

Public Document Pack



NOTICE OF MEETING

Meeting:	Overview and Scrutiny Committee
Date and Time:	Tuesday 15 February 2022 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 18 January 2022 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

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 2021.pdf \(hart.gov.uk\)](#)

6 CORPORATE SERVICE PANEL UPDATE (Pages 11 - 21)

Feedback from Members of the Service Panel for Corporate Services.

7 PROPOSING AMENDMENTS TO THE COUNCIL'S CORPORATE COMPLAINT POLICY (Pages 22 - 36)

This is a report from the Overview and Scrutiny Task and Finish Panel which was providing guidance and advice on how the Council's Corporate Complaint Policy could be updated and improved.

RECOMMENDATIONS

1. That Overview and Scrutiny Committee, subject to any comments:
 - a. Endorses the new Corporate Complaint Policy and recommends to Cabinet it's formal adoption.
 - b. Endorses the anticipated website information that will be available for residents.
2. Notes the intention, that once the new policy and systems are in place, that high level trend data on complaints will be provided to Overview and Scrutiny as part of the corporate suite of data provided on a quarterly basis.

8 REVENUE AND CAPITAL OUTTURN POSITION (Pages 37 - 48)

This report contains the capital and revenue outturn for the nine months ending 31 December 2021.

The report also contains a full year (to 31 March 2022) capital and revenue outturn forecast.

RECOMMENDATIONS

- That the Overview and Scrutiny Committee (O&S) provide challenge over the report including the revised projections and significant revenue variations highlighted in paragraph 4.3 and Appendices 1 and 2.
- That the Committee note the provisional full year revenue outturn position as of 31 December 2021 of an overspend of £461K overspend before any agreed drawdowns from earmarked reserves.
- That O&S note the provisional capital outturn position as of 31 December 2021. The forecast for total capital expenditure for the year ended 31 March is £21.1M.

9 ANNUAL ON-STREET PARKING REPORT 2020/21 (Pages 49 - 74)

This report is for information prior to submission to Hampshire County Council as required as part of the Civil Parking Enforcement Agency agreement.

RECOMMENDATION

This report is for members information and comment only.

10 ENERGY EFFICIENT DEVELOPMENT AND RENEWABLE/LOW CARBON ENERGY GENERATION (Pages 75 - 95)

This report is to:

- a) consider the implementation of Policy NBE9 Design with regards to energy efficient buildings and the use of low carbon/renewable energy technologies.
- b) inform a discussion on the planning policy issues around proposals for renewable and low carbon energy generation, such as solar farms.

RECOMMENDATION

That Members consider the issues raised in the report and provide their views on the draft Technical Advice Note at Appendix A.

11 RESIDENTIAL CYCLE AND CAR PARKING STANDARDS UPDATE (Pages 96 - 119)

This report provides an update on progress with updated Residential Cycle and Car Parking Standards.

RECOMMENDATIONS

That Members:

- note the report and progress with the Cycle and Car Parking Standards SPD.
- provide feedback on the draft Residential Cycle and Car Parking Standards Technical Advice Note (TAN) attached at Appendix A.

12 CABINET WORK PROGRAMME (Pages 120 - 123)

To consider the Cabinet Work Programme.

13 OVERVIEW AND SCRUTINY WORK PROGRAMME (Pages 124 - 126)

To consider and amend the Overview and Scrutiny Work Programme.

Date of Publication: Monday, 7 February 2022

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: Tuesday 18 January 2022 at 7.00 pm

Place: Council Chamber

Present:

Axam, Crookes, Davies, Dorn, Farmer, Smith and Worlock (Chairman)

In attendance, virtual:

Cllr Collins

Cllr Drage

Cllr Radley

Officers:

Daryl Phillips, Joint Chief Executive

Emma Foy, Head of Corporate Services & S151 Officer

Kirsty Jenkins, Head of Community

Nicola Harpham, Strategy & Development Manager

Kelly Watts, Housing Solutions Manager

Jenny Humphreys, Committee Services Officer

89 MINUTES OF PREVIOUS MEETING

The Minutes of the meeting of 14 December 2021 were confirmed and signed as a correct record.

A member wanted noted that they had expected more detailed recommendations to be given to Cabinet on the Project Integra Joint Municipal Waste Management Strategy, that was discussed at last month's Overview and Scrutiny meeting.

The Joint Chief Executive and Chairman to look at this going forward to ensure that any recommendations made by Overview and Scrutiny Committee are clearly and accurately reflected in any subsequent report to Cabinet.

90 APOLOGIES FOR ABSENCE

Apologies were received from Councillor Harward.

Councillors Collins and Drage attended virtually via Teams.

91 DECLARATIONS OF INTEREST

None.

92 CHAIRMAN'S ANNOUNCEMENTS

The Chairman announced that Virginia Barrett, Principal CEO of Farnborough College of Technology was going to give a presentation that would be after item five on the agenda.

93 PRESENTATION BY PRINCIPAL CEO OF FARNBOROUGH COLLEGE OF TECHNOLOGY

The Chairman introduced Virginia Barrett, Principal CEO of Farnborough College of Technology and explained she had been in her role since 2016.

Virginia reported that the team were writing the College's 2022-2032 strategy and were looking at growing the College and the desire to have a campus primarily for adult education somewhere in Hart.

Members discussions and questions included:

- How the college could work with Hampshire County Council to make the journey to the Farnborough campus and any new campuses more accessible for students.
- What topics could be provided at a new Hart campus for the College.
- How to include broader skills in teaching like project management, alongside the core technical ones.
- How the College has spent £5 million in growing apprenticeships for 16–18-year olds and higher educational needs.
- The demand for adult education and how this is determined.
- The possibility of opening a new College campus in - subject to planning permission in September 2022 or by January 2023.

Members thanked Virginia for her very informative presentation.

Commendation was also given to the catering students as some members had had a tour of the College before Christmas.

The presentation slides are available on request.

94 HOUSING CAPITAL SPEND UPDATE

The Strategy and Development Manager summarised that the group had met twice since November 2021, reviewed the list of projects and identified why they had been chosen. They had also listed a top three, devised a matrix and prioritised projects. At the March meeting there would be a guest speaker and the group plan to continue meeting every six weeks.

Councillors Axam, Farmer and Worlock, who are members of the Task and Finish group, summarised that the meetings were very useful and they were impressed with the matrix compilation.

Members also discussed:

- The desire for more detail and scope of who will benefit from the projects.
- The short time scales these projects have and that increasing this may be needed.
- The possibilities of capital purchasing and investing the money.
- Links to the commercialisation agenda.

95 HOUSING CAPITAL FUNDING FOR ENERGY EFFICIENCY MEASURES IN NEW AFFORDABLE HOUSING

The Strategy and Development Manager highlighted that the item had previously come to November's Overview and Scrutiny meeting and members comments had been incorporated into this new report.

The Strategy and Development Manager reintroduced the proposal to provide top-up funding to housing associations to provide energy efficiency measures in some new affordable homes. This project had been identified as one of the Housing Capital Spends top three.

Members questioned the report and its details, and the explanation of how energy efficiency benefits will be monitored, measured and the targets it is trying to achieve (section 5.2 of the report).

Members also discussed:

- Why the explanation on the type of data collection could not be more detailed (section 5.3).
- The absence of listing specific schemes and the types of improvements and the costs of these for existing housing schemes (section 5.4).
- The absence of detail on the cost and benefit criteria to award funding (section 5.5).
- The risks of *not* doing the scheme were included, however the risks of doing the scheme were not – for example, possible fraud, delays, technical problems etc. (section 8).
- Why £550,000 was the chosen figure for this project and how much money was available altogether.
- The current standards that new housing needs to abide by and thoughts on what the new housing industry may do in the future.
- Heat pumps and how expensive and effective they are.
- How cost effective this will be for the council and who primarily will benefit.
- The ownership of the proposed site.

Members also expressed interest in seeing more definitions for energy efficiency homes.

The Joint Chief Executive suggested inviting developers or an industry expert to a future committee meeting to provide more detail on how they plan to future proof their new homes.

The Head of Corporate explained that this project would be a deferred charge not a council asset.

DECISION

Members decided that the scheme fundamentally is a good idea however the report needed more detail and explanation. The Committee had concerns about how the benefits of the scheme could be measured and evaluated. The Committee was also concerned about the level of funding that was being committed to the scheme and also expressed concern about the intended use of Officer delegation powers. The Committee, therefore, did not recommend the paper proceed to Cabinet.

The Chairman and Joint Chief Executive to discuss the next course of action to take, along with the Portfolio Holder and Head of Services for Community and update Committee before the next Cabinet meeting.

96 HOMELESSNESS AND ROUGH SLEEPING STRATEGY 2022-27

The Head of Community gave a brief introduction on the new Homelessness and Rough Sleeping Strategy 2022-27, which is a legal requirement for the Council every five years.

The Head of Community also highlighted that homelessness prevention was the Council's focus in this document, and the team had undertaken online surveys and engaged with service users and partners to prepare it.

Members congratulated the team on their continued good work at preventing homelessness in Hart and in drafting the Strategy.

Members questioned why Hart does not currently have its own housing stock and the Head of Community explained that this is an area the team are always looking at going forward.

DECISION

Members recommended that the Strategy be adopted by Cabinet with the following recommendations:

- page, version and section numbers to be included.
- further statistics, for example the number of households/people affected by homelessness and rough sleeping to be added.

97 DRAFT BUDGET 2022/2023 AND MEDIUM-TERM FINANCIAL STRATEGY

The Head of Corporate summarised the report that contained the revenue and capital budget proposals for 2022/2023 and highlighted that a balanced budget was able to be met.

Members were updated on:

- New Homes Bonus – the council to receive £1.6 million.
- An option to implement a £5 increase in Council Tax per band D.
- The New Burdens grant and when to apply.
- The decrease in car parking revenue due to the Covid-19 pandemic.
- There are no proposed increases to off street parking charges for 2022/23
- The Council's Capital Reserves are sufficient to provide spend cover for 2022/23 but not beyond this.

Members questioned:

- Why tier three savings were not included in the report and were updated that they need to be included in next year's draft budget.
- The amount being spent/used on Climate Change and Hart's Climate Change Emergency declaration.
- The financial support given to Hart Leisure Centre.

DECISION

The Committee agreed to forward to Cabinet its comments.

Additional appendices and Five-year medium term financial strategy are available on request.

98 TREASURY MANAGEMENT STRATEGY STATEMENT AND ANNUAL INVESTMENT STRATEGY

The Head of Corporate explained the draft Treasury Management Strategy Statement for 2022/23 which incorporates the Annual Investment Strategy and Prudential and Treasury Indicators.

The Head of Corporate also reported that presently no borrowing is being considered or planned for the rest of this financial year or for 2022/23.

DECISION

Members recommended the report to Cabinet.

99 CABINET WORK PROGRAMME

Members questioned the Annual Car Parking item that is due to come to March's Cabinet.

The Joint Chief Executive confirmed that it is the first time the Council has prepared this report which is a requirement from Hampshire County Council.

100 OVERVIEW AND SCRUTINY WORK PROGRAMME

Members questioned how much member input is required for the Annual Car

Parking item, and the Joint Chief Executive confirmed that this is still being determined.

