes to resident parking permit charges implemented beginning of July.

2.0 - Service risk register

A detailed service risk assessment has been completed and is reviewed at a minimum quarterly. This helps inform the Hart District Council Corporate Risk Register which is reported to Overview & Scrutiny Committee on a quarterly basis. Mitigated risks that have a score of 9 or above are included below.

There are currently no mitigated service risks with a score of 9 or above in the Environment and Technical services risk register.

3.0 - Performance indicators and targets

Please note that all KPIs relating to the waste and recycling service have been removed from this Service Plan and will be included in the Q2 Corporate Service Plan update.

KPI	Description	Annual Target	Q1	Q2	Q3	Q4
ET03	Number of Green Flags held	3	Awaiting decision - to be reported at Q2.			
ET04	Number of complaints received for Street Cleaning.	1000	76 (for month of June) 1/4ly data to be compiled going forward			
ET05	Number of complaints received for Grounds Maintenance.	200	18 (for month of June) 1/4ly data to be compiled going forward			
ET10	Carbon footprint for Council operations	TBA	Data being compiled.			
ET11	Number of hours of CCTV camera downtime per month	10 days	47 days			

ET12	Number of hours of litter enforcement work carried out per month.	118 hrs	58 (monthly average April to July)			
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Quarter One 2020/21 Key Challenges and Achievements

- Implementation of agile working policy following lockdown.
- Support for provision of lateral flow and mobile testing facilities at civic offices.
- Joint Waste Client Team transferred to Basingstoke.
- Bike track and other countryside facilities reopened after Covid lockdown.
- Street care service agreement signed with Basingstoke.
- New Car Park and resident permit charges implemented.
- Delivery and opening of Bramshot Farm wetlands project.
- Harts Green Garden commenced.
- Part 1 of feasibility for Fleet Pond completed.

Looking forward to Quarter Two: Key Deliverables

- Proposals for refreshment concessions at Edenbrook and Bramshot Farm to be considered by Cabinet.
- Hazley Heath Digital grazing commenced in July.
- Fleet Pond Green Corridor to be tendered.
- Biodiversity offsetting strategy to be commenced.
- Tenders to be sought for Electric Vehicle charging points on Hart land.
- Work on delivery of carbon pathway to achieve carbon reduction targets to be progressed.
- Proposal for replacement of Harts vehicle fleet with electric vehicles to be developed.
- Whitewater Meadow SANG to be adopted.

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 21 SEPTEMBER 2021

TITLE OF REPORT: CORPORATE RISK REGISTER

Report of: Internal Audit Manager

Cabinet member: Councillor James Radley, Finance and Corporate Services

1. PURPOSE OF REPORT

- 1.1 As part of the Council's governance framework, it is essential that it identifies and manages risk that it is exposed to.
- 1.2 The Council has a Corporate Risk Register which should be reviewed by management on a regular basis and reported to members to provide assurance that appropriate arrangements are in place to mitigate identified risks.

2. OFFICER RECOMMENDATION

- 2.1 That the Committee reviews the content of the Corporate Risk Register.

3. BACKGROUND

- 3.1 This report provides members with an update on the content of the Corporate Risk Register for the Committee to review. A report on the effectiveness of the risk management framework in place is reported to the Audit Committee.
- 3.2 It is important to recognise that responsibility for risk management lies with management. Internal Audit will facilitate the process which will include reporting on both the content of the Corporate Risk Register and the effectiveness of the framework.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications directly associated with this report.

Contact: Joanne Innes, Internal Audit Manager, Ext 4147.
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Appendices:
Appendix 1 - Corporate Risk Register

Hart Corporate Risk Register



Ref Number	Group	Description	Impact	Source of Risk	Prior Assessment			Existing Controls	Effectiveness of Controls	Current Assessment			Further Mitigations	Risk Owner
					Likelihood	Consequence	Risk Rating			Likelihood	Consequence	Residual Risk		
Fin01	Financial	Changes to Local Government Funding. Awaiting results from Local Government Funding Review.	Reduction in overall income.	Local Government Funding Review has been delayed but is still almost certain to happen in the medium term. Further concern as to whether new homes bonus will be received. The deficit appears structural.	4 - Likely	4 - Critical	16	Medium Term Financial Strategy is in place. Commercialisation programme has continued to invest. Commercialisation strategy has been reviewed.	Satisfactory	4 - Likely	3 - Major	12	Review diversified, increased sources of income and cost reduction. MTFS updated and reported to Members. Lobby via LGA for clarity of funding review outcome and improvements via LGF outcomes. Lobby MCLG on funding review.	Head of Corporate Services
Fin02	Financial	Loss of key income stream and subsequent budget implications. (For example Leisure Concession and loss of recycling income)	Reduction in overall income.	Poor financial performance of key partners, resulting in either a reduction or loss of concession payment. A change of policy from Hampshire County Council on recycling credits. Future risk to green waste income.	5 - Almost Certain	3 - Major	15	Ongoing monitoring of financial performance of key contractors. Maintain good working relationships with partners. Early consideration of financial impact of the loss of recycling income. Revised budgets to take into account Leisure Concession reduction.	Satisfactory	4 - Likely	3 - Major	12	Consideration of new income streams, raised risk of income streams with members. Negotiations with Leisure provider.	Head of Corporate Services
Fin 03	Financial	Loss of New Homes Bonus from 22-23 onwards and subsequent budget implications as the council places reliance on the New Homes Bonus for its revenue budget. Changes to the calculation of New Homes Bonus.	Reduction in overall income.	The government has stated that there will be changes to the calculation of the New Homes Bonus.	4 - Likely	4 - Critical	16	Plan for reduced income, including service cost reductions. Use of commercial opportunities to reduce future budget gaps.	Satisfactory	4 - Likely	4 - Critical	16	Lobbying for improved arrangements Cost reduction options Working with LGA and MHCLG. Series of workshops has taken place and options for savings and income generation to be presented to members is being worked up by officers.	Head of Corporate Services
Fin04	Financial	Loss of Grant Funding, e.g. Disabled Facilities Grant.	Ability to fund services to customers.	Central Government funding reductions.	3 - Possible	2 - Moderate	6	Will be taken into account as part of budget process, cost & service reductions may be considered.	Satisfactory	3 - Possible	2 - Moderate	6	Lobbying for improved arrangements Cost reduction options	Head of Community Services
Fin 05	Financial	Demand for services increases with less funding to provide them.	Quality of services is reduced Potential delays in service provision Other KPIs not met	Population of Hart is increasing, demand for services will also increase, it is likely that funding won't match	5 - Almost Certain	4 - Critical	20	Effective budget setting process in place. Statutory and priority services are identified. Aim to encourage our residents to use the most cost effective ways to gain service delivery (via our website)	Substantial	5 - Almost Certain	2 - Moderate	10	Investigate options to reduce costs, look at alternative methods of service delivery. Explore other ways to provide services	All Heads of Service
Fin 06	Financial	Lack of up to date guidance and rules on financial management	Inconsistent approach to financial management. Fraud and error Up to date good practice is not promoted	Out of date policies and procedures. Awareness of financial management requirements.	3 - Possible	2 - Moderate	6	Revised and updated Financial Regs and Contract Standing Orders have now been put in place. Training on Finance System has taken place. Further training has taken place on management toolkit.	Satisfactory	3 - Possible	2 - Moderate	6	Regular programme now in place to update guidance and regulations.	Head of Corporate Services
Gov01	Governance	Failure in governance framework, resulting in poor decisions or not complying with the law, policies or procedures. (Not having the right processes in place)	Loss of reputation Poor Decisions Financial penalties	Non-compliance with constitution, one of the statutory officers not being in post.	2 - Unlikely	3 - Major	6	Committee Structure in place. All Statutory Officers are in post, Shared Legal Services Team in place, compliance with the law, Member and Officer Codes of Conduct in place.	Substantial	2 - Unlikely	2 - Moderate	4	Improved processes and more standardised approaches - Review of Local code of Corporate Governance - July 2021	Joint Chief Executives
Gov02	Governance	Governance arrangements for outsourced and shared services are not always robust. Decisions are made outside of the control of the council for services we provide. (Not doing what we should)	Poor performance for shared and outsourced services with no consequences.	Governance frameworks for shared or outsourced services are not always effective.	3 - Possible	3 - Major	9	Client monitoring roles in place. Level of risk is reducing as elements of services are removed from the 5C's contract Joint Service Group meetings with Basingstoke and Rushmoor, 5 Councils Client Team in place.	Satisfactory	3 - Possible	2 - Moderate	6	Shared Services Review carried out in 2019 and action taken as a result e.g. the cessation of the Joint Community Safety Service. The Service Level Agreement and KPI's are currently being refreshed for the management and control of the Waste Management Clienting Function to ensure they are relevant, current and appropriate to the new structures. A new Licensing agreement has recently been adopted. Reduced number of services are now part of the 5 Councils Contract.	Joint Chief Executives
Gov03	Governance	Political risks. New members and succession planning for members. Political uncertainties.	Decision reversals, less informed or slower	Political pressure, limited experience and knowledge	3 - Possible	2 - Moderate	6	Manage political relationships. Member inductions for new Members post the elections in May 2021 plus a range of Member Development Opportunities including briefings on upcoming changes to Waste Legislation, Safeguarding, Fraud Awareness as well as briefings for each of the Services (Place, Community, Corporate and Environment and Technology)	Satisfactory	3 - Possible	2 - Moderate	6	Encourage political groups to manage their own training to ensure Cllrs are effective on day 1 and as part of this, encourage them to use training made available via the Local Government Association.	Joint Chief Executives