The meeting closed at 9.21 pm



Service Board Meeting Wednesday 18th January 2022 – Corporate Services Quarter Three

1. Performance against Corporate Plan

	Service Priority	Link to corporate plan	Expected Outcomes	Update on 17 January 2022
1	<p>Delivery of the council's response to Covid-19 pandemic</p> <p>(This has moved to amber from green due to the sheer volume of work currently required)</p>	<p>Ensure that the Council meets its statutory obligations under the Civil Contingencies Act.</p> <p>Support for our town and village centres</p> <p>Support the local economy</p> <p>Support our residents</p>	<p>Policy and payment of Business Rates Grants</p> <p>Corporate Impact Assessment</p> <p>Action plans arising from these</p> <p>Administration of Test and Trace Isolation payments</p> <p>Submission of grant funding applications</p> <p>Hardship payments to council taxpayers</p> <p>Effective communications to assist in duty to warn and inform.</p> <p>Deliver Revitalise Hart.</p>	<p>The Council has paid out c.£26m of Business Rates Grants across nine schemes since the onset of Covid. On the 16/12/21 two further schemes were announced in response to the Omicron variant. Funding arrived from these schemes on the 17/01/22 and the guidance has been released. Policy is being set via executive decision as the guidance and allocation was not available for the previous Cabinet meeting.</p> <p>The Council has been administering test and trace payments since December 2020. The Council is facing its highest level of demand currently for these services with 176 applications received since January 2022. At the 17 January 63 applications were working through the process.</p> <p>Hardship payments are administered by Community Services. Revitalise Hart for Corporate Services was around remote working capabilities which have been largely delivered. Reconciliations and fraud assurance work for all grant payments made are now taking place for central Government as well as a full post event National Fraud Initiative. The team are working round the clock to deliver these requirements. Our biggest challenge and blocker for ongoing grants is getting the bank fraud results back which we must have before we can make payments.</p>

	Service Priority	Link to corporate plan	Expected Outcomes	Update on 17 January 2022
2	New Ways of Working – Policy Support	Updating HR policies to reflect new ways of working	Remote working policy Travel and Expenses Policy Car Allowance policy Flexible working policy	The Joint Chief Executive has led an agile working policy which picks up the remote working policy and flexible working policy. The Car Allowance policy and travel and expenses policy has been put forward as part of Level 2 savings to Cabinet. Approval has been sought and received to work these through.
3	Produce updated Medium Term Financial Strategy for Cabinet, predicated on the priorities within the Corporate Plan and reflecting current understanding of local government finance	Ensuring our Medium- Term Financial Strategy is focused on strategic priorities. Stable Financial Sustainability.	The Council's financial resources and commitments are aligned with its strategic priorities	The updated Medium Term Financial Strategy will be presented as follows: O&S August Cabinet September - DONE O&S October Cabinet November - DONE O&S December Cabinet January - PUBLISHED The strategy will also be updated to contain a 10-year outlook in addition to the current 3-5-year outlook. An all-member briefing took place in December 2022, further information is required on discretionary services before decisions can be made. Multi-year future settlement is now starting to be discussed by Central Government.
4	Implementation and regular review of the Commercialisation Strategy	Maximising income opportunities, and identifying new opportunities for income generation	Investment in commercial property (£10m indicative budget in capital programme) Develop further stream of commercial property options.	The Commercial Strategy was updated, reviewed, and approved in July 2021. An additional purchase of investment property circa £12m was undertaken in June 2021. We continue to work with agents to find additional opportunities.

	Service Priority	Link to corporate plan	Expected Outcomes	Update on 17 January 2022
5	Continue to work with local commercial agents in renting out spare office space	Maximising Council income through effective asset management and collection activities	Refurbish and let out third floor	A survey by Hurst Warne has been commissioned and due to the amount of investment required in the building and the saturation of office space in Fleet itself it is not cost effective to rent out that space. Instead, all tenants and officers have been moved out of the 3 rd floor so that no further costs are incurred. It is now very likely that the Citizens Advice Bureau will move to Civic and enable NHS to take on Yateley property. Leases are also to be reviewed and renegotiated with all existing tenants where required. Age Concern are moving into FDCC. Further correspondence has been taking place with Fleet Town Council.
6	Manage changes within the 5 Councils Partnership arrangement	Continuing to work closely with partners to deliver joint services	Services within the contract are aligned to the requirements of the Council and delivered in the most effective way feasible	The key challenges being presented on the 5Cs partnership now relate to IT service delivery and departure from Mendip. Service delivery in terms of revenues and benefits is satisfactory currently.
7	Implement the provision of Committee Services software	To realise our ambitions to deliver more for less	The Council makes full use of technology to improve the way it delivers Committee Services	Modern.Gov has been implemented for Member use. In addition, all historic reports and declarations of interest are accessible through Modern.Gov. Audit Committee in July 2021 was the first Committee to use Modern.Gov from end to end for the report writing as well as publication as a test Committee. There are improvements to be made to the report writing template before this is rolled out across other Committees. An upgrade took place on the 17 th January 2022. Further work is required on additional versions of documents.
8	Review and replacement of the telephony system	To realise our ambitions to deliver more for less	The Council controls its overhead costs for direct dial telephony whilst expanding the flexibility for staff via a non-desk-based solution	The authority is using the Mitel VOIP system. Firewall issues are largely resolved. Softphones were due to be implemented in November but we have suffered delays from Basingstoke and Deane Council which means that testing is currently taking place in January 2022.

	Service Priority	Link to corporate plan	Expected Outcomes	Update on 17 January 2022
9	Delivery of Edenbrook apartments project	Maximising income opportunities, and identifying new opportunities for income generation	The Council delivers the project on time and within budget to maximise the investment potential	Edenbrook apartments successfully delivered.
10	Implementation of Housing Company	Maximising income opportunities, and identifying new opportunities for income generation	Business Plan approved, Company set up, run first full financial year	Housing Business Plan approved, and Company set up. All apartments are let. Further scrutiny panel meetings have taken place.
11	Review of expansion opportunities for Edenbrook Leisure Centre including the potential for Adventure Golf	Maximising income opportunities, and identifying new opportunities for income generation	The Council ensures the facilities offered to the public remain relevant and aligned with demands, whilst also delivering additional revenue in return	Cabinet paper October 2021. Contract has been renegotiated and extended.
12	Achievement of accreditation of both Bronze Armed Forces Covenant and the Armed Forces Employer Recognition Scheme	Continuing to work closely with partners to deliver joint services	Become member of the AFERS and gain bronze stage in the Armed Forces Covenant	The Council is meeting the standard for the Bronze Armed Forces Covenant and meetings have taken place. Human Resources are working on the Armed Forces Employer Recognition Scheme for implementation on the same date.
13	Upgrade the network and improve Wi-Fi access across the Council	An efficient and effective Council	Provide end user with more capacity and quicker speeds	Infrastructure installed and working.

	Service Priority	Link to corporate plan	Expected Outcomes	Update on 17 January 2022
14	Create data map for Hart, consider data maturity and define data strategy	An efficient and effective Council	To transform decision making and how we deliver services	This has been started as part of the new website project.
15	Draft and consult on Communication and engagement strategy incorporating Hart News	An efficient and effective Council	To provide principles and direction around corporate communication, social media, and change programme	Completed
16	Website accessibility review and accreditation	An efficient and effective Council	Resolve technical and content issues	Delivered June 2021
17	Deliver Elections	An efficient and effective Council	Smooth, efficient, safe, and legal election	2021 Elections delivered, Lessons Learnt process currently being undertaken.
18	Create change programme including culture and behaviours	An efficient and effective Council	Staff survey. Create action plan	Staff survey completed; action plan reported to Management Team
19	Garden Community	Healthy Communities and People	Progress the exploration of the opportunity	Internal Audit being commissioned to be completed by 31 st March 2022. Project closed.
20	Update current website	An efficient and effective Council	To provide quality information and services to residents	New website out to procurement. A new intranet was launched in October 2021. The new website needs to be live by November 2022 as the platform from this date will no longer be supported.

2. 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.

Description	Impact	Source of Risk	Prior Assessment			Existing Controls	Effectiveness of Controls	Current Assessment			Further Mitigations
			Likelihood	Consequence	Risk Rating			Likelihood	Consequence	Residual Risk	
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	Draft settlement received, MTFS and budget being created for 2022-23. Level 2 savings in implementation. Further work being pulled together on tier 3 savings.	Satisfactory	4 - Likely	3 - Major	12	Levelling up agenda and multi-year settlement now being worked on by central government.

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 potential loss in recycling income per waste strategy. Open book contracts on Leisure contract. Further work taken place around modelling car parking income at 75% of previous budget.	Satisfactory	4 - Likely	3 - Major	12	Further work on encouragement of direct debit for Council Tax to get back to previous levels.
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.

3. Performance indicators and targets 2020/21

Corporate Services is currently in transition across several the support services including HR, IT, Finance, Revenues and Benefits. Many of the performance indicators will change as a result and those where data is available, are reported through the 5 Councils governance structure. Those shown below reflect the key indicators currently available.

KPI	Description	Annual Target	Q1 Performance	Q2 Performance	Latest Performance	
IA01	Percentage of Audit Plan completed during the year	100%	33%	50%	63%	December
IA04	% Of High-Risk Audit Recommendations Implemented by Department	100%	50%	TBC	50%	
CS01	Quality of Customer Service Call Handling - % score from monitoring sample	90%	96.3%	99%	98.5%	December
F1	Implementation of savings schemes targets to meet MTFS requirements	90%	-	Level 1 30%	At 31/12/2022 balanced budget 2022/23	
CS02a	% Of telephone calls answered by Contact Centre in 30 seconds	70%	73.6%	92%	91%	December 2021
RB05	Percentage of Non-domestic Rates Collected	98%	20.01%	44.18%	63.03%	Decrease from p/y November
RB06	% Of Council Tax collected	98%	27.82%*	56.87%	75.37%	1% increase on prior November

					year
IT05	% Uptime of key systems	99%	-	**	VPN down for half a day Over 9 months 98.9%
IT06	% Uptime of Hart DC website	98%	100%	100%	100% (31/12/2021)

*Q1 figure now included, Q1 below previous years Q2 0.83% up on previous years

** all key systems remained up apart from 4 hours in September where Integra could not be accessed out of office

4. Quarter Three 2021/22 Key Challenges and Achievements

- Audit of Financial Statements largely complete except for conclusion on objection and restatement, meeting booked with external audit on the 7th February 2022
- Significant increase in test and trace payments to be made in addition to post payment assurance checks for business rate grants.
- Budget largely set for 2021/22
- Contract agreement for Fleet Pond
- Electoral register published on 1st December 2021
- Internal Audit Plan – lots of progress
- Website project commenced
- Further work on full quarterly accruals for budget reporting
- Draft financial settlement received
- Briefing session on savings

5. Looking forward to Quarter Four: Key Deliverables

- Audit opinion on Financial Statements –
- Review of Council Tax Localisation policy –Consultation Q1 2022-23.
- Final Local Government settlement
- Fees and Charges and Capital Budgets received
- Corporate Services Restructure next steps – now that principle is going to Cabinet for approval
- Update of Financial Regulations and other key policies

OVERVIEW & SCRUTINY

DATE OF MEETING:	15 FEBRUARY 2022
TITLE OF REPORT:	PROPOSING AMENDMENTS TO THE COUNCIL'S CORPORATE COMPLAINT POLICY
Report of:	TASK AND FINISH PANEL
Cabinet Portfolio:	Leader and Strategic Direction and Partnerships
Key Decision	No
Confidentiality	Non-Exempt

1 PURPOSE OF REPORT

- 1.1 This is a report from the Overview and Scrutiny Task and Finish Panel which was providing guidance and advice on how the Council's Corporate Complaint Policy could be updated and improved.