Hart Corporate Risk Register



Emp01	Employee	Single Points of failure/Expertise.	Service continuity, delays in service provision to customers both external and internal.	Capacity and resilience issues. Cost and practicality limitations on multiple people and processes.	4 - Likely	2 - Moderate	8	Sharing Knowledge, Opportunities to leverage expertise from other councils. Robust policies/procedures and guidance notes in place for some areas.	Satisfactory	4 - Likely	2 - Moderate	8	Need to ensure controls in place are consistent. More use of automated systems (eg, case management) that enable smoother handover and resource levelling across the organisation.	Joint Chief Executives
Emp02	Employee	Resilience issues. Capacity for additional duties. Unable to respond to customer needs in a timely manner increasing risk under Covid-19 (see below)	Adverse impact on service delivery. Reputational risk	Profession wide issues around capacity in certain sectors across the UK e.g. Planning and Environmental Health which are not resolvable at a local District Council level. Budget and inconsistent sharing of knowledge.	4 - Likely	3 - Major	12	Robust policies/procedures and guidance notes in place for some areas.	Satisfactory	4 - Likely	3 - Major	12	Improve sharing of knowledge. Use temporary staff where available and appropriate. Consider the option of career graded progression within the organisation to develop home grown talent. Embed Organisational Development Plan.	Joint Chief Executives
Emp03	Employee	Resources are not allocated appropriately. Ability to respond to customer needs, resource is insufficient in some areas.	Poor customer service and complaints, reputational risk.	Capacity and resilience issues. Profession wide issues around capacity in certain sectors across the UK e.g. Planning and Environmental Health which are not resolvable at a local District Council level	4 - Likely	2 - Moderate	8	Cabinet approves Corporate Plan. Service Plans approved by O&S. Individual PDRs to align employee objectives. Organisational Review has started. Resources are allocated to front line and priority services.	Satisfactory	4 - Likely	2 - Moderate	8	Covid-19 has shown that the Council can swiftly move resources across the organisation to meet new challenges. This is done through effective Leadership Management between the Joint Chief Executives and Heads of Service. Consideration of matrix management approaches	Joint Chief Executives
Emp04	Employee	Pressure. Risk of error due to less time to carry out tasks. Possibility that the quality of service provided to customers and partners may reduce and work may not be carried out in a timely manner.	Risk of error Poor decisions Customer dissatisfaction	Capacity insufficient to work comfortably and limited resilience to staff or equipment gaps	4 - Likely	3 - Major	12	Priorities are focused on statutory services. Services are delivered in accordance with Corporate Plan and Service Plans. Organisation Development Review has now started.	Satisfactory	4 - Likely	2 - Moderate	8	New Agile working policy establishes the opportunity for all staff to work in the place that they can work most productively	Joint Chief Executives
Emp05	Employee	Staff morale. Risk of poor retention and wellbeing of staff including stress which has been identified as an issue from a recent wellbeing survey. Poor staff morale will also have an impact on performance. Increasing risk under Covid-19 and the requirement for staff generally to be working from home	Impact on performance Quality of services provided to customers reduces Employee wellbeing Cost of cover or replacements	Capacity and pressure. The benefits of good practice linked to the wellbeing of employees is not consistently applied.	4 - Likely	3 - Major	12	Health & Wellbeing Officer is in place. The culture encourages open discussion on employment issues, soft opportunities such as volunteering being explored. A variety of social events available to all staff are now running.	Limited	4 - Likely	3 - Major	12	Survey to really understand the core issues regularly carried out (twice a year) Monthly Staff Briefings to update all staff on activity and news from around the Council, Regular newsletters with all staff (every two weeks) which includes a focus on health and wellbeing Adopt a "you said - we did" approach to the implementation of good ideas when relevant and helpful Recognise and reward success	Joint Chief Executives
Corp01	Corporate	5 Councils Risk. Workstreams within the contract are not performing as expected. Central Client Team is not properly embedded and does not meet the needs of the council.	Performance and quality issues (missed KPIs) Quality of service to both internal and external customers reduces Increased costs and statutory failings	The transition to the target operating models has not been made for all workstreams within the 5 Councils Contract.	3 - Possible	3 - Major	9	Governance framework is in place, which includes: The Inter Authority Agreement Joint Committee Strategic Board Operational Management Board Joint Client Team Hart Client Team Transition in progress to in-house service provision on services that were considered to be performing below expectations.	Satisfactory	3 - Possible	2 - Moderate	6		Joint Chief Executives
Corp02	Corporate	Performance of key partners, robust governance arrangements are not always in place for all outsourced and shared services. Client roles are not always sufficient, particularly for the 5 Councils Contract. Gov 2		Performance has not been sufficient to meet the council's needs. The transition to the target operational models for the 5 Councils workstreams has required a significant resource, from an already stretched team.	3 - Possible	3 - Major	9	Client monitoring roles in place. Level of risk is reducing as elements of services are removed from the 5C's contract Joint Service Group meetings with Basingstoke and Rushmoor, 5 Councils Client Team in place.	Satisfactory	3 - Possible	3 - Major	9		Joint Chief Executives
Corp03	Corporate	Options to take services out of the 5 Councils Contract. Financial impact of providing in-house and time scales required to establish and resource in-house services are tight. Lack of capacity and project management resource to deliver transition.	Service continuity and business as usual.	Performance issues with some workstreams within the 5 Councils Contract.	4 - Likely	3 - Major	12	Regular Discussions with Mendip on Finance function transition and set up of new working relationship. Project Group set up for Exchequer Services Transition from Capita to In-house. New in-house teams being established	Satisfactory	4 - Likely	2 - Moderate	8	Project Plan to be established Identify resource required to potentially bring services back in-house	Joint Chief Executives

Hart Corporate Risk Register

Corp05	Corporate	Cyber Security risks are increasing as everybody makes More use of technology as a way of managing sensitive data and business critical functions. Organised crime and opportunists are continually looking for control weaknesses to use our sensitive data for a wide range of criminal activities or ransom.	Security of data Reputation risk Data Breach Non-compliance with GDPR Fraud and extortion risks	Increased use of technology to manage and share data, exposes the council to cyber risks and threats.	3 - Possible	3 - Major	9	Cyber Security Training provided to all employees and members Network security controls Personnel management	Satisfactory	3 - Possible	3 - Major	9	Increased briefing and training Disaster recovery exercises	Head of Corporate Services
Corp06	Corporate	Data Management Risk. The council holds a significant amount of personal data which we need to protect, some of which is held by partner organisations such as Capita. Compliance with GDPR. Risk of data breach and data misuse.	Unauthorised release of data Non-compliance with GDPR Personal risk to vulnerable individuals	Inherent risk. Significant amount of data held on our systems Local (machine) storage of sensitive data 3rd party suppliers don't manage data effectively	3 - Possible	3 - Major	9	Data Management Plan has been put in place. Resource has been agreed to assist with data migration Data Protection Officer in place and active GDPR Training provided during 2019/20 to all employees and members. Oversight of 3rd parties Trasfer of data form Fileservers to Sharepoint Older servers have been closed down	Satisfactory	3 - Possible	3 - Major	9	Audit for unauthorised data (especially in archives) - deletion of emails - transfer o share drive to sharepoint - Further use of propriety products to manage personal data.	Joint Chief Executives
COVID 01	COVID-19	Financial Financial impact to the council due to COVID-19 could result in significant shortfalls in income and the ability of the council to effectively fund current services. In addition, reduced income to residents and businesses will affect Collection Fund recovery and surplus. Finally, an uncertain economy may result in volatility around our commercial income and treasury management income streams.	Reduced recovery of income, reduced levels of income, volatility of financial markets and delays in delivery of Commercial Strategy.	COVID-19	5 - Almost Certain	3 - Major	15	Revised Budget agreed Cashflow being monitored regular reporting of financial position to management and members	Satisfactory	5 - Almost Certain	3 - Major	15	Stress testing of MTFS and revised MTFS presented to Members. Revised budget built on lower income levels and cloth cut accordingly. Commercial Strategy being re-worked currently along with Treasury Management Strategy to maximise investment income.	Head of Corporate Services
COVID 02	COVID-19	Services The council implemented its Business Continuity Plan to respond to the impact of COVID-19. Most of the councils services were not being provided as they normally would be, however we have now moved back to a more normalised position.	Service provision was reduced during the response to COVID-19, however we have now returned to a normalised position Customer contact was reduced but offices are now open to the public.	COVID-19	5 - Almost Certain	2 - Moderate	10	All front line services are being provided, however the Council is now operating under an Agile scheme and the way in which services are being delivered has altered.	Satisfactory	3 - Possible	2 - Moderate	6	Cabinet have agreed all the actions undertaken as part of the Councils approach to Covid and the Covid Recovery Plan is adopted and underway	Joint Chief Executives
COVID 03	COVID-19	Employees The Council has introduced a new Agile Working Policy which allows staff to work from home or the office, wherever they can work most productively on behalf of residents in consultation with their Head of Service. Staff wellbeing remains a key area of work Some employees are still not carrying out their normal role	Services have now returned to normal operating levels (subject to any requirements to socially isolate). Social distancing remains in place for the Civic Offices alongside other precautions to prevent an outbreak within staff. Issues around the ability to access IT systems remotely have broadly been resolved.	COVID-19	5 - Almost Certain	2 - Moderate	10	Weekly Newsletter being used to update all staff on what the Council is doing. Monthly virtual staff briefing for all staff Regular catchups between managers and team members. Use of Staff Survey to feed into the overall recovery plan. Building an office environment to take into account COVID-19 health and safety requirements. Changes being made to IT environment to enable better home working.	Satisfactory	5 - Almost Certain	2 - Moderate	10	Agile working policy in place	Joint Chief Executives
COVID 04	COVID-19	Community	Potential change in demographics of the district, which may mean a change in people's needs. Potential of an increase in the number of vulnerable people within the community. Greater understanding of the inequalities and impacts on our residents	COVID-19	4 - Likely	2 - Moderate	8	Recovery Plan is in place and is under on-going review and updating. Continue to monitor support for vulnerable people.	Satisfactory	3 - Possible	2 - Moderate	6	Hear for Hart is moving at pace to work on community based, community focussed solutions for some of the 'wicked' issues highlighted through the Covid pandemic	Joint Chief Executives

OVERVIEW & SCRUTINY

DATE OF MEETING: 21 SEPTEMBER 2021

TITLE OF REPORT: SEEKING NOMINATIONS TO A TASK AND FINISH GROUP FOR THE DEVELOPMENT OF THE NEW HOMELESSNESS AND ROUGH SLEEPING STRATEGY

Report of: Head of Community

Cabinet Portfolio: Community

Key Decision No

Confidentiality Non-Exempt

1 PURPOSE OF REPORT

- 1.1 The council is in the process of developing its new Homelessness and Rough Sleeping Strategy, as the current one expires next year. As part of the development process, officers are seeking nominations from Overview and Scrutiny Committee for 3 Members to be part of a Task and Finish Group.
- 1.2 The Task and Finish Group will be cross party and so a nomination is sought from each political party. The Portfolio Holder for Community, and relevant officers will also be part of the group.

2 OFFICER RECOMMENDATION

- 2.1 That Overview and Scrutiny Committee nominate 3 representatives to take part in a Task and Finish group which will assist in the formulation of the Council's new Homelessness and Rough Sleeping Strategy.
- 2.2 It is anticipated that the Task and Finish Group will meet on Monday 18th October at 5pm.

3 BACKGROUND

- 3.1 The Council's current Homelessness and Rough Sleeping Strategy expires in 2022 and the Housing Strategy and Development Team are leading on developing a new five-year plan which will form the backbone of homelessness provision for residents of Hart. Publishing a Homelessness and Rough Sleeping Strategy is a legal requirement.

4 MAIN ISSUES

- 4.1 Work is underway to review homelessness provision and services, and to analyse existing data to inform the future strategy. There is a consultation programme which ensures that all of those involved in delivering services to

homeless people and those who support those who face homelessness are able to input into the council's future strategy for tackling homelessness. This will be via a mix of workshops and online surveys. Those who have experienced homelessness and have used council services are also being asked to share their views on local provision.

- 4.2 All Members will be invited to share their views on the emerging priorities for the strategy via an online survey. Members of Overview and Scrutiny will be invited to review the draft strategy at the meeting on 18th January 2022.

5 ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- 5.1 There is no alternative to producing a Homelessness & Rough Sleeping Strategy, as the council is required by law to do so.
- 5.2 The alternative option to seeking nominations for a Task and Finish Group, is that Members are less actively involved in the development of the strategy. Both the officer team and the Portfolio Holder for Community are keen to involve members in shaping the strategy at an early stage.

6 CORPORATE GOVERNANCE CONSIDERATIONS

Relevance to the Corporate Plan and/or The Hart Vision 2040

The priorities identified within the Strategy will link to the "Healthy Communities and People" strategic priority in the current Corporate Plan. This states the Council will deliver against the aims of the Homelessness Strategy and develop new initiatives to tackle underlying causes of homelessness in Hart, and that the Council will continue to work with partners to develop joint approaches to support residents to access affordable housing. They will also be reflected in the Hart Vision 2040 aim for Hart to become "the place to live".

Service Plan

Is the proposal identified in the Service Plan?	No
Is the proposal being funded from current budgets?	Yes
Have staffing resources already been identified and set aside for this proposal?	Yes

Legal and Constitutional Issues

It is a legal requirement for local authorities to have an up-to-date Homelessness and Rough Sleeping Strategy.

Financial and Resource Implications

The research, consultation and production of the strategy will be carried out within existing resources.

Risk Management

There are no risks arising from this report.

7 EQUALITIES

7.1 During the development of the strategy, officers will have due regard to the need to eliminate discrimination and promote equality in relation to:

- Race
- Disability
- Gender, including gender reassignment
- Age
- Sexual Orientation
- Pregnancy and maternity
- Religion or belief.

7.2 An Equalities Impact Assessment will be carried out.

8 CLIMATE CHANGE IMPLICATIONS

8.1 There are no direct carbon/environmental impacts arising from the recommendations.

9 ACTION

9.1 Overview and Scrutiny are invited to nominate three Members to be part of the Task and Finish Group.

Contact Details: Kirsty Jenkins – Kirsty.Jenkins@Hart.gov.uk
 Nicola Harpham - Nicola.Harpham@Hart.gov.uk

Appendices

None.

OVERVIEW & SCRUTINY

DATE OF MEETING:	TUESDAY 21st SEPTEMBER 2021
TITLE OF REPORT:	REFRESHMENTS CONCESSION OPPORTUNITIES AT EDENBROOK AND BRAMSHOT FARM COUNTRY PARKS
Report of:	Head of Environment & Technical/Section 151 Officer
Cabinet Portfolio:	Leader and Strategic Direction and Partnerships
Key Decision	Yes
Confidentiality	Non-Exempt

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek approval for the Head of Environment & Technical Services to market the opportunity to secure a refreshment facility at Edenbrook and Bramshot Farm Country Parks.
- 1.2 At this point no funding is requested for this project; however, depending on response from the market; funding may be requested through the annual budget cycle for 2022-23 on an invest to save basis to develop temporary or permanent trading facilities subject to approval and permissions.

2 OFFICER RECOMMENDATION

- 2.1 That the Council subject to its rules on procurement and Contract Standing Orders markets the opportunity for the delivery of modest refreshment facilities at both Edenbrook and Bramshot Country Parks.
- 2.2 That the Head of Service for Environment and Technical Services procures a lease of no longer than one year with suitable providers.
- 2.3 That the lease is granted on a commercial basis with the contribution from the lease contributing to savings required as part of the budget setting process.
- 2.4 That any capital or revenue funding associated with this goes through the standard budget setting process and is approved as part of the 2022-23 budget setting process.
- 2.5 That a future report is produced for Cabinet to determine whether the leases are extended beyond the first year of operation.

3 BACKGROUND

- 3.1 Edenbrook and Bramshot Country Parks are successful and popular Suitable Alternative Natural Greenspace Space (SANGs). SANG is the name given to greenspace that is of a quality and type suitable to be used as mitigation to

offset the impact of new development on the Thames Basins Heaths Special Protection Area (SPA). The purpose of SANGs is to provide alternative greenspace to attract visitors away from the SPA.

- 3.2 The Covid-19 pandemic has had a substantial and potentially sustainable impact with DfT figures reported on 8th October showing that following the initial impact of the pandemic, 39% of people reported to walk more and 38% reported to cycle more than before.

4 MAIN ISSUES

- 4.1 SANGs are focussed on providing a countryside experience that is attractive to walkers, dog walkers and families. It is recognised that the provision of enhanced facilities in both locations will support the attractiveness of these locations and so encourage more people away for the SPA.
- 4.2 The Council has been approached by visitors and prospective operators who would like to see a refreshments concession at the respective country parks. It is anticipated that initially this would most likely take the form of a trailer or converted vehicle serving limited refreshments such as teas and coffees.
- 4.3 If refreshments facilities are provided, they should be modest with all impacts carefully reviewed.
- 4.4 To preserve the character of the country parks and ensure that any refreshment facility is incidental to a visit following parameters should be used:
- a) Modest refreshment facility
 - b) Sited in an agreed position around the country park car park
 - c) Initial lease of no more than one year
 - d) Cabinet decision on whether to enter a subsequent lease in future.
- 4.5 An initial lease period of one year is proposed. Before any additional term is agreed the impact of introducing refreshments facilities should be reviewed by Cabinet.
- 4.6 Factors influencing any future decision are likely to include trends in the number of visitors to the country park, feedback from visitors to the parks, levels of litter and advice from the staff that manage the country parks

5 ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- 5.1 The alternative to entering a contract with a supplier was to develop and run the concessions in-house, which may have delivered a higher return to our investment. However, at this stage we do not have the relevant experience to provide this service and would prove to be too risky at this stage.
- 5.2 Fleet Pond was also considered for this provision but was rejected on the grounds that the site is a Site of Special Scientific Interest and would need further legal consents and that we are constructing the green corridor and the site would be unsuitable for the next two years. It could be considered (along with other key sites) at a later point in time.

6 CONCLUSION

- 6.1 Approval of the recommendations within this report provides the authority for the Head of Environmental & Technical to market the opportunity for refreshment concessions in line with the conditions noted in this report.

**Contact Details: Adam Green, Countryside Manager:
adam.green@hart.gov.uk.**

OVERVIEW & SCRUTINY COMMITTEE

DATE OF MEETING: 21st September 2021

TITLE OF REPORT: FOOD RECOVERY PLAN 2021/22

Report of: Environmental Health Manager

Cabinet Member: Cllr Sara Kinnell, Regulatory

1 PURPOSE OF REPORT

- 1.1** To consider the Food Recovery Plan 2021/22 as set out in Appendix 1.

2 OFFICER RECOMMENDATION

- 2.1** That Overview & Scrutiny Committee consider the draft Food Recovery Plan 2021/24 and make any recommendations to Cabinet when considering the Plan at its meeting in October 2021.

3 BACKGROUND

- 3.1** The Council is currently responsible for enforcing food safety in 783 food premises, including: restaurants, hotels, pubs, schools and shops in Hart district.
- 3.2** As a result of the Covid-19 pandemic Local Authority Environmental Health services have been put under significant strain to maintain regulatory functions; including those of Food and Health and Safety inspection. Similarly food businesses have experienced extensive periods of closure, restricted trading, and Covid-19 related impositions on their core business activities. As a consequence there has been a significant turn over; with existing food businesses closing, new starts up within the district, and new food business models emerging across the industry. In many cases pre-pandemic inspection plans have not been deliverable, are out of date, or may not reflect the emerging priorities that have arisen.
- 3.3** The Food Standard Agency (FSA) has set out a plan for recovery of local authority delivery of official food controls and related activities. Their plan has two phases and runs from 1 July 2021 to April 2023 and beyond. It focusses on re-starting the regulatory delivery system in line with the Food Law Codes of Practice for the highest risk establishments while providing greater flexibility for lower risk establishments.
- 3.4** The FSA Food Recovery Plan seeks to provide the basis for Council's food safety inspection programme.
- 3.5** This Food Recovery Plan, which replaces the annual Food Safety Plan, is produced in accordance with the requirements of the FSA. It reflects on the achievements and performance of the service for the year 2020/21, and identifies the work currently being undertaken and planned for 2021/22, in

partnership with businesses, to promote and enhance food safety in Hart district.

3.6 The aims of the Food Recovery Plan are:

- to ensure that food and drink intended for sale for human consumption, which is produced, stored, distributed, handled or consumed within Hart is without risk to the health or safety of the consumer;
- to investigate suspected and confirmed food poisoning incidents, to locate the source of contamination and to prevent it spreading to protect the health of the public;
- to provide information and advice on food safety matters for business and members of the public.