2 TASK AND FINISH PANEL RECOMMENDATION

That Overview and Scrutiny Committee

1. Subject to any comments,
 - a. Endorses the new Corporate Complaint Policy and recommends to Cabinet it's formal adoption.
 - b. Endorses the anticipated web information that will be available for residents
2. Notes the intention, that once the new policy and systems are in place, that high level trend data on complaints will be provided to Overview and Scrutiny as part of the corporate suite of data provided on a quarterly basis.

3 BACKGROUND

- 3.1 Work is underway to review the Council's approach to the management of complaints. This will include further training for staff and the development of an organisational wide complaints platform to encourage greater consistency in handing, monitoring and reporting. However, fundamental to the Council's approach will be the Complaints Policy itself and ensuring that is accessible and easily understandable by our residents and can be implemented effectively by our staff.
- 3.2 At the November meeting of Overview and Scrutiny, a request was made to establish a cross-party Task and Finish panel to assist in the refresh and updating of the Councils Corporate Complaint Policy. Councillors Davies, Dorn, Drage, and Smith were nominated.

- 3.3 The Task and Finish panel have met twice to consider the policy in detail and recommend a series of changes.
- 3.4 Running alongside the Task and Finish group was consultation with residents, managers and operational staff. Opportunities to be involved have taken place since November. Views from all groups including Change Champions have been considered and the policy has been refined accordingly. As part of the website review, residents were asked their views of the current complaint pages and inputted on the draft webpage.

4 MAIN ISSUES

- 4.1 The Task and Finish Panel met on 1 December 2021 with key officers, looking in considerable depth at the current policy and the approach taken by the Local Government Ombudsman and other Councils to help inform the debate. This productive discussion created a new draft Complaints Policy which was circulated to the Task and Finish Panel, which enabled ongoing and effective feedback via an online conversation.
- 4.2 Once an advanced draft had been created, the policy was brought to both Leadership Team and Management Team for consideration and comment.
- 4.3 The policy returned to the Task and Finish Panel on 25 January 2022 when final consideration and finessing of the complaints policy, as set out in Appendix 1, was finalised.
- 4.4 The main changes to the draft policy for Overview and Scrutiny to note are:
- Creation of an informal stage for issues to be resolved quickly and efficiently
 - Creation of a two-stage process:
 - Stage 1 to be considered by Officers
 - Stage 2 to be considered by Heads of Service and reviewed by Joint Chief Executive
 - Enhanced user experience on the website to find information about the complaints process and make a complaint or compliment. This includes:
 - Straightforward information published on the website to summarise the complaints process
 - Revised complaints form
 - Develop complaints workflow system using Power Automate app within Office 365 suite for internal use to log, monitor and report on Stage 1 and 2 complaints
 - Analyse and report to Management Team and Overview and Scrutiny on a quarterly basis

A high-level view of the policy has been created from initial issue through to Ombudsman to provide guidance for staff and complainants. This is included within the policy itself. Appendix 2 sets out the changes from the existing policy in more detail.

- 4.5 The proposed next steps for the development and launch of the policy will be:

4-11 February	Create webform and test with Task & Finish group (external) and Change Champions (internal)
4-11 February	Demo and testing of corporate complaints workflow system for logging of formal complaints by Change Champions and other internal stakeholders
15 February	Overview and Scrutiny Committee for comments and endorsement
15 February	Senior Leadership and Management Teams for further consultation on latest draft
23 February	Virtual Staff Briefing to introduce the draft policy and outline the proposed changes
3 March	Cabinet approval
Throughout March (to be planned)	Training for all staff on the new policy and how to use the new complaints system
30 March	Virtual Staff Briefing to confirm new policy go-live
1 April	Publish the webpage and form on the corporate site. Policy is live
July	Initial review and update to Task and Finish group
Reporting due in July, Oct and Jan for previous quarter	Monitoring and reporting of corporate complaints, with information being provided to Management Team to oversee key issues and trends, as well as provision of trend data via the quarterly performance reports to Overview and Scrutiny.

5 ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- 5.1 It is key that our residents have an accessible and efficient way to provide feedback to the Council, including through complaint processes.
- 5.2 The review of the current three-stage process has demonstrated that the existing approach should not be continued due to complexity, effectiveness, and cost reasons. The do-nothing option was therefore rejected.

6 CORPORATE GOVERNANCE CONSIDERATIONS

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

This policy is relevant to the priority within the Corporate Plan to deliver an effective and efficient Council and is reflected in the operating model highlighted within the Hart Vision 2040, of a Council that delivers welcoming services that are inclusive and engaging

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

Councils must provide a clear and transparent opportunity for residents to express concerns regarding the services they receive, this policy will meet that obligation

Financial and Resource Implications

Adoption and training on the new Complaints Policy will be met within existing budget. At present the system for recording complaints is anticipated to utilise existing IT platforms. Should this not be possible, a business case will be brought forward to Cabinet for consideration.

Risk Management

The provision of a refreshed and updated Corporate Complaints Policy reduces the Council's risk of

- failing to meet our residents' expectations
- inconsistent application of the complaints policy by staff
- ombudsman cases found against the council
- loss of reputation

As with any project of this nature, there are potential risks of delays such as IT implementation issues, and data security issues that will need to be resolved. As highlighted above it is anticipated that the Council will be using well used and trusted existing systems, if this is not the case then further work may be required to install a bespoke complaints system. The resource implications of which would be brought back to Cabinet for consideration.

7 EQUALITIES

7.1 Under equality legislation, the Council has a legal duty to pay '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.

The recommendations set out in this report should not have any impact on any of the protected characteristics highlighted above.

8 CLIMATE CHANGE IMPLICATIONS

8.1 There are no direct carbon/environmental implications arising from the recommendation.

9 ACTION

9.1 Subject to adoption of the new policy, the activities set out in para 4.5 will be implemented.

Contact Details: Steven Bennett steven.bennett@hart.gov.uk

Appendices

**Add rows as required to box below*

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	Appendix 1 Draft Complaints Policy							
B	Appendix 2 Changes from existing policy							

Background papers:

**Add rows as required to box below*

*Please list all unpublished, background papers relevant to the decision in the table below. Background papers are **unpublished** works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.*

This section is just for unpublished work (e.g. documents; excel spreadsheets etc.) that has been relied upon to prepare the report.

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
	1	2	3	4	5	6	7
Seeking Nominations to a Task and Finish Group to Update and Refresh the Corporate Complaint Policy – 16 th November 2021							

1. Introduction

We hope that members of the public will be happy with the services delivered by the Council. However, we recognise that, for any number of reasons, we may fall short at times.

The way we handle complaints, resolve issues, and use the feedback to improve our services is a key component of our corporate values. [Our values](#) promise that we will be helpful and respond to requests from our customers. We will be approachable and take ownership of an issue or complaint when it arises. Delivering on these elements of our service is crucial to support the Council's priority of improving customer satisfaction.

Anyone who is affected by our services can make a complaint. This includes:

- Residents
- People who work or visit the district
- Local businesses
- Community groups

We are happy to work with a representative or local councillor who has been asked to support or take forward a complaint on behalf of someone. We will need confirmation of the appointment verbally or in writing from the complainant or other legal representative.

Most of the time we get it right and we will promote compliments and feedback via our online form on the website [feedback on our services](#). We will use this feedback to highlight compliments about individuals or teams. Customers can also use this form if they have views on how we deliver our service or suggestions on the way we can improve the way we do things.

2. Purpose of this policy

The purpose of this policy is to provide a clear and transparent process for customers if they wish to make a complaint or share feedback about the Council. It also provides guidance for staff, so they are aware of their responsibilities in respect of complaints from members of the public, partners and the organisations and businesses that operate within Hart district.

This policy applies to:

- All staff working for the Council, including those working from home.
- Consultants, third party suppliers, agency staff and contractors working for the Council while engaged on Council business.

There is a separate policy for [complaints about elected members](#)

3. What is a complaint?

We define a complaint as any expression of dissatisfaction about the way in which we have provided a service.

A complaint could be in relation to:

- A delay in taking action without good reason
- A failure to provide a service
- Mistakes in the way a decision has been taken
- Not following the law or the Council's own policies
- Broken promises
- Bias or unfair discrimination
- Rude, unhelpful, or inappropriate behaviour by staff
- Poor communication from staff

Information is provided on the complaints page on the Council's website <ADD LINK> to provide customers with information on how to make a complaint about specific services.

4. What we don't consider a complaint

Certain types of issues and complaints fall outside of the Council's complaints policy because there are other ways of dealing with them, or because they are outside of the Council's control. These include:

- Matters of law or central government policy which should be referred to your [local MP](#)
- Freedom of Information requests for reviews, or complaints about the decision, the information provided or how a request was handled. These are dealt with under [the Freedom of Information policy](#)
- Council policies. If customers are unhappy with a policy, they should be encouraged to contact the relevant Councillor who leads on that topic [known as a Portfolio Holders](#). Alternatively, you can ask [your local Councillor](#) to raise this issue on your behalf
- Where a customer is unhappy about the **outcomes** of an application, an appeal or tribunal decision these have separate review procedures that remain outside of the Council's complaint policy, including:
 - Planning application Decisions or Appeals against the refusal of planning permission or planning enforcement
 - Parking appeals
 - Housing Benefit appeals

However, if a customer is unhappy about the **way** that an appeal was handled, this should be dealt with under the Council's complaint policy and procedure

- Services provided by other layers of local government (e.g. town or parishes or Hampshire County Council) they will have their own complaints handling processes.

5. Informal stage/ issue resolution

Before reaching the formal stage, we will try to resolve issues quickly and efficiently without having to raise as a formal complaint. It will be managed by an Officer who will work with the customer to try and resolve the issue within 10 working days.

If the issue cannot be resolved to the customer satisfaction or in a timely manner, they will be invited to follow the formal route and submit a Stage 1 complaint. Examples of an issue include:

- staff not getting back to you within the times set out in our [customer care standards](#)
- a missed bin collection, having left out at the right time and [reported it as missed](#)
- information you find unclear, incorrect, or unable to be easily understood.

A customer can go straight to Stage 1 to report a complaint if they choose. They do not have to complete the informal stage.

6. Different stages of the complaints process

Complaints should be made to the Council as soon as they are aware of a problem. It should be within six months of when a customer feels that something has gone wrong. If it is longer the Council may not be able to investigate effectively. While we still hold records, staff may no longer be able to recall the exact content of conversations. As such we may not be able to investigate complaints over six months. We will advise you if this is the case with your complaint when you raise it.

If it is longer the Council will ask customers to explain and justify why they could not complain sooner.

6.1. Stage 1 complaints

Following submission, an assessment will be made about the type of complaint and passed to the relevant service area. An Officer or Manager will be allocated to the complaint and will be the point of contact throughout this stage. They will be responsible for recording, investigating, and responding to the complaint.

We will ask the customer to provide as much information as is reasonable in support of their complaint. They will also be asked what they would like the Council to do as a result of their complaint to see if this can be met. The Officer will work with the customer to try and resolve at this stage. We will attempt to investigate and resolve the complaint within 10 working days. If the complaint cannot be resolved in this timescale due to staff sickness or leave, an Officer will need to contact the customer to agree an extension of time.

If a customer is unhappy with the formal response to their complaint at stage 1, they can ask for the complaint to be escalated to stage 2.

6.2. Stage two complaints

All stage two complaints will be investigated by the respective Head of Service. They will be responsible for the recording, investigating, and providing a detailed response. Once their investigation has been completed, the response will be reviewed and signed off by the Joint Chief Executive.

The maximum amount of time expected for responding to a stage two complaint in full is 20 working days, with a customer receiving an acknowledgement within the first three days of this timeframe. If a complaint is complicated and likely to take longer to resolve, the Head of Service will keep the customer updated on its progress and inform the Joint Chief Executive of this situation.

The response will inform the customer that if they remain dissatisfied with how the complaint has been handled, they can complain to the Local Government and Social Care Ombudsman.

6.3. What are the possible outcomes of a complaint at Stage 1 or 2?

There are three potential outcomes when a complaint is investigated.

- Upheld. We find that the complaint is reasonable, there has been a failing on our part and the Council will rectify the problem
- Not upheld. We do not agree with the complaint
- Partially upheld. We agree that there are some parts of the complaint where we need to improve our service and rectify any failings.

All complaint responses will confirm what outcome has been reached with clear reasons for our findings. At each stage of the process, the customer will be given details of their next point of contact if they remain dissatisfied with the outcome of their complaint.

6.4. Communication to customers at informal stage, Stage 1 and 2

It is important the Officer or Manager investigating the issue or complaint takes ownership of communicating with the customer throughout the entire process.

- Start of the issue or complaint. Each issue or complaint should be acknowledged within three days with the target date for completion confirmed. This will depend on the stage the customer has reached. When a Stage 1 or 2 complaint is recorded on the system, a unique identifier will be generated. This will be provided to the customer and should be used throughout the complaint
- During the complaint. If there are delays to the investigation, the Officer or Manager should contact the customer to confirm when the complaint will be resolved

- End of the complaint. Each complaint should receive a written response of the decision within the published timescales depending on the Stage with a clear outcome and any next steps open to the customer.

Communication to the customer should be in writing, email, or telephone. Any updates to and from the customer should be included on the complaints system.

6.5. Local Government and Social Care Ombudsman complaints

If, after a stage two investigation, the customer is still not satisfied, they have the right to refer their complaint to the Local Government and Social Care Ombudsman. This is an independent service which investigates complaints against Councils. For more details, go to [Local Government Ombudsman](#).

When the Council is informed of a complaint to the Ombudsman these cases will be coordinated by the Joint Chief Executive to ensure they have responded to the Local Government Ombudsman enquiry and appropriate action is taken to resolve them.

A summary of the different stages is included as appendix 1. It includes the timescales that will be used to manage the complaint through the different stages.

7. How can complaints be made?

Stage 1 complaints can be received via:

- The Council's complaint form on the website <insert link>. A hard copy can be made available
- By email. At stage 1, this should be sent to the relevant Officer if known or complaints@hart.gov.uk
- By post to: Hart District Council, Civic Offices, Harlington Way, Fleet GU51 4AE
- Made in person at the Hart District Council office
- By telephone.

When a Stage 1 complaint is received, this will be recorded on the complaints system by the receiving Officer or Manager to ensure that all complaints are managed consistently.

At Stage 2, all complaints should be sent to complaints@hart.gov.uk or by post to Complaints Coordinator, Joint Chief Executive Office Hart District Council, Civic Offices, Harlington Way, Fleet GU51 4AE. This will allow the complaint to be recorded on the complaints system and forwarded to the relevant Head of Service.

8. Privacy and customer information

We will need to process customer's personal information such as contact details in dealing with complaints. We are committed to looking after the information we hold on customers. There is more information in the [privacy notice](#) published on our website.

9. Anonymous complaints

When an anonymous complaint is made, it will not be possible for a response to be provided back to that customer. If a member of the public wishes to raise a complaint anonymously, they should be encouraged to include as much detail as possible to enable the Council to investigate the issues raised in the complaint.

Customers with concerns about confidentiality may raise issues through their elected Councillors. We reserve the right to not investigate anonymous complaints.

10. Dealing with unreasonable customer behaviour

Customers have the right to be persistent and make any number of complaints. However, Officers will need to consider when persistence becomes unreasonable, and the customer may be judged as unreasonably persistent or vexatious. We have an [unreasonable customer behaviour](#) procedure which is available for staff and customers.

11. Learning from complaints

All complaints will be investigated thoroughly, objectively and without bias. If the Council is found to be at fault, we will issue an apology and steps will be put into place to put things right.

The Council's complaints system will be used to ensure that lessons from complaints are captured, shared, and embedded into operational practice and processes. Management Team will monitor complaints, analyse trends, and review the lessons learned on a quarterly basis.

We will use the complaints system to identify trends across service areas and types of complaint to assess if operational practice or policies need to be amended. This insight will be reviewed on a regular basis by the Senior Leadership team.

12. Reporting and monitoring

A formal report including analysis on complaints and compliments will be reported on quarterly basis to Overview & Scrutiny Committee as part of the existing performance report.

13. Responsibility of the procedure

The overall responsibility for complaints monitoring and management rests with the Monitoring Officer/ Joint Chief Executive who will delegate specific responsibility to Heads of Service to manage and monitor complaints within departments.

It is the responsibility of Heads of Service to ensure that complaints are correctly managed throughout their lifecycle in their service areas including being recorded on the Council's complaints platform at Stage 1 and 2.

All staff will be provided with access to training and guidance on this policy.

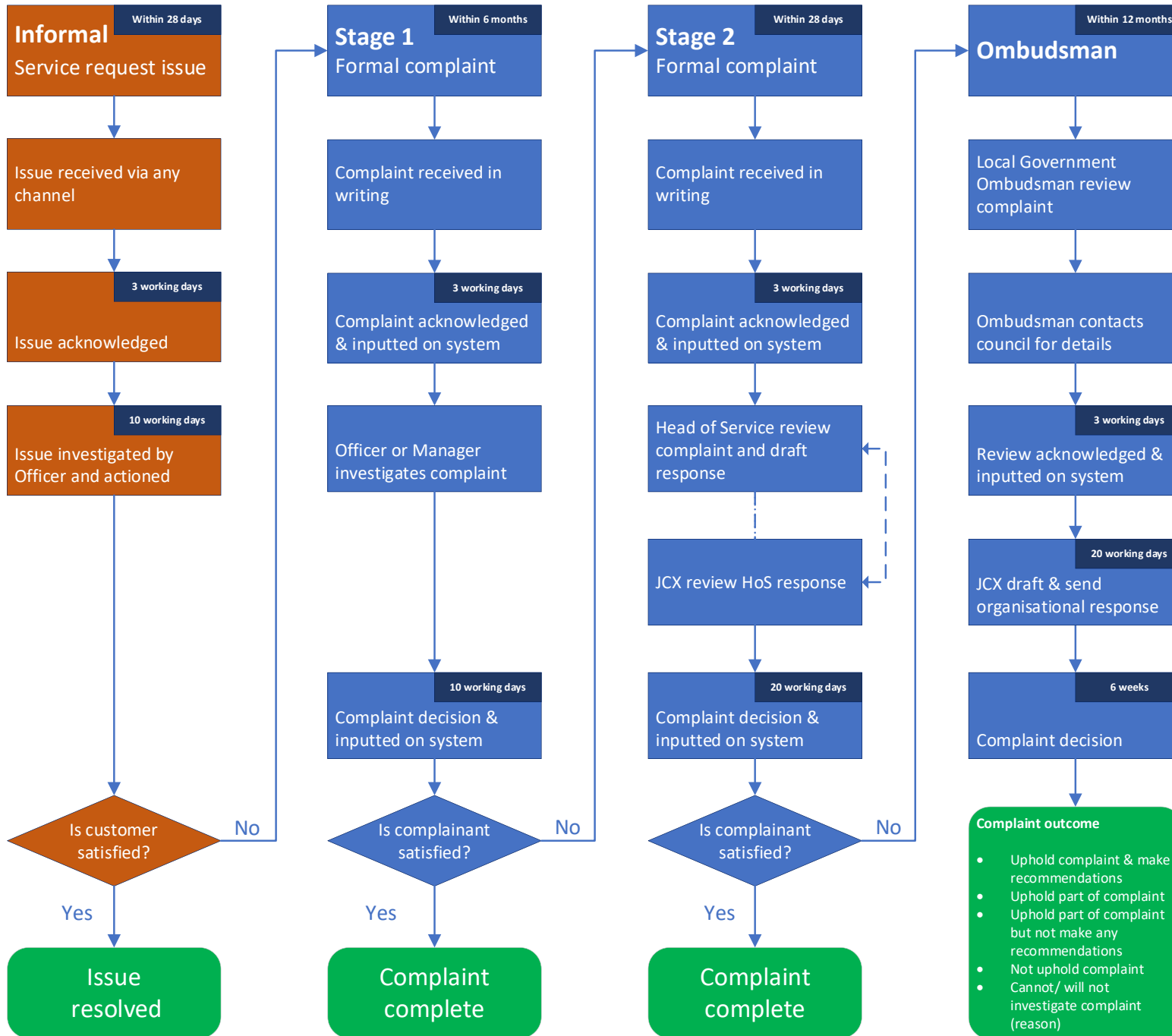
14. Version control

	Date	Author	Comments
1.0	20 December 2021	S. Bennett	Draft version created
1.1	31 January 2022	P. Hughes	Comments & revisions on draft
1.2	7 January	C. Dorn	Comments & revisions on draft
1.3	10 January	M. Saunders	Suggestion for review period in S.11
1.4	18 January	S. Bennett	SLT – edit to create separate section for informal stage. Now S.5
1.5	19 th January	P. Hughes	More comments and reordering of stage 1
1.6	26 January	S. Bennett	T&F group amendments
1.7	27 January	S. Bennett	Inclusion of S6.4 communication

APPENDIX 1

Channel
 Complaint form
 In person
 By letter
 By telephone
 By email
 Via councillor
 Via representative
 Via social media