3.7 The Food Safety team works with the food businesses to ensure they comply with legislation and adopting best practice to control the risks to health that may be associated with food storage, preparation, processing, and handling. In so doing, this helps promote a high level of public confidence in the safety of food prepared, handled and sold in Hart district, including by participating in the national food hygiene rating scheme (www.food.gov.uk/ratings).

4 POLICY IMPLICATIONS

4.1 This Service Recovery Plan and the Service Planning process form part of the Council's existing performance management framework.

5 FINANCIAL AND RESOURCE IMPLICATIONS

5.1 The Food Safety Recovery Plan sits under the Service Plan for Place and is consistent with the agreed budget for 2021/22. Should Members wish to introduce new or expanded work streams then additional resources will first need to be identified.

6 MANAGEMENT OF RISK

6.1 If the Council does not adopt a Service Recovery Plan with clear targets and tasks that are aligned with its budget, there is a risk that it could fail to deliver its objectives and priorities.

7 CLIMATE CHANGE IMPLICATIONS

7.1 There are no direct carbon/environmental impacts arising from the recommendations.

8 EQUALITIES IMPACT

8.1 There are no direct equalities implications arising from the recommendations.

9 ACTION

9.1 Cabinet is requested to approve the Food Recovery Plan 2021/22.

CONTACT: Neil Hince, Ext 4280, neil.hince@hart.gov.uk

APPENDICES:

Appendix 1 – Food Safety Recovery Plan 2021/22

Food Recovery Plan

2021/22



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3.0 Plan for 2021/22

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Food Recovery Action Plan 2021/22

Executive Summary

Hart District Council is currently responsible for enforcing food safety in 783 food premises, including: restaurants, hotels, pubs, schools, and shops in Hart district

As a result of the Covid-19 pandemic Local Authority Environmental Health services have been put under significant strain to maintain regulatory functions, including those of Food and Health and Safety inspection. Similarly, food businesses have experienced extensive periods of closure, restricted trading, and Covid-19 related impositions on their core business activities. As a consequence, there has been a significant turn over; with existing food businesses closing, new starts up within the district, and new food business models emerging across the industry. In many cases pre-pandemic inspection plans have not been deliverable, are out of date, or may not reflect the emerging priorities that have arisen.

The Food Standard Agency (FSA) has set out a plan for recovery of local authority delivery of official food controls and related activities. Their plan has two phases and runs from 1 July 2021 to April 2023 and beyond. It focusses on re-starting the regulatory delivery system in line with the Food Law Codes of Practice for the highest risk establishments while providing greater flexibility for lower risk establishments. The FSA Food Recovery Plan seeks to provide the basis for Council's food safety inspection programme.

Hart District Council has a major role to play in promoting food safety and protecting consumers from food poisoning and food related allergic reactions. This Food Recovery Plan, which replaces the annual Food Safety Plan, is produced in accordance with the requirements of the Food Standards Agency. It reflects on the achievements and performance of the Team for the year 2020/21, and identifies the work currently being undertaken and planned for 2021/22, in partnership with businesses, to promote and enhance food safety in Hart district, including:

- ✓ Inspection of food businesses based on risk
- ✓ Promotion of the FSA's Food Hygiene Rating Scheme (FHRS)
- ✓ Investigating complaints and concerns regarding food safety
- ✓ Investigating allegations of food poisoning or allergic reactions
- ✓ Providing information, advice, and training

The aims of the Food Recovery Plan are:

- to ensure that food and drink intended for sale for human consumption, which is produced, stored, distributed, handled or consumed within Hart is without risk to the health or safety of the consumer;
- to investigate suspected and confirmed food poisoning incidents, to locate the source of contamination and to prevent it spreading to protect the health of the public;
- to provide information and advice on food safety matters for business and members of the public.

The Food Safety team works with the food businesses to ensure they comply with legislation and adopting best practice to control the risks to health that may be associated with food storage, preparation, processing, and handling. In so doing, this helps promote a high level of public confidence in the safety of food prepared, handled, and sold in Hart district, including by participating in the national food hygiene rating scheme (www.food.gov.uk/ratings).

If you would like further information regarding our Service, or would like to speak to an officer for advice on food safety matters, please contact us at:

Email: EH@hart.gov.uk

Tel. 01252 774421

1.0 Introduction

Hart District Council's Food Recovery Plan, which replaces the annual Food Safety Plan, covers the work of the Food Safety team for 2021/22. The Food Recovery Plan's change in emphasis reflects the change in emphasis from the Food Standards Agency (FSA) to set new priorities as the Country moves out of the Covid-19 lockdowns. The Environmental Health team is currently responsible for enforcing food safety in 783 food premises in Hart district, including: restaurants, hotels, pubs, schools, and shops.

The Food Standards Agency (FSA), which regulates the enforcement of food legislation, expects service plans to be submitted to a relevant Member forum for approval. The standard of work carried out is in accordance with national legislation, Food Law Code of Practice and guidance issued by the Food Standards Agency.

1.1 Aims and Objectives

The aims of the Food Safety service are:

- to ensure that food and drink intended for sale for human consumption, which is produced, stored, distributed, handled or consumed within Hart is without risk to the health or safety of the consumer;
- to investigate suspected and confirmed food poisoning incidents, to locate the source of contamination and to prevent it spreading to protect the health of the public; and
- to provide information and advice on food safety matters for business and members of the public.

The Food Safety team works with food businesses to ensure they comply with legislation and adopting best practice to control the risks to health that may be associated with food storage, preparation, processing, and handling. In so doing, this helps promote a high level of public confidence in the safety of food prepared, handled, and sold in Hart. The Council participates in the national food hygiene rating scheme (www.food.gov.uk/ratings) and encourages businesses to display their rating.

The key objectives of the Food and Safety team in relation to food safety enforcement during 2021/22 are:

- to carry out programmed food hygiene inspections, in accordance with the statutory code of practice and guidance;
- to approve, register and license relevant premises in accordance with relevant legislation, statutory code of practice and guidance;

- to investigate food complaints in accordance with the Service's food complaint procedure, and to respond to complaints;
- to provide advice to businesses and members of the public in Hart with respect to food hygiene and allergens;
- Promotion of the FSA's Food Hygiene Rating Scheme (FHRS)
- to promote a range of food hygiene training courses;
- to promote national food safety campaigns which aim to raise awareness of food issues among catering businesses and the public;
- to produce and implement a sampling programme based on national priorities and local needs;
- to investigate all food poisoning notifications (except campylobacter) and outbreaks in collaboration with Public Health England (PHE);
- to respond to all food alerts in accordance with the relevant instructions and where necessary notify food incidents to the relevant national body in accordance with the statutory code of practice;
- to ensure that the Service's authorised officers adhere to the Council's enforcement policy when making enforcement decisions; and
- to continue to ensure the Service's authorised officers are suitably qualified, experienced, and competent to carry out the range of tasks and duties they are required to perform, including providing additional training where required.

1.2 Profile of Hart district

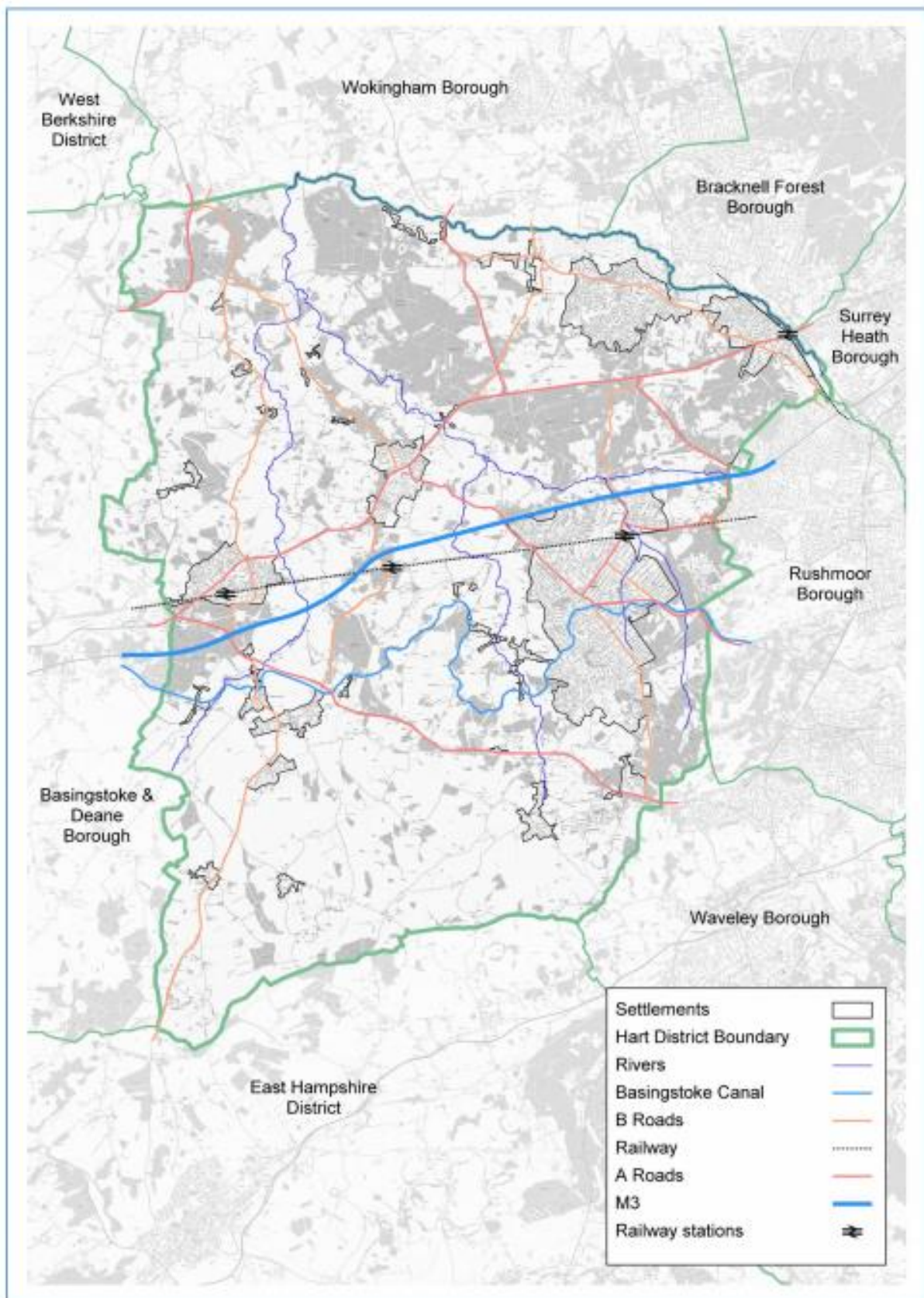
Hart district is primarily rural, covers some 21,500 hectares (83 sq. miles) and is situated in north-east Hampshire, bordering both Surrey and Berkshire.

The main towns are Fleet (comprising Elvetham Heath, Fleet and Church Crookham), Yateley, Blackwater and Hawley. Hook, Odiham, and Hartley Wintney are the larger villages in the district whilst other settlements are mainly small, dispersed villages and hamlets.

The district is bisected by the main line railway from Waterloo to Southampton and east to west by the M3. These enable good access to London, Southampton and other key employment areas such as Basingstoke, Camberley and Farnborough. However, movement patterns are complex and vary with the purpose of the journey. Some key services such as main hospitals and larger shopping centres are provided outside the district, particularly in Basingstoke, Guildford, Reading and Camberley.

The district is a popular place to live as it benefits from low unemployment, low crime rates and good schools. It has a healthy, active population with high participation in sports and leisure.

There are approximately 95,000 residents in the district with an ageing population. The district has a complex geography comprising a collection of diverse and distinct settlements. The larger settlements are suburban in character and have grown significantly in the last 30 years. There are an estimated 35,500 homes in the district with 30% of the population living in rural areas.



1.3 Link to the Corporate Plan, Vision and Objectives

Vision for Hart

Hart District Council published its Vision for 2040 in 2019. The Vision is for Hart:

“To become the best Place, Community and Environment to live work and enjoy”

The Council's Vision provides a clear direction for Hart and will help to improve the use of resources and align our strategies to reach the outcomes our community deserves. The Vision informs our future work programme across four themes:

- Theme One:** To become the best Place to live, work and enjoy by creating a connected environment
- Theme Two:** Design the Community to live in, work with and enjoy by helping our community to thrive
- Theme Three:** Enhance the Environment to live in, work in and enjoy enhancing our environment
- Theme Four:** Develop the Organisation which can deliver working in partnership

1.4 Delivering the Council's Vision for Hart through Environmental Health

The primary objective of the Environmental Health service is to protect the health, safety and welfare of the community through education and effective regulation.

The service links to each of the four Corporate Themes as follows:

To become the best place to live, work and enjoy by creating a connected environment

The Service promotes a level playing field through its Enforcement Policy, which takes a graduated approach to enforcement based on risk. We carry out our duties in an open, fair and consistent manner that promotes economic development.

We recognise that most businesses want to comply with the law, therefore, we want to support and enable businesses to meet their duties without unnecessary cost. We aim to deliver a healthy regulatory environment where good businesses thrive by using risk-based, proportionate and targeted enforcement. Firm action will be taken, however, where there is a blatant and/or persistent disregard for the law.

The Environmental Health Team routinely help new and developing businesses by providing advice based on best practice and signposting businesses to other agencies and resources. The team also provide training events, newsletters and advisory visits.

Design the Community to live in, work with and enjoy by helping our community to thrive

The Environmental Health team responds to a wide range of enquiries and complaints received from the community including: issues relating to statutory nuisance; licensed premises; food complaints and reports of alleged food poisoning.

The Food Hygiene Rating Scheme provides an open and transparent platform for all food businesses, giving the public the opportunity to view the hygiene rating of businesses at: ratings.food.gov.uk/. The public can then choose whether to visit those food premises based on how well they comply with food law.

Enhance the Environment to live in, work in and enjoy enhancing our environment

The service also tackles filthy and verminous premises, unsecured buildings and land attracting vermin. This can also positively impact the likelihood of crime and the perception of crime in these areas.

Develop the Organisation which can deliver working in partnership

The Environmental Health Service works with several partners including:

1. working closing with the Shared Licensing Service in partnership with Basingstoke & Dean Borough Council
2. working closely with Public Health (England) in relation to infectious disease notifications and outbreak investigations.
3. chairing the Council's Safety Advisory Group (SAG), which ensures public events are well managed and safe in consultation with partner organisations such as the emergency services, Highways and the Licensing Authority

The Environmental Health Service continues to provide cost efficiency by ensuring Environmental Health staff are competent and multi-skilled, which improves resilience within a small team. The flexible skills of the Environmental Health team have been particularly demonstrated during the current Covid-19 pandemic where they have:

- supported diversification of food businesses;
- enforced business closures legislation;
- supported the re-opening of businesses by advising on social distancing and risk assessment;
- Supported the Food Hub in getting food and pet food donations;

1.5 Demands of the Service

On 1 July 2021, there were 783 food premises in Hart district. The number of food premises has remained relatively stable since 2018 at approximately 800 premises.

The hygiene rating of the food businesses in Hart, which determines how frequently they are inspected was as follows in July 2021:

Premises Risk Category	Frequency of Inspection	No. of Premises 2020	No. of Premises 2021
A	6 months	0	2
B	12 months	13	20
C	18 months	114	119
D	24 months	231	236
E	Alternative intervention and full inspection every 9 years	322	405
New/ Unrated		52	76
Total		732	782

Table 1. Number of Food Premises by Category of Risk in Hart

There are more unrated premises, as outlined in Table 1 above, than usual as we have not been able to carry out inspections of new businesses during Covid-19. All businesses, however, have been contacted by a Food Officer. The Food Hygiene Risk Ratings for food premises in August 2021, which are derived from the risk rating scores above, were:

Food Hygiene Rating	Meaning of Hygiene Rating	No. Premises 2020	No. Premises 2021
5	Very Good	406	460
4	Good	92	84
3	Generally Satisfactory	29	30
2	Some Improvement Necessary	10	3
1	Major Improvement Necessary	4	2
0	Urgent Improvement Necessary	0	2

Table 2 Number of Food Premises by Food Hygiene Rating in Hart

The figures in Table 2 do not include Childminders and other businesses excluded from the risk rating scheme, for example, military premises.

Premises that are rated 0 to 2 are always revisited as they are deemed to be failing to meet their legal obligations. The aim of the revisit is to determine whether improvements have been made within the business and to ensure that it is complying with the law. Revisits will be undertaken until such time as the business complies with the law. Should the business continue to fall short of their duties, our enforcement policy is followed in escalating enforcement action until such time that compliance is attained, or formal action is taken.

1.6 Imported Food Control

Hart is an inland Local Authority with no registered food brokers/importers and Blackbushe Airport is not used to import food. Therefore, the Authority does not have any imported food responsibilities at point of entry. However, the Food Team will respond to intelligence received from agencies including the Food Standards Agency.

2.0 How did we perform in 2020/21

Our Food Safety Plan is reviewed on an annual basis and provides the opportunity to record our achievements and identify those key issues that still may need to be redressed. A review of how we performed against the Food Safety Plan 2020/21 is included in Appendix 1.

It should be noted that the ability to conduct inspections was constrained by Covid-19 restrictions, loss of key staff, and prioritisations of Environmental Health resources.

In the meantime, the highest risk food premises have been contacted to offer advice and to enquire how they are managing food hygiene during the pandemic.

2.1 Food Hygiene Inspections

All Local Authorities have a duty to inspect the food premises in their area based on a frequency determined by a national risk rating scheme.

In 2020/21 we inspected 185 food premises.

2.2 Food Complaints & Enquiries

We continue to receive consumer enquiries and complaints about standards of hygiene in food premises and food contamination. We investigate all such complaints based on risk. 53 enquiries in relation to food premises were received in 2020/21.

The most common type of complaint that we receive as a Service is in relation to allegations of food poisoning. Many people associate an illness with the last meal that they have eaten, whereas food poisoning symptoms can take between 12 hours to 10 days to manifest.

2.3 Support for Local Businesses and the Community

We supported local businesses and the community through:

- ✓ Food Safety and Health and Safety newsletters
- ✓ Press releases and social media posts throughout the year in relation to key subjects
- ✓ Collating and distributing critical information to local businesses during Covid-19 pandemic
- ✓ Collating a “Businesses Open during Covid-19” spreadsheet, which was updated weekly to provide information to the local community and to support our local businesses
- ✓ Securing food donations from local food premises to support the local community during the pandemic
- ✓ A Primary Authority partnership agreement with British Car Auctions (BCA) providing specialist health and safety advice to improve standards in their sites throughout Great Britain. We recover full costs for providing this service to BCA

2.4 Food Enforcement Action

We adopt comprehensive measures to protect consumers and promote food safety. We actively work with businesses to meet these shared goals.

Any enforcement action taken will be graduated, proportionate and in line with Hart District Council's Environment Health Local Enforcement Policy (adopted July 2021). A copy of the policy can be found at:

[Licensing and regulations | Hart District Council](#)

2.5 Health & Safety

Hart District Council is designated as an Enforcing Authority under the Health & Safety (Enforcement Authority) Regulations 1998. It is responsible for the enforcement of the Health and Safety at Work Act 1974 and its associated Regulations in Local Authority enforced premises, which include: retailers, wholesalers, offices, catering premises, hotels, residential care homes and leisure centres.

In line with the Health & Safety Executive's National Code, Local Authorities now adopt a risk-based intervention approach to health and safety enforcement, rather than undertaking proactive / routine inspections.

Gas safety and chemical safety have remained a priority when officers are undertaking routine food hygiene inspections. Compliance with gas safety is an on-going issue and, as a result, officers routinely request a copy of the business' current Gas Safe Certificate.

The safe use of chemicals and correct use and provision of personal protective equipment is also assessed during routine food inspections due to on-going concerns regarding unreported dermatitis and misuse of chemicals in food businesses.

Promotion of national guidance and good practice for minimizing Covid-19 risks will be an ongoing consideration for Environmental Health

2.6 Investigation of Workplace Accident, Ill-Health and Dangerous Occurrences

Businesses are responsible for reporting certain types of accidents, ill-health and dangerous occurrences that occur in association with their business.