Channel
 Via www.lgo.org.uk
 Complete online
 complaint form



	Heading from original policy	What's changed	Reason why
	Version control	Removed version control box at start of document	While it is predominantly a staff facing document, residents will be able to view this from the website if they require a deeper dive. Now included at end of document.
1	How to tell us...	Replaced with new introduction paragraph. Wording is more complaints focused to help staff and customers	Not required, new intro and purpose paragraphs pick up on points
2	Compliments	Reworded and included in introduction paragraph	Link to feedback form to pick up compliments
3	Comments	Reworded and included in introduction paragraph	Link to feedback form to pick up comments
4	Council policies	Removed section	Now summarised in Section 4 "what we don't consider a complaint"
5	Complaints – how to complain	Amalgamated into S3	Included in S3 "what is a complaint" to help reader understand what a complaint is
6	What is a complaint	Reworded to provide clarity around definition of a complaint	Revised definition included within S3
7	There will be times...	Reworded and summarised	Now included in S4
8	How can complaints be made	Reworded and broken down into Stages	Included in S7 "how can complaints be made" Need to ensure that staff and complainants understand Stage 1 & Stage 2 are in writing to formally trigger process
9	Things to include	Removed	Included in S6 "Different stages of the complaints process" stage 1 and webform, asking for as much info as possible
10	When can you make a complaint	Reworded and summarised	Included as opening sentence in S6 "different stages..."
11	Confidentiality	Reworded and included in S8 "privacy and customer information"	Included in privacy notice which can be accessed via link from policy
12	So here is what to do....	Reworded to reflect change in two stage process	Promoted to higher up in document. Included in S6 and accompanied by process map
13	Still not satisfied	Removed as this looks at Stage 3 of original process	Included in S6

14	What if you are still not happy	Reworded	Included in S6.5 Local Government Ombudsman section
15	Anonymous complaints	Reworded and summarised	Included in S9
16	Equal opportunities	Removed	To be included in Equality Impact Assessment
17	Dealing with persistent, vexatious...	Reworded	Included in S10 Dealing with unreasonable customer behaviour
18	Comment, complaint or compliment form	Removed	Not required, link to form via policy document
New	Learning from complaints	New section S11 Learning from complaints	Confirm we would apologise if complaint upheld and recorded on complaints platform
New	Reporting & monitoring	New section S12 Reporting and monitoring	Confirm we will report to O&S committee on quarterly basis as part of existing performance report
New	Responsibility of the policy	New section S13 Responsibility of the procedure	Confirming responsibility of the policy as MO/ JCX
New	Workflow	New and included Appendix 1	High level view of process to be used a training guide
New	Communication to customers	New section S6.4 communication to customers at informal, Stage 1 & 2	Clarifying the process for officers and managers to communicate throughout the process

Overview and Scrutiny Committee 15th February 2022	
DATE OF MEETING:	15th FEBRUARY 2022
TITLE OF REPORT:	REVENUE AND CAPITAL OUTTURN POSITION
Report of:	Head of Corporate Services and Section 151 Officer
Cabinet member:	Councillor James Radley, Deputy Leader and Finance

1 PURPOSE OF REPORT

- 1.1 This report contains the capital and revenue outturn for the nine months ending 31 December 2021.
- 1.2 The report also contains a full year (to 31st March 2022) capital and revenue outturn forecast.

2 OFFICER RECOMMENDATIONS

- 2.1 That the Overview and Scrutiny Committee (O&S) provide challenge over the report including the revised projections and significant revenue variations highlighted in paragraph 4.3 and Appendices 1 and 2.
- 2.2 That the Committee note the provisional full year revenue outturn position as of 31st December 2021 of an overspend of £461K overspend before any agreed drawdowns from earmarked reserves.
- 2.3 That O&S note the provisional capital outturn position as of 31st December 2021. The forecast for total capital expenditure for the year ended 31st March is £21.1M.

3 BACKGROUND

- 3.1 It is essential that regular monitoring of budgets is undertaken to ensure financial targets set by the Council are met, cash flow is managed effectively and value for money is achieved
- 3.2 Quarterly Budget monitoring and reporting is a key financial control. The report is prepared on an accruals basis.

4 PROVISIONAL REVENUE POSITION

- 4.1 The Council set a balanced budget in February 2021. As part of Quarter 3 budget monitoring the forecast outturn position is an overspend of £461K. This is after subsidy received from Central Government for losses of fees and charges but before the drawdown of earmarked reserves agreed in year.

Table 4.2 (Revenue Outturn v 2021/22 Budget and 2021/22 Forecast)

£'000	Full Year 2021/22	Period to 31 st Dec 2021			Full Year 2021/22	
Service Area	Budget	Budgeted Expenditure	Actual Expenditure	Over/Under Performance	Forecast	Forecast v Budget
Corporate	3,686	4,799	3,875	(924)	4,748	1,062
Community	2,530	1,051	754	(297)	2,193	(337)
Technical and Environmental	3,660	1,767	1,704	(63)	3,696	36
Place	2,427	2,093	1,230	(863)	2,251	(176)
Accounting Adjustments	(1,509)	294	1,280	986	(1,606)	(97)
Net Cost of Services	10,794	10,004	8,843	(1,161)	11,255	488

4.3 A summary of the main variances within each Service is provided at 4.5.1 et seq. Detailed variance analysis is provided in Appendices 1.

4.3.1 Corporate Services.

- At the 31st of December, Leisure Services recorded an overspend of £880K. This is due to under-recovery of management fees. Cabinet has previously agreed that the shortfall in management fees will be met by earmarked reserves. This number also includes expenditure of £ 190K works carried out to ensure the swimming pool could remain open. This will be transferred to a debtor balance at year end.
- IT are overspent by £140K at the 31st of December, this is due to overspend on software SAAS payments, a detailed review will be carried out in Quarter four to eliminate all non-essential subscriptions. A review will also be carried out to understand whether some IT expenditure can be capitalised.

The Waste Client Team are overspent by £240K due to a reduction in income from the Green Waste service as subscriptions were extended due to suspensions during the year.

- Corporate Finance are overspent by £130K. The overspend is caused by staff vacancies being back-filled with agency staff – pending the Corporate Services re-structure and consultancy spend on the mandatory upgrade of the finance system.

- In respect of COVID 19 we have assumed that the Council will break even and spend 100% of Government Grants provided and any under-utilised Grants will be returned to the Awarding Body (if applicable).

4.3.2 Community Services

- There is a £340K underspend. In previous years the Council has been the administering authority for a Domestic Abuse Grant which covered several counties in South-East England, the budget was set on this basis. This service is now run from Hampshire CC and the costs for Domestic Abuse relate to Hart District Council only. A compensatory adjustment is shown in actual expenditure within the accounting adjustments line.

4.3.3 Technical and Environmental Services

- Off street parking has reduced income of £270K. Covid-19 has changed the daily routines of our residents and visitors; car park income is £208K less than budget, fixed penalty income £36K less than budget.
- There is an underspend of £180K in Environmental Services due to the following:
 - Increase in sales income from Hartland Park - £27K
 - Reduction in staff costs reflecting department re-organisation – this under spend is compensated by over-spend across other cost centres.
- Additional income of £135K has been received in highways management due to additional income generated from Traffic Management Orders.

Place Services

- Planning policy is underspent by £90K which is attributable to staff vacancies. These posts have been advertised but not yet filled.
- Environmental protection is underspent by £60K. There is a vacant post in this area due to an internal promotion. Recruitment to this position is expected to start in Q1 2022/23.
- Neighbourhood planning is underspent by £60K – this is due to a Government Grant carried forward from 2020/21 and little activity in this area

- Admin Buildings (Repairs & Maintenance) overspent by £50K due to investment in making the Council offices and Chambers a COVID safe environment. This spend includes audio equipment for the Chamber and colour coded protective screens for the offices.

5. CAPITAL POSITION

- 5.1 Capital expenditure as at the 31st of December 2021 was £19.9M against a Budget of £29.4M (including agreed carried forward budget from 2020/21).
- 5.2 The estimated outturn for capital is expected to be £21.1M which is £8.4M less than Revised Budget primarily due to delayed works at Fleet Pond.

Table 5.3 (Capital Outturn v Original Budget 2021/22, Forecast 2021/22)

CAPITAL - Table Budget Comparators - 2021/22 (YTD December 2021)

£'000	Full Year 2021/22	Period to 31st Dec 2021		Full Year 2021/22	
		Revised Budget*	Actual Expenditure	Over/Under performance	Forecast
Corporate	23,811	18,983	(4,828)	19,675	(4,136)
Community	396	566	170	399	3
Technical and Environmental	5,198	356	(4,842)	955	(4,243)
Place	24	0	(24)	24	0
Net Expenditure before Adjustments	29,429	19,905	(9,524)	21,053	(8,376)

*Revised budget = Original budget + balances carried forward from prior year

5.4 A summary of the main variances in each Service Area is provided at 5.4.1 et Seq. Detailed variances are provided at Appendices 2.

5.4.1 Corporate Services

- IT Infrastructure Programme upgrade: YTD underspend v Budget is £678K
This is due to delays in the delivery of the cabling and firewall which had to be completed first. The Outturn is projected to be £30K over performance as additional funds are required for networking – this will be subject to approval by Cabinet.
- Commercial Investment Strategy: YTD underspend of £4M – the underspend is due to the lack of viable investment opportunities available to the Council.

5.4.2 Community Services

- Disabled Facilities Grant: There is an overspend of £210K YTD v Budget, this is within the grant levels for the year, and due to timing differences between profiling and spend. There is no variance expected for the outturn.
- An underspend of £40K in respect Private Sector Renewal Works again due to timing differences. The forecast outturn is expected to be £3K under performance.

5.4.3 Technical and Environmental Services

- Due to Covid 19, the proposed Fleet Pond Development was deferred, consequently the following costs have been delayed:

Fleet Pond Green Grid Engineering: £1,900K

Fleet Pond Green Grid Ecology: £700K

Fleet Pond Visitor Enhancements: £200K

Fleet Pond Access Track: £110K

Fleet Pond Fencing: £50K

- Edenbrook Skate/Bike Park: £335K. No expenditure has been incurred in 2021/22.
- Hartley Wintney Central Common Access Improvements: £160K work has not yet commenced.
- Bramshot Farm scheme: £870K works not yet delivered

Note: a capital underspend of £4.2M is forecast for Technical and Environmental Services for FY 2021/22.

5.4.4 Place Services

- A budget of £24K was made available for the proposed purchase of a replacement Dog Warden Van. This will not be spent in 2021/22.

6 EQUALITIES

6.1 All activity will comply with the authority's statutory duties

7 CLIMATE CHANGE

7.1 Budget setting and monitoring works alongside the council's ambition to become a carbon neutral authority by 2035. No direct carbon/environmental impacts arise from these recommendations.

8 CONCLUSION

8.1 This report presents the forecast capital and revenue outturn for year ending 31 March 2022.

Contact Details: Emma Foy, emma.foy@hart.gov.uk

CORPORATE SERVICES**Revenue Budget Outturn 2021/22 - Period 9 December 2021**

Cost Centre	Variance	£000 Over Spend	£000 Under Spend
Covid19	It is assumed that the COVID-19 Grants will be spent in full or returned		263
Non Distributed Costs	Pension cost adjustments for early retirement		168
Leadership Team	No recruitment has taken place.		30
HR Contract	Occupational health underspent		24
Corporate Communication	Less spend on external services e.g. advertising than budget.		24
Clinical and Bulky			2
Revenues & Benefits Contract			2
Civic Function & Chairman		1	
Digitalisation		1	
New Settlement		1	
Register Of Electors		2	
Housing/Council Tax Benefits		9	
Yateley Welcome Back Fund	This activity was approved post budget and is grant funded	13	
Cycling & Walking Infrastructure	This activity was approved post budget	20	
Basingstoke Waste Contract	Additional costs to be recovered.	20	
External Audit	Expected increase in fees from EY	27	
Waste Contract	Additional variable waste collection fees.	31	
Commercialisation	Recovery work on The Swan which will be funded from an Earmarked Reserve	57	
Corporate Finance	Staff vacancies back-filled with agency staff - pending Corporate restructure.	134	
IT Contract	Overspend on SAAS software - review pending.	139	
Leisure Centres	Under recovery of mangement fees plus spend on keeping the swimming pool open.	883	
Waste Client Team	Reduction in income from Green Waste Subscriptions	239	
		1,577	515
		1,062	

COMMUNITY SERVICES**Revenue Budget Outturn 2021/22 - Period 9 December 2021**

Cost Centre	Variance	£000 Over Spend	£000 Under Spend
Private Sector Housing	Reduction in agency staff as service provided by officers.		15
Domestic Abuse	Hart no longer the administrative body for Domestic Abuse Grants for South East Counties.		340
Community Safety	Service brought in house from Rushmoor		99
Strategic Housing Services	Developers Contribution - to be moved to the balance sheet.		60
Social Inclusion & Partnership			3
PRSAccessFund			
Health and Wellbeing		1	
Housing Needs Service	Rent deposit income not yet received £87K; software licence purchases which will be partly funded from EMR.	180	
		180	517
			337

TECHNICAL & ENVIRONMENTAL SERVICES

Revenue Budget Outturn 2021/22 - Period 9 December 2021

Cost Centre	Variance	£000 Over Spend	£000 Under Spend
Environment Promotion Strategy	Increase in income from Hartland Park; reduction in staff costs reflecting department re-organisation		179
Highways Traffic Management	Additional income generated from Traffic Management Orders		134
Bramshot Farm	Developers Contribution to be moved to balance sheet		95
CCTV			7
Biodiversity			6
Hart Drainage			5
Elvetham Heath Nature Reserve			4
Land Repossessions		1	
Landscape & Conservation		2	
Tree Preservation Orders		5	
Churchyards	Expected maintenance charges	16	
Fleet Pond	Miscellaneous overspends	16	
On Street Parking	Reduction in car park permit income	18	
Estates/Asset Management	Maintenance work at Harlington auditorium/ceiling and roof.	24	
Climate Change	Consultancy charges for Climate Change Action Plan.	45	
Street Cleaning	Budget did not reflect increase in contract fees	45	
Off Street Parking	Reduction in car park income and fixed penalty income	296	
		469	431
		36	

PLACE

Revenue Budget Outturn 2021/22 - Period 9 December 2021

Cost Centre	Variance	£000 Over Spend	£000 Under Spend
Planning Policy	Staff vacancies		87
Environmental Protection	Staff vacancies		59
Neighbourhood Planning	Government grant - to be moved to reserves		59
Licences	Licencing income for Premises and Gaming higher than expected.		20
Dog Warden	Statutory service provided by an external provider resulting in cost savings .		35
Hart Development	Funding for Employment and skills co-ordinator		18
Print Room & Photocopying			9
Out Of Hours Noise Service			4
Health & Safety			3
Corporate - Apprentices			1
Building Control - Fee Earning		2	
Business Support Staff		5	
Env Health Commercial			6
Economic Development	Publicity support costs from Enterprise First	12	
Local Land Charges	Land fee income lower than expected.	17	
Planning Development	professional fees incurred for Watery Lane appeal off-set by planning application income.	40	
Admin Bldgs - R & M	Purchase of audio equipment for Council Chamber and protective screens for offices offices	51	
		126	302
			176

APPENDIX 2 – Capital Outturn

CORPORATE SERVICES

Capital Outturn 2021/22 - Period 9 December 2021

Cost Centre	Variance	£000 Over Performance	£000 Under Performance
IT Upgrade	£30K of additional capital required for Network - this is subject to approval by Cabinet.	32	
Edenbrook Apartments	Contingency for improvement works.		95
Frogmore Investment	Retention fees - not required.		17
ThePavilion, Southampton			
Commercial Investment Strategy	Conditional on appropriate investment opportunities		4,056
Capital take-on			
		32	4,168
			4,136

COMMUNITY

Capital Outturn 2021/22 - Period 9 December 2021

Cost Centre	Variance	£000 Over Performance	£000 Under Performance
Disabled Facs - Mandatory			
Private Sector Renewal			3
Grants for Affordable Housing			
		0	3
			3

APPENDIX 2 – Capital Outturn

TECHNICAL & ENVIRONMENTAL

Capital Outturn 2021/22 - Period 9 December 2021

Cost Centre	Variance	£000 Over Performance	£000 Under Performance
Fleet Pond Visitor Enhancement			193
Bramshot Farm			830
Kingsway Flood Alleviation Sch			57
CCTV			34
S106 Leisure Parish		4	
Fleet Pond Access Track	These funds will be transferred to the Fleet Pond Green Corridor project		110
Hazeley Heath Grazing Project			76
Hazeley Hth, Dilly Ln NoteBd			25
HW Cent Common Access Improve			160
Edenbrook CP Play Tree			60
Edenbrook CP History Walk	Work has been deferred to 2022/23		40
Service Vehicles			82
Edenbrook CP - Skate/Bike Park	Work has not yet started on this project		335
Edenbrook CP - Teen Health			60
Edenbrook CP - Visitor Improve			70
Fleet Pond Fencing			23
Refuse Vehicles			81
Fleet Pond Green Corridor	Delays starting project due to COVID-19		1,332
Fleet Pond Green Corr Ecology	Delays starting project due to COVID-19		735
Allotments at Edenbrook		57	
		61	4,304
			4,243

PLACE

Capital Outturn 2021/22 - Period 9 December 2021

Cost Centre	Variance	£000 Over Performance	£000 Under Performance
Dog Warden Vehicle	No purchase of van anticipated to occur in 2021/22		24
Printers/Photocopiers			
		0	24
			24

OVERVIEW & SCRUTINY

DATE OF MEETING: 15 FEBRUARY 2022

TITLE OF REPORT: ANNUAL ON-STREET PARKING REPORT 2020/21

Report of: Head of Environment & Technical

Cabinet Portfolio: Environment

Key Decision No

Confidentiality Non Exempt

1 PURPOSE OF REPORT

1.1 This report is for information prior to submission to Hampshire County Council as required as part of the Civil Parking Enforcement Agency agreement.

2 OFFICER RECOMMENDATION

2.1 This report is for members information and comment.

3 BACKGROUND

3.1 The attached report is a requirement of the Civil Parking Enforcement Agency and is included in the Environment and Technical Services service plan.

4 CORPORATE GOVERNANCE CONSIDERATIONS

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

On-street parking provision is not mentioned within the Corporate Plan/Hart Vision 2040.

Service Plan

Production of the attached report is identified in the 2020/21 Environment & Technical Services service plan.

Legal and Constitutional Issues

There are no legal or constitutional issues.

Financial and Resource Implications

There are no financial and resource implications associated with this report.

Risk Management

There are no risks associated with this report.

5 EQUALITIES

5.1 There are no equality issues with the attached.

6 CLIMATE CHANGE IMPLICATIONS

6.1 There are no climate change implications with the report.

7 ACTION

7.1 Following consideration by committee, this report will be forward to Hampshire County Council and published on the district council's website.

Contact Details: Philip Sheppard [Philip.sheppard@hart.gov.uk]

Appendices

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule of the Local Government Act 1972 by ticking the relevant</i>						
		1	2	3	4	5	6	7
A	Hart District Council 2020/21 Annual On-street parking report							

Background papers:

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
	1	2	3	4	5	6	7



**Hart District Councils
2020/2021 Annual On-street
Parking Report**

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About Hart and their parking service

Introduction

This report represents Hart District Councils annual parking report for the financial year of 2020 to 2021. Please note the following when reading this report:

- We did operate on-street-and-off-street parking during this period however **this report focuses on our on-street parking unless otherwise specified.**
- None of the towns and parishes in this report have on-street pay and display as a method to pay for parking.

Hart is a local government district named after the River Hart which runs through its centre. The district is located in north Hampshire and is bisected by the M3. According to 2011 Census data from the Office of National Statistics Hart had a population of 91,033 with an estimated population of 97608 in 2020.

Hart is a predominantly rural district and covers an area of 215 square km. Its land is made up of vast fields and woodlands with a mixture of large urban towns and parishes.



Table 1: Population of the areas that make up Hart

Town	Population estimate 2020
Blackwater and Hawley	8,468
Crookham East	7,552
Crookham West and Ewshot	10,582
Fleet Central	9,296
Fleet East	7,452
Fleet West	9,568
Hartley Wintney	9,569
Hook	8,867
Odiham	9,513
Yateley East	8,283
Yateley west	8,458

Age groups 2020 mid-year estimates



Figure 1: Graph comparing the population of different age groups of Hart to local authorities in England

Car ownership in Hart is significantly higher than other areas. In 2011 92% of households had 1 or more cars whereas the average for England was a great deal lower at 74%. The cause of this could be a result of Hart having considerably more employed residents than workplace jobs leading to a large proportion of workers having to commute.