When a notification is received, an assessment is carried out by the investigating officer to determine whether there:

- ✓ has been a serious breach of health and safety; or
- ✓ is a pattern of on-going accidents that may require attention.

If either of the above criteria are met, an accident investigation will be carried out.

2.7 Health & Safety Complaints

Last year the Service received in excess of 260 enquiries and complaints in relation to health, safety and welfare issues. This included:

14 RIDDOR reports within financial year 2021

246 Covid-19 related service requests or calls for investigations March 2020 to April 2021.

(For comparison, within pre-pandemic financial year 2019/20, the service received 52 Health & Safety related service requests and 42 RIDDOR reports).

2.8 Health and Safety Enforcement Action

Last year, Hart was (assumed to be) the first Local Authority in the UK to serve a 'Covid-19 Improvement Notice'. The notice was served in respect of Covid-19 related offences at a food business.

A programme of targeted, and high visibility, Covid patrols was undertaken by Environment Health. This sought to provide direct covid advice to members of the public, and on-site enforcement /advice to local businesses.

A fatal accident prosecution is on-going.

3.0 Plan for 2021-22

3.1 Work for 2021/22

We always strive to move the Service forward. To achieve this, we set targets and identify areas for development during the coming year. Appendix 2 outlines the Action Plan for 2021/22 with proposed timeframes.

3.2 Staff Resourcing

The Food Service sits within the Environmental Health Team and currently employs 2 Full Time Equivalent (FTE) staff members.

Two authorised officers undertake a range of enforcement activities, including food hygiene inspections and food complaints. There are currently three officers authorised to undertake health and safety enforcement.

The authorised officers are directly managed by the Environmental Health Manager. The Environmental Health manager currently reports to the Head of Place Service

3.3 Quality Assurance

The Service will continue to oversee the work of its officers to ensure that it complies with its legal requirements, the Food Law Code of Practice and internal policies and procedures.

3.4 Staff Development

The Council is committed to ensuring that officers have the required qualifications, skills, experience and competencies commensurate with their work requirements. A range of training events were attended by staff to improve their competency in specific areas and to meet the Chartered Institute of Environmental Health's Continuing Professional Development requirements.

The Food Law Code of Practice Competency Framework (FSA 9th July 2021 Version 2) sets out the competencies required for local authority and port health authority officers undertaking official food controls, other official activities and other activities related to these. These are in addition to the required suitable qualifications detailed in the relevant statutory Food Law Code of Practice.

The framework sets out how local authority and port health authority officers must be assessed. Local authorities and port health authorities are required to follow the framework in line with the requirements of the relevant statutory Food Law Code of Practice and associated Practice Guidance.

Hart District Council commits that all designated inspecting Officers will review and complete the Competency Matrix by 31st March 2022.

3.5 Key Performance Indicators (KPIs)

A review of KPIs for the Food Safety and Health and Safety service will be undertaken, in 2021. The review will be conducted in consultation with the service portfolio holder.

The review will consider the fundamentals of customer service, response, and performance across the service. This will seek to include more focused performance monitoring measures, and determination of SMART based targets.

The review will look to ensure that KPIs best reflect the key milestones of the Food Recovery plan, the wider FSA objectives.

It is understood that new data reporting requirements are likely to be introduced by the FSA from October 2021 going forward.

A Food Hygiene Training programme did not take place due to Covid-19 restrictions and wider service priorities.

Appendix 1: Food Safety Action Plan 2020/21 Review

Hart Priority	Intervention	Target	Date	Outcome of Intervention	Performance Review 2021
Covid-19 emergency response then recovery Page 84	Delivery of the Council's response to Covid-19 pandemic	Ensure that the Council meets its statutory obligations under the Civil Contingencies Act. Support for our town and village centres Support the local economy	Ongoing	Staff have been redeployed from business as usual activities to assist with delivery of the following elements of the council emergency response: <ul style="list-style-type: none"> • Hart Response Hub • Introduction of social distancing measures in Hart's retail centres and submission of bids for government funding • Support for Business and Economy 	Achieved Ongoing
New Ways of Working	Working with the Council's operational recovery team to identify and implement opportunities for new ways of working	Green	Ongoing	Most staff have worked remotely during the lockdown period Facilities have managed the safe return to offices and reopening of the reception	Achieved Ongoing
The Place to Enjoy – enhancing our	Continue to Deliver Programme of Food Hygiene Inspections	100% inspection of all food hygiene inspections due in line	March 2021	All food businesses rated according to risk and appropriate enforcement	Covid-19 restricted

environment and health		with Food Hygiene Rating Scheme		action taken in line with enforcement policy	
	Produce seasonal food safety and health & safety newsletters for food business operators within Hart	To produce two food safety and health & safety newsletters per year for distribution to relevant commercial premises within Hart	March 2021	Improved knowledge and understanding of food safety and health and safety risks and how to control them in local businesses	Not achieved due to Covid-19 prioritisation of resources
	Undertake proactive health and safety interventions targeted at premises where local intelligence suggests that controls may not be sufficiently managed.	To target at least 20 warehouse / barn type premises that undertake high risk operations to improve health and safety standards in warehousing and barn-type premises	March 2021	Improved health and safety standards and greater protection of workers and customers in 20 premises in District.	Covid-19 focused enforcement prioritised
	Continue to focus on Gas Safety and Chemical Safety during routine inspections to Food Premises	Seek gas safety certificates from all food businesses inspected	On-going	Monitoring of maintenance of high risk catering equipment with a view to protecting health and safety of employees	Achieved Ongoing

	Continue to act as Primary Authority for BCA Marketplace Plc	Provide a designated health and safety officer to offer specialist advice and guidance and to liaise with other Local Authorities in relation to the business	On-going	Supporting growth of national business Income generation	Achieved Ongoing
Page 86 Create Efficient Council Services	Aim to become best Environmental Health Service in the UK	<p>Devise an Action Plan including:</p> <ol style="list-style-type: none"> 1. Review national statistics to determine current performance. 2. Learn from the best in class; 3. Improve resilience of Service through cross skilling and enhancing procedures; 4. Enhancing the information on our website to enable more effective self-service; 5. Consider how to improve customer engagement and feedback; 	<p>Overall Aim March 2025</p> <p>Objectives 1 to 6 Summer 2021</p>	Delivering a first class Environmental Health Service to the residents and businesses in Hart	Not achieved due to Covid-19 prioritisation of resources

Page 87		6. Review Customer Excellence Award criteria and devise Action Plan			
	Review all webpages relating to the Service to ensure they are helpful, up to date, relevant, easy to navigate and comply with the accessibility requirements	Helping our customers help themselves Part of a responsive and helpful council	September 2020	Helping our customers help themselves Part of a responsive and helpful council	Ongoing
	Produce seasonal food safety and health & safety newsletters for food business operators within Hart	To produce two food safety and health & safety newsletters per year for distribution to relevant commercial premises within Hart	March 2021	Helping our customers help themselves Part of a responsive and helpful council	Not achieved due to Covid-19 prioritisation of resources
	Review fees and charges across Environmental Health and Licensing	Review fees and charges to ensure they are set at a rate which is fair and reasonable, and reflects the real costs of providing the service	Autumn 2020	Ensure the fees and charges reflects the real costs of providing the service	Achieved

Appendix 2: Food Recovery Plan 2021/22

Background

The Food Standards Agency (FSA) looks to provide national direction to Local Authorities for achieving their statutory duties in respect of food safety inspection and enforcement. As a result of the Covid-19 pandemic Local Authority Environmental Health services have been put under great strain to maintain regulatory functions, including those of Food and Health and Safety inspection, as well as supporting the regulation of Covid-19 priorities. Similarly, food businesses have experienced extensive periods of closure, restricted trading, and Covid-19 related impositions on their core business activities. As a result, there has been a significant churn in existing food businesses closing, and new starts up within the district, and new /or temporary food business models developing across the industry.

In recognition of this the FSA has provided direct guidance to Local Authorities seeking to direct food safety inspections and resources to targeted Covid-19 recovery. The Local Authority Recovery Plan (LARP) has considered the risk around new, or unrated food business and sought develop a consider approach to re-establishing Local Authority food inspection programmes. In many cases pre-pandemic inspection plans have not been deliverable, are now out of date, and may not reflect the emerging priorities that have arisen. As a result of this the LARP has sought to provide a strong regulatory steer to Local Authorities, and to reset the existing arrangements, whilst providing a phased approach forward.

Hart District Council will adopt the FSA Local Authority Recovery Plan (LARP) as its basis for food safety inspections for the period 1st July 2021 and looking forward to 31st March 2024.

Aim

In adopting the LARP it is considered that a risk based programme for food inspections and regulatory interventions can be devised and maintained by Hart District Council. This will be in accordance with National FSA guidance and good practice. The LARP will run from 1st July 2021 to 31st March 2024.

Objectives

In adopting the LARP it is considered that the following considerations and objectives will be met:

- Clear priority towards identifying, and establishing risks from currently unrated or new food businesses;
- Timely programme for maintaining inspections of Higher risk (cat A) premises;
- Time based programme for maintaining inspections in relation to risk categories and recommend inspection frequencies;
- There will be the consider opportunity for LAs to effectively reset their existing inspection programmes following periods of significant distortion, from business closure periods and limited opportunities for on-site inspection by officers; and
- HDC resources will be targeted towards a manageable and resourced level of inspections.

Implementation:

1. The Recovery Plan sets out the Food Standards Agency's (FSA) guidance and advice to local authorities for the period from 1st July 2021 to 31st March 2024. The associated Covid-19 Local Authority Recovery [Q&A](#) supplements the Recovery Plan.
2. The guidance and advice aim to ensure that during the period of recovery from the impact of Covid-19, local authority resources are targeted where they add greatest value in providing safeguards for public health and consumer protection in relation to food. It also aims to safeguard the credibility of the Food Hygiene Rating Scheme (FHRS).
3. The Recovery Plan provides a framework for re-starting the delivery system in line with the Food Law Codes of Practice (for England, Wales and Northern Ireland) for new food establishments and for high-risk and/or non-compliant establishments while providing flexibility for lower risk establishments. This should be implemented alongside delivery of:
 - Official controls where the nature and frequency are prescribed in specific legislation and official controls recommended by FSA guidance that support trade and enable export;
 - Reactive work including enforcement in the case of non-compliance, managing food incidents and food hazards, and investigating and managing complaints;
 - Sampling; and
 - Ongoing proactive surveillance.