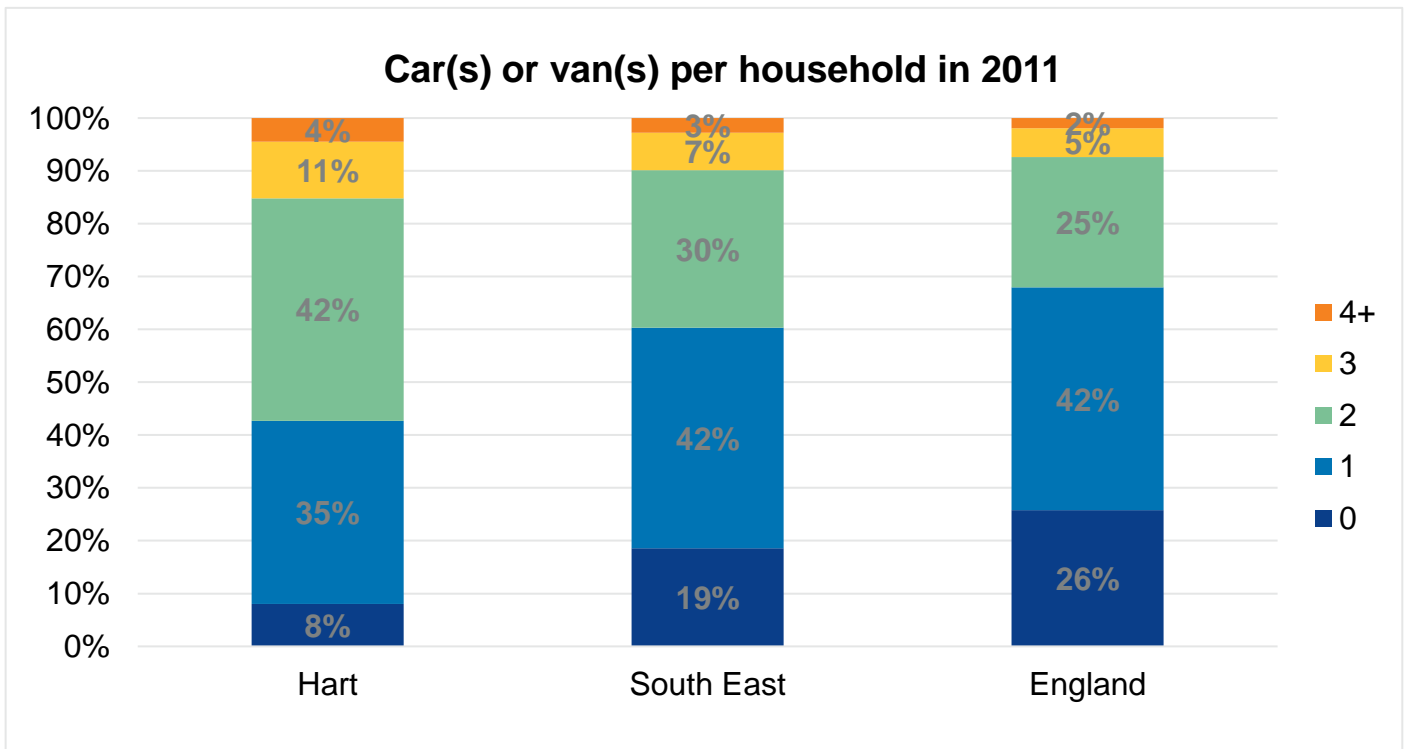


Figure 2: Graph comparing cars per household of Hart to other areas of England

Car parks

The council own 15 car parks, 14 of which being pay and display car parks. There are a total of 1147 spaces, including 40 disabled, 2 electric vehicle (EV) charging, 16 motorcycle, 7 doctor surgery and 2 taxi bays. All of which are enforced by the Civil Enforcement Officers (CEOs).

For more information on fees and charges, please visit:

www.hart.gov.uk/parking



Table 2: Information on parking spaces in council owned car parks

Car Park	Chargeable Spaces	Disabled	Taxi	Electric	Motor-cycle	Doctors Surgery	Total Spaces	Number of P&D Machines
Fleet								
Admiral House	20	0	0	0	0	0	20	1
Birchays	18	2	0	0	1	0	21	2
Central Courtyard	40	2	0	0	0	0	42	1
Church Road	301	10	0	2	5	0	318	6
Civic Offices	63	2	0	0	1	0	66	1
Flagship House	65	0	0	0	0	0	65	1
Gurkha Square	49	2	0	0	3	0	54	2
Victoria Road	141	9	0	0	2	0	152	3
Blackwater								
Community Centre	20	2	0	0	0	0	22	1
Station Approach	121	2	2	0	1	0	126	2
Hartley Wintney								
Monachus Lane	136	2	0	0	0	7	145	2
Hook								
Station Road	5	1	0	0	0	0	6	0
Crossways Manor	56	3	0	0	1	0	60	1
Odiham								
Deer Park View	33	2	0	0	1	0	36	1
The Bury	12	1	0	0	1	0	14	1

Residents parking permits

As a general guideline, residents within the parking scheme are entitled to a maximum of 2 permits per household where no off street parking is provided for the property and 1 permit per household where off Street parking is provided.

To pay for a permit, or to find out if you qualify for one, please visit:

www.hart.gov.uk/residents-permit-application

Based on the '2011 Census data' Hart have an average of 1.71 cars per household, 47% higher than the average for England of 1.16. As a result of this, there is a demand for on street parking.

Residents' parking permits are available in Fleet and Hartley Wintney. The councils CEOs carry out regular patrols on a daily basis to monitor these areas.

There are many areas with residential/permit parking restrictions covering large sections of road or just one or two bays, the main ones being as follows:

Fleet:

- Albert Street
- Church Road
- Clarence Road
- Connaught Road
- Cranbrook Court
- Dunmow Hill
- Glebe Court
- Kent Road

Hartley Wintney:

- 6,8,10 & 12 Old Cove Road
- 18a Reading Road
- Upper Street
- Victoria Road
- Wellington Avenue
- 51 & 53 Fleet Road
- Oakland Terrace
- Un-named link road connecting Oakland Terrace to the A30 High Street
- Oakley Place
- Hardings Lane

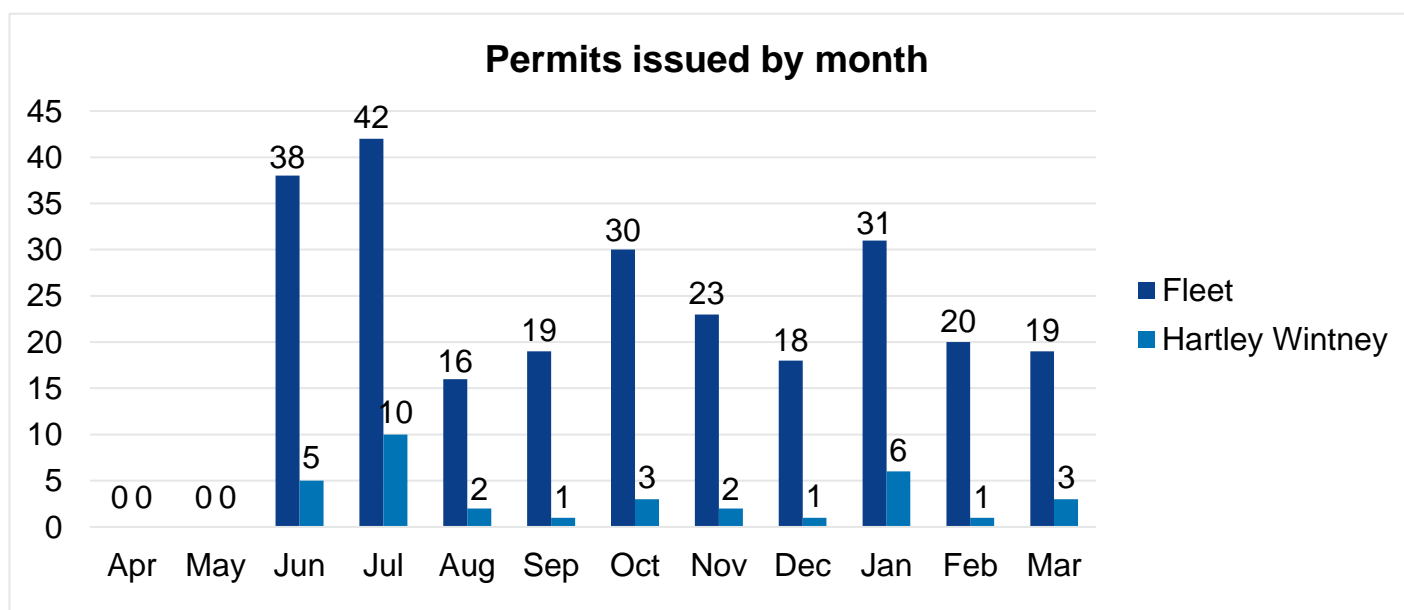


Figure 2: Graph showing permits issued by area and month in Hart

Parking as a service

What is civil parking enforcement

In 2004 the Traffic Management Act was drafted and came into force in England and Wales on 31 March 2008 and includes the following:

- parking offences now to be classed as civil contraventions
- parking wardens/attendants to be known as civil enforcement officers (CEO)
- the power to require authority to apply for civil enforcement powers
- setting the level of penalty charges
- £70 for the most serious contraventions (discounted to £35 if paid within 14 days)
- £50 for other contraventions (discounted to £25 if paid within 14 days)

The Traffic Management Act 2004 (TMA 2004) 'Part 6' 'Civil Enforcement of Traffic Contraventions' sets out the legislation under which civil parking enforcement needs to be undertaken. Statutory guidance for local authorities on enforcing parking restrictions (Guidance for local authorities on enforcing parking restrictions – GOV.UK) (gov.uk) states that each enforcement authority should design their parking policies with particular regard to:

- managing the traffic network to ensure expeditious movement of traffic, (including pedestrians and cyclists), as required under the TMA 2004
- improving road safety
- improving the local environment
- improving the quality and accessibility of public transport
- meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a vehicle
- managing and reconciling the competing demands for kerb space

Working with partners

Hart District Council are responsible for managing a number of pay and display car parks, enforcing on street parking and resident parking. The parking team work hard to ensure an efficient, reliable and customer focused parking service and is supported by its partners, which are detailed below.

See the link for more information:

www.hart.gov.uk/parking

Chipside

Chipside is a specialist software development company providing products and services to around a quarter of local and regional government traffic authorities in the UK. This means that Chipside works with over 130 local government authorities throughout the UK, delivering smart city initiatives to villages, towns, cities and regions. Once a Penalty Charge Notice has been issued, the details of the contravention are transferred to the Chipside case management system, this provides all the relevant information relating to the lifecycle of a PCN. This includes full details of the contravention including informal and formal appeals made and decisions.

British Parking Association

Hart District Council is a member of the British Parking Association (BPA) and sought guidance on how best to approach parking enforcement during the COVID-19 restrictions. BPA is a not-for-profit organisation, working with members and stakeholders to support their communities, improve compliance by those managing and using parking facilities and encourage fairness to achieve their vision of excellence in parking for all.

britishparking.co.uk

Mipermit

Hart District Council also works with MiPermit. Over 130 local authorities use it to give their citizens and local businesses the ability to pay for parking and season tickets using their mobile phone, landline telephones or online. Businesses, and visitors can pay for parking in a car park or renew season tickets any day of the week at any time of the day.

Mipermit.com

PATROL

Local authorities who undertake civil traffic enforcement are required by statute to make provision for independent adjudication. The main function of the Joint Committee is to provide resources to support independent adjudicators and their staff, who together comprise the Traffic Penalty Tribunal (TPT). PATROL also provides information for motorists on their options after receiving a parking, bus lane, clean air zone, moving traffic or road user charge, penalty charge notice, or a littering

from vehicles penalty notice. You can obtain further information about the TPT and their service by visiting their website.

www.patrol-uk.info

Hampshire Constabulary

We have worked in partnership with the community to provide joined up thinking and help enforce the parking restrictions to keep the highway network free from obstruction. The police have provided support with school patrols and when CEOs are threatened and have increased patrols in locations where parking has caused obstruction. Where there are no parking restrictions the police may have the powers to enforce obstruction or safety issues.

COVID-19

Impacts of the pandemic

This year, England suffered three national lockdowns. The first commencing on 26 March 2020 with restrictions eased on 10 May 2020 although it was felt the lockdown did not end until 4 July 2020 with the reopening of small businesses. The second lockdown legally came into force on 5 November 2020 and ending on 2 December 2020. England entered a third lockdown on 6 January 2021 with ‘Step one of the road map to recovery’ beginning on 8 March 2021.

The lockdowns had enforced restrictions on peoples freedom of movement, closing businesses and getting people to work from home. Local authorities were affected significantly as a result of this.