4. All local authorities are expected to have regard to the guidance and advice in the Recovery Plan. This will apply from 1 July 2021 at which time it will supersede the guidance and advice provided in response to the Covid-19 pandemic that applies to 30 June 2021.
5. It is recognised and acknowledged by the FSA that local authorities will be starting from different positions in terms of the impact that Covid-19 has had to date, the challenges they will face during the recovery period and the resources that they have available.
6. It is understood that Hart along with other Local Authorities can, move at a faster pace in realigning with the intervention frequencies and other provisions set out in the Food Law Codes of Practice.
7. Hart will commit to keeping national guidance and advice under close review and will amend and update it as necessary in response to changes in the Covid-19 situation.

Recovery Plan timeline

8. There are two phases to the Recovery Plan:

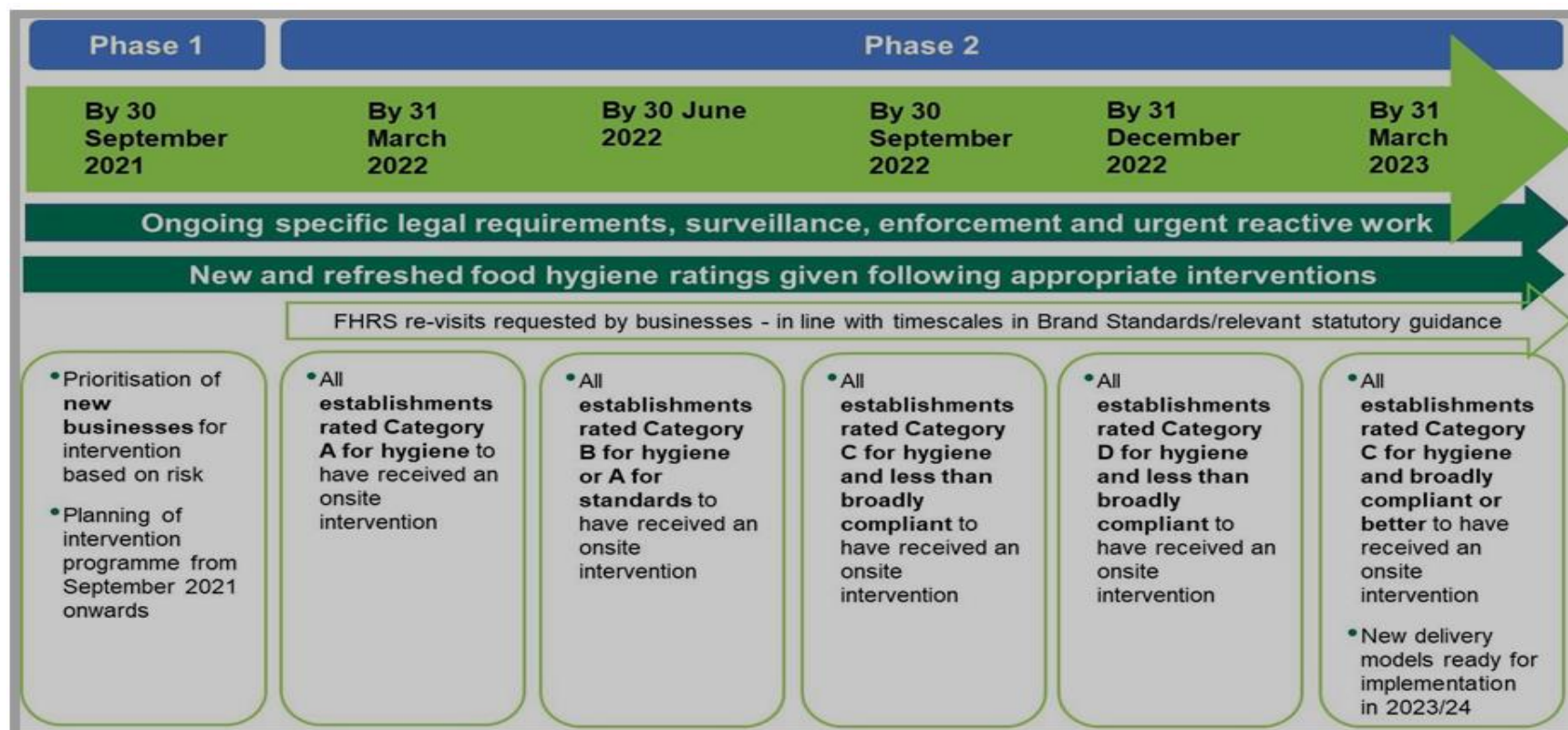
Phase 1 – 1st July 2021 to 30th September 2021

Phase 2 – 1st October 2021 to 31st March 2024

9. In essence, Phase 2 will continue until a new food standards delivery model and a revised food hygiene intervention rating scheme are in place. The new delivery model for food standards is being piloted in England and Northern Ireland until the end of December 2021. Subject to the findings of an evaluation of the pilot and stakeholder consultation, it is anticipated that the new model will be rolled out nationally from April 2023. Work to review and revise the food hygiene intervention rating scheme is planned to commence shortly with a view to implementation in 2023/24.

10. An outline of the recovery plan is provided at Figure 1.

Figure 1: Outline of the Recovery Plan



Notes:

The key milestone dates within the Recovery Plan for higher risk establishments are shown.

For lower risk establishments not shown in the figure, local authorities have the flexibility to defer planned interventions and only undertake intervention where information/intelligence suggests that risks have increased/standards have fallen or if the establishment is otherwise considered a priority for intervention due to the risk posed.

In the case of food standards, the impact on the business of the new requirements on allergen labelling for products prepacked for direct sale - that apply from 1 October 2021 - should also be taken into account.

Principles common to Phase 1 and Phase 2

11. Some important principles underpin both Phase 1 and Phase 2:

- When intelligence suggest risks have increased (irrespective of the risk category) local authorities should undertake interventions to assess and address those risks
- When an onsite intervention is undertaken, local authorities should programme subsequent interventions in line with the Codes of Practice
- Local authorities should give new food hygiene ratings where appropriate interventions are undertaken and the establishment falls within the scope of the FHRS
- Where non-compliance is found at any intervention, local authorities should take appropriate action to secure compliance including formal enforcement action where necessary.
- Remote assessment may be used in certain circumstances – this includes to facilitate the targeting of what to focus attention on at subsequent on -site visit, to help inform the need for onsite intervention at lower risk premises where an intelligence /information based approach is being used, and in England, in certain limited cases for FHRS requested re-visits.

12.

Phase 1 (1 July 2021 to 30 September 2021)

In Phase 1, local authorities are expected to deliver the following:

- Official controls where the nature and frequency are prescribed in specific legislation and official controls recommended by FSA guidance that are undertaken to support trade and enable export
- Reactive work including enforcement in the case of non-compliance, managing food incidents and food hazards, and investigating and managing complaints
- Sampling in accordance with the local authority sampling programme or as required in the context of assessing food business compliance, and any follow-up necessary in relation to the FSA Surveillance Sampling Programme
- Ongoing proactive surveillance to obtain an accurate picture of the local business landscape and to identify open/closed/recently re-opened/new businesses; as well as businesses where there has been a change of operation, activities, or Food Business Operator (FBO)
- For 'new businesses', consideration of registration information and intelligence with appropriate onsite interventions carried out where there are concerns around public health/consumer protection
- For 'new businesses' where consideration of registration information and intelligence indicates low risk, initial visits should be prioritised and undertaken in accordance with the Codes of Practice and Practice Guidance taking account of the flexibilities provided
- Planning for resumption of planned intervention programmes for high-risk category and non-compliant establishments in Phase 2

Phase 2 (1st October 2021 to 31st March 2024)

13. In Phase 2, local authorities are expected to deliver the following:

- official controls where the nature and frequency are prescribed in specific legislation and official controls recommended by FSA guidance that are undertaken to support trade and enable export
- reactive work including, enforcement in the case of non-compliance, managing food incidents and food hazards, and investigating and managing complaints
- sampling in accordance with the local authority sampling programme or as required in the context of assessing food business compliance, and any follow-up necessary in relation to the FSA Surveillance Sampling Programme
- ongoing proactive surveillance to obtain an accurate picture of the local business landscape and to identify open/closed/recently re-opened/new businesses; as well as businesses where there has been a change of operation, activities or FBO
- for 'new businesses', consideration of registration information and intelligence with appropriate onsite interventions carried out where there are concerns around public health/consumer protection
- for 'new businesses' where consideration of registration information and intelligence indicates lower risk, initial visits should be prioritised and undertaken in accordance with the Codes of Practice and Practice Guidance taking account of the flexibilities provided
- implementing planned intervention programmes for high-risk category and non-compliant establishments in accordance with the timeline in Table 2
- implementing an intelligence / information-based approach for lower risk category establishments
- responding to FHRS requested re-visits in line with the timelines specified in the FHRS Brand Standard for England or the statutory guidance in Wales and Northern Ireland

Table 1 - Sector specific official controls and official controls that must be undertaken to support trade and enable export

Activity	Requirements
Import controls at points of entry	Official controls in accordance with relevant legislation taking account of agreed temporary contingency measures to be taken at Border Control Posts (BCPs) during Covid-19
Granting of approval under Regulation (EC) No. 853/2004	Granting of approvals in accordance with the relevant legislation and the Food Law Code of Practice 'Distance communication' can be used in exceptional circumstances prior to physical visits to minimise time onsite

Table 2 – Detailed timeline for Phase 2 of the recovery plan (1st October 2021 to 31st March 2024)

Activity/Category	Timeline	Expectation
Food/feed import controls at points of entry	Ongoing	In accordance with relevant legislative requirements
Conditional and full approval visits	Ongoing	In accordance with relevant legislative requirements