As everyone was staying at home, there was more demand for on street and residential parking. Hart District Councils parking service decided; with guidance from BPA, LGA and PATROL to withdraw CEOs and stopped enforcing parking on and off street. Car parking charges were suspended for 5 months. This could allow more parking for those staying at home. This came with downsides but allowed the team to focus their attention and provide support with the COVID-19 civil emergency.

The team was actively helping with COVID-19 by:

- Running the ‘Food Hub’ which involved the distribution of medication and food to the members of public shielding or in need.
- Setting up and running Lateral Flow Testing (LFT).
- Assisting in welfare checks for Hampshire County Council.

The short stay admin fee on the Mipermit app was written off with the reintroduction of car parking charges in August. This was done to persuade people to pay using the app instead of handling cash and touching the ticket machines.

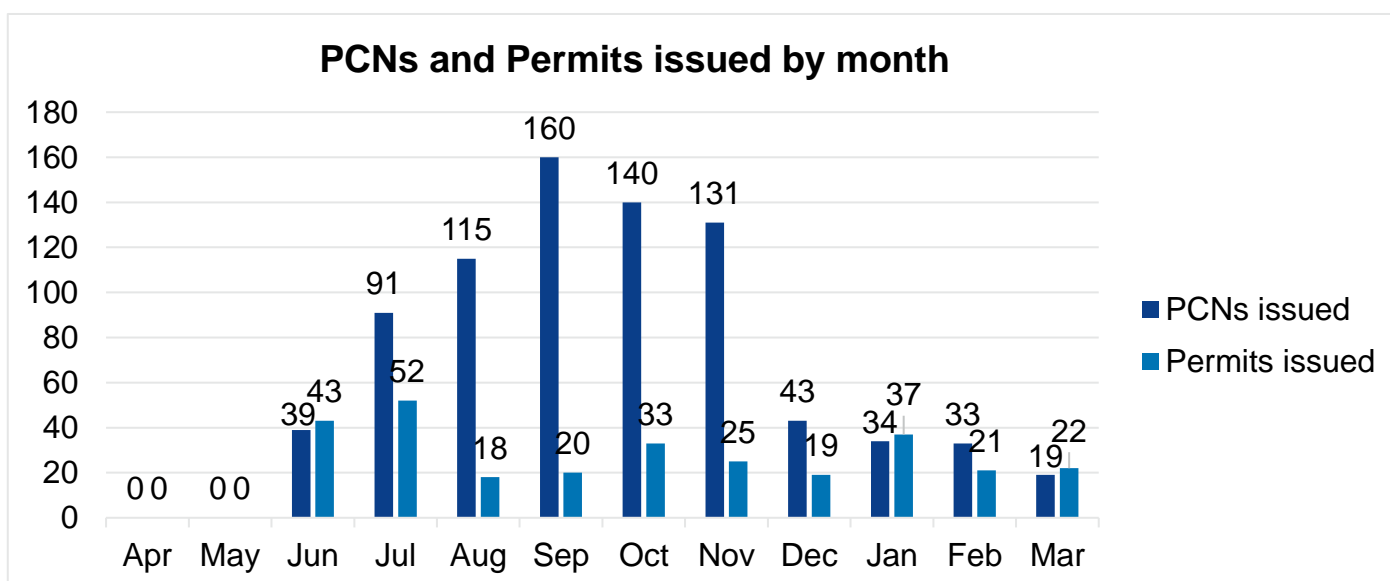


Figure 3: Graph comparing the number of on-street PCNs and Permits issued by month

Hart District Council parking team

The parking team is made up of eight members which are as follows: The Parking Manager, Senior Processing Officer, Processing Officer, Senior Enforcement Officer, and two Civil Enforcement Officers with two vacant civil enforcement officer positions available.

The Civil Enforcement Team keep the roads safe and free flowing, ensuring drivers are following traffic regulation and dealing with other matters such as abandoned vehicles.

The Processing Team deal with the whole lifecycle of the PCN ensuring it is handled correctly following legislation and making sure everyone is treated fairly.

Harts parking policy

All on street parking enforcement and traffic management are the responsibility of Hampshire County Council but delivered by Hart District Council within its administrative area.

The Traffic Management Act requires all councils and the parking industry as a whole, to become more open and transparent to the public. This is to try and change the perception of the industry from one that is often seen as bad to one that helps the public by showing what is really being achieved. Such as:

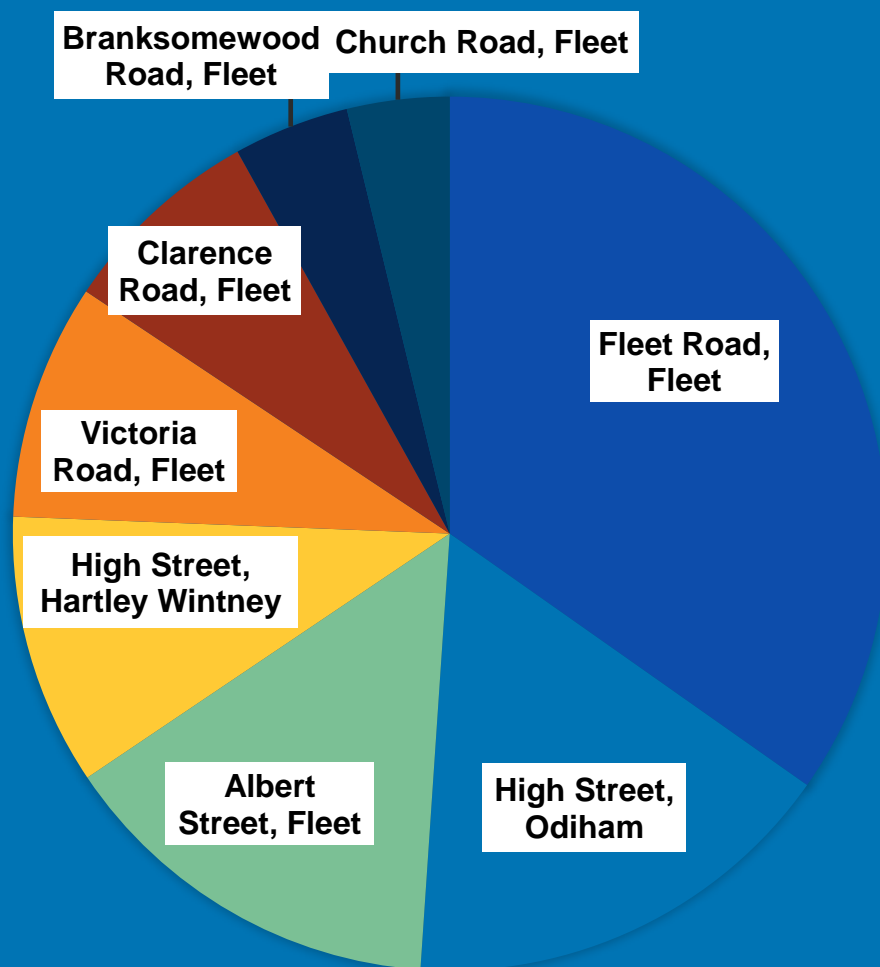
- Improve the safety of pedestrians and road users by dealing with dangerous and indiscriminate parking
- Maintain and where possible improve traffic flows
- Improve the environment by encouraging responsible parking
- Address the needs of local residents, shops and businesses, including deliveries
- Address the needs of people with disabilities

The guiding principles under which the Council operates its parking policy are as follows:

- **Transparency** - the Council will help individuals, organisations or businesses to understand what is expected of them and what they should expect from us.
- **Consistency** - the same approach will be adopted to achieve similar ends under similar circumstances.
- **Fair to all** - Officers employed by the council must comply with the principles set out in this enforcement policy.

Streets with the largest number of PCNs issued

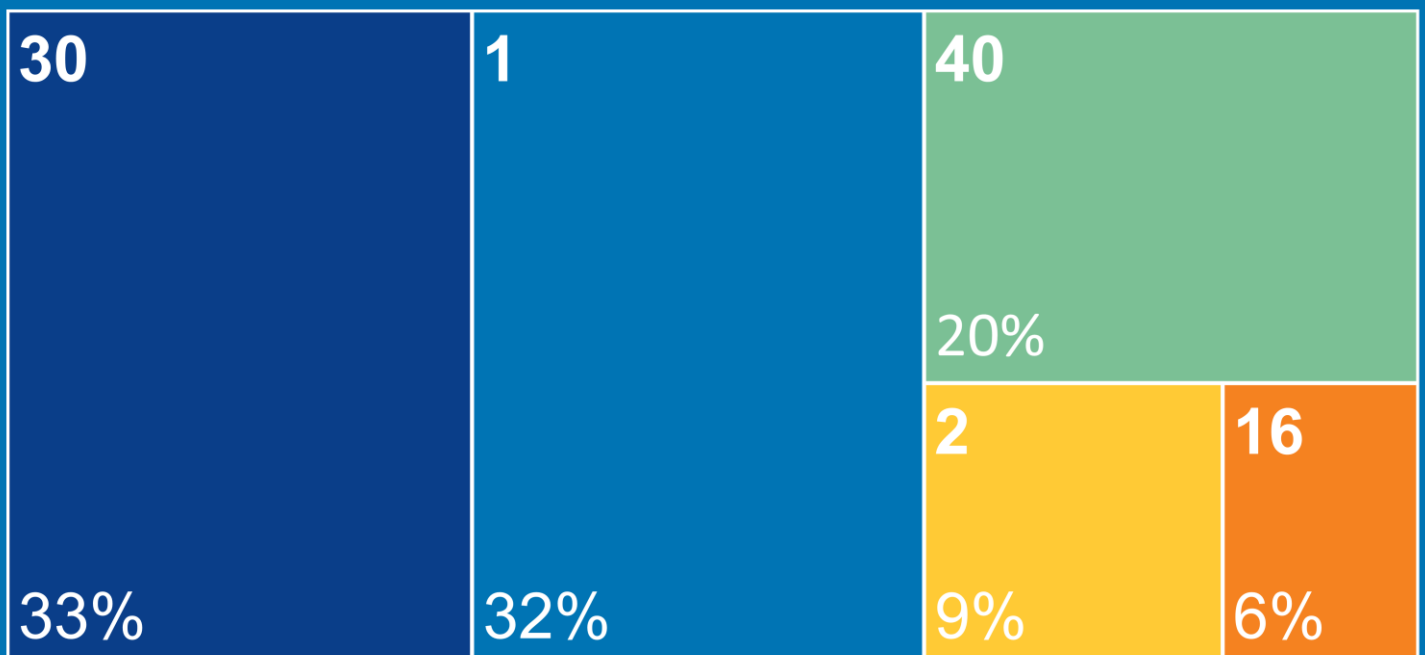
Fleet Road, Fleet	211
High Street, Odiham	99
Albert Street, Fleet	88
High Street, Hartley Wintney	61
Victoria Road, Fleet	53
Clarence Road, Fleet	46
Branksomewood Road, Fleet	26
Church Road, Fleet	23



Top 5 reasons a PCN was issued by contravention code

Code:

- 01 Parked in a restricted street during prescribed hours
- 02 Parked or loading/unloading in a street where waiting and loading/unloading restrictions are in force
- 16 Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required
- 30 Parked for longer than permitted
- 40 Parked in a designated disabled