Activity/Category	Timeline	Expectation
<p>Proactive surveillance to obtain an accurate picture of the local business landscape and to identify:</p> <p>Open/closed/recently re-opened/new businesses</p> <p>Change of operation, activities or FBO</p>	Ongoing	<p>Active review of registration information and intelligence on the food business establishment identified through surveillance</p> <p>Undertake appropriate onsite interventions where there are concerns around public health/consumer protection</p>
New food business establishments where consideration of registration information/intelligence indicates low risk	Ongoing	Initial visits should be prioritised and undertaken in accordance with the Food Law Codes of Practice
Management of food incidents and hazards (including outbreaks of foodborne illness)	Ongoing	In accordance with the Food Law Codes of Practice
Investigation and management of complaints	Ongoing	In accordance with the Food Law Codes of Practice

Enforcement action in case of non-compliance	Ongoing	In accordance with the Food Law Codes of Practice and the local authority's enforcement policy
FHRS requested re-visits	Ongoing	England – within three months of request if a charge is made and within six months if no charge but with use of remote assessment in place of onsite visit in limited circumstances on a trial basis
Sampling	Ongoing	In line with local authority sampling programme or as required in the context of assessing food business compliance, and any follow up necessary in relation to the FSA Surveillance Sampling Programme
Category A for hygiene	Over the period to 31 March 2022	All establishments should have received an onsite intervention and thereafter be back in the system for interventions in accordance with the Food Law Codes of Practice

Activity/Category	Timeline	Expectation
Category B for hygiene	Over the period to 30 June 2022	All establishments should have received an onsite intervention and thereafter be back in the system for interventions in accordance with the Food Law Codes of Practice
Category A for standards	Over the period to 30 June 2022	All establishments should have received an onsite intervention and thereafter be back in the system for interventions in accordance with the Food Law Codes of Practice
Category C for hygiene – less than broadly compliant (FHRS 0, 1 or 2)	Over the period to 30 September 2022	All establishments should have received an onsite intervention and thereafter be back in the system for interventions in accordance with the Food Law Codes of Practice
Category D for hygiene – less than broadly compliant (FHRS 0, 1 or 2)	Over the period to 31 December 2022	All establishments should have received an onsite intervention and thereafter be back in the system for interventions in accordance with the Food Law Codes of Practice

Category C for hygiene – broadly complaint or better (FHRS 3, 4 or 5)	Over the period to 31 March 2023	<p>For establishments with two consecutive food hygiene ratings of 5 (or equivalent standards if outside the scope of FHRS) one intervention may be missed and then the establishment put back in the system for interventions in accordance with the Codes of Practice (so the due intervention date would be moved forward by 18 months)</p> <p>For other establishments – those with hygiene ratings of 3 or 4 (or equivalent if outside the scope of FHRS) - should have received an onsite intervention and thereafter be back in the system for interventions in accordance with the Codes of Practice</p>
Category D for hygiene – broadly complaint or better (FHRS 3, 4 or 5)	Ongoing	No interventions will be required during the recovery period unless intelligence/information suggests that risks have increased/standards have fallen or if the establishment is otherwise considered a priority for intervention due to the risk posed

Activity/Category	Timeline	Expectation
Category E for hygiene	Ongoing	No interventions will be required during the recovery period unless intelligence/information suggests that risks have increased/standards have fallen or if the establishment is otherwise considered a priority for intervention due to the risk posed
Category B for standards	Ongoing	No interventions will be required during the recovery period unless intelligence/information suggests that risks have increased or if the establishment is otherwise considered a priority for intervention due to the risk posed or because of the impact on the establishment of the new requirements on allergen labelling for products prepacked for direct sale
Category C for standards	Ongoing	No interventions will be required during the recovery period unless intelligence/information suggests that risks have increased or if the establishment is otherwise considered a priority for intervention due to the risk posed or because of the impact on the establishment of the new requirements on allergen labelling for products prepacked for direct sale

Useful Websites:

Food Standards Agency (FSA)	www.food.gov.uk
Food Hygiene Ratings	https://ratings.food.gov.uk/
Safer Food, Better Business	https://www.food.gov.uk/business-guidance/safer-food-better-business
Allergen Guidance for Businesses	<u>www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses</u>
Free Allergen Training	https://allergytraining.food.gov.uk/
Health and Safety Executive (HSE)	www.hse.gov.uk
The Royal Society for the Prevention of Accidents (RoSPA)	www.rospace.com

CABINET

KEY DECISIONS/ WORK PROGRAMME, AND EXECUTIVE DECISIONS MADE

October 2021

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
Welcome Back Fund	Oct 21	Updated progress to the next stage of the Welcome Back Fund	Oct 21			DN	ALL	
Country Park Concession	Oct 21	Post consideration by Overview & Scrutiny Committee, to consider a new Country Park Concession	Oct 21		Y	AO	TS	
Food Recovery Plan 2021/22	Annual	Recommend to Council that the annual Food Recovery Plan be adopted	Oct 21			SK	P	
The Harlington Lease	Oct 21	Approval of a new lease of the Harlington Centre with Fleet Town Council	Oct 21	Nov 21		JR	F	
Consideration of savings options (Level 2) for the MTFS	Nov 21	Post consideration by Overview and Scrutiny Committee, to consider the opportunities presented by the Level 2 saving options for the MTFS	Nov 21		Y	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
Climate Emergency Update	Nov 21	To provide an update on the current actions being taken by the Council to address the Climate Emergency and the plan to measure annual District wide progress	Nov 21			DN	ALL	
Quarterly Budget Monitoring - Outturn	Quarterly	Post consideration by Overview & Scrutiny Committee, to consider a report on Quarterly Budget Monitoring	Dec 21 Mar 22 Jun 22			JR	F	
Draft Communications and Engagement Strategy	Dec 21	Post consideration by Overview & Scrutiny Committee, to consider a new Communications and Engagement Strategy	Dec 21			TC	CS	
Treasury Management 2021/22 (Half Year Report)	Annual	Post consideration by Overview & Scrutiny Committee, to consider a Half Year review report on Treasury Management Strategy 2020/21	Dec 21			JR	F	
Budget and Medium-Term Financial Strategy	Annual	To give an early consideration of the emerging budget for 2021/22 and the MTFS	Dec 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
Homelessness Strategy	Nov 21	Post consideration by Overview & Scrutiny Committee, to consider a new Homelessness Strategy 2022-2027	Nov 21	Feb 22		SB	CSF	
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 22			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 22			JR	F	
Service Plans	Annual	Post consideration by Overview & Scrutiny Committee, agree the 2021/22 Service Plans	Apr 22			DN	ALL	
Outside Bodies	Annual	To approve representation from the Council on identified outside bodies	Jun 22			DN	JCX	

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
Revenue and Capital Outturn 2021/2022	Annual	Post consideration by Overview & Scrutiny Committee, to consider the Annual report on outturn	Jul 22			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	TC	Digital	RQ	Commercialisation (Cn)	SB	Community (Cy)
SK	Regulatory	AO	Environment	JR	Finance and Corporate Services	GC	Place

Note 3

Service:

JCX	Joint Chief Executive	CS	Corporate Services	P	Place Services
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 – September 2021						
Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Due Date	Resources Required	Contact	*This item may contain Exempt Information
Place Service Panel Update	Feedback from Members of the Service Panel for Place Services.	Sep 21		Oral	Service Panel Members	
Community Service Panel Update	Feedback from Members of the Service Panel for Community Services.	Sep 21		Oral	Service Panel Members	
Environment & Technical Service Panel Update	Feedback from Members of the Service Panel for Environment & Technical Services.	Sep 21		Oral	Service Panel Members	
Corporate Risk Register (half year review)	Half-yearly update on Corporate Risk profile.	Sep 21		Report	Head of Corporate Services	

Seeking nominations to a task and finish group for the development of the new homelessness and rough sleeping strategy	To seek nominations of a three-member working group to engage with the Head of Community Services in the policy development associated with the drafting of a new Homelessness Strategy.	Sep 21		Report	Head of Community Services	
Refreshments concession opportunities at edenbrook and bramshot farm country parks	To consider a new Country Park Concession, prior to consideration by Cabinet.	Sep 21		Report	Head of Environment & Technical	
Food Recovery Plan	To consider the draft Food and Health & Safety Service Plan and to forward comments to Cabinet.	Sept 21		Report	Head of Place	
IT Security	To discuss proposed security measures to be put in place to protect the Council's IT internet structure.	Oct 21		Report	Business Improvement & IT Client	
Feedback on Car Parking Charge Review	To receive an update from Parishes on how the changes in car parking charges earlier this year have been received.	Oct 21		Oral/Report tbc.	Head of Environment & Technical	

Consideration of savings options (Level 2) for the MTFS	To consider the opportunities presented by the Level 2 saving options for the MTFS prior to consideration by Cabinet.	Oct 21		Report	Head of Corporate Services	
Draft Communications and Engagement Strategy	To consider a new Communications and Engagement Strategy, prior to consideration by Cabinet.	Nov 21		Report	Media & Communications Manager	
Multi Agency and Parish Flood Form	Update from twice yearly meeting of multi-agencies.	Nov 21		Minutes Only		
Waste Management Update	An update on the Client Management function for the Waste Contract shared with Basingstoke and Deane Borough Council.	Nov 21		Report	Head of Environment & Technical	
Quarterly Budget Monitoring – Outturn	Quarterly update on budget position, prior to consideration by Cabinet.	Nov 21 Feb 22 May 22		Report	Head of Corporate Services	
Draft Budget	To make comments on the draft 2022/23 Budget prior to consideration by Cabinet.	Annual		Report	Head of Corporate Services	
Homelessness Strategy	To consider a new Homelessness Strategy 2022-2027, prior to consideration by Cabinet.	Jan 22		Report	Head of Community Services	

Medium Term Financial Strategy and Capital Strategy, Treasury Management Strategy Statement and Asset Management Plan	To comment on the annual reports setting out the Council's Medium-Term Financial Strategy position and future Capital Strategy, Treasury Management Strategy Statement and Asset Management Plan, prior to consideration by Cabinet.	Aug 22		Report	Head of Corporate Services	
Annual Review Letter 2022/23	<p>This annual review from the Ombudsman covers:</p> <ul style="list-style-type: none"> • the complaints and enquiries received in the period • the decisions made in the period • compliance with the recommendations recorded during the period 	Aug 22		Report	JCX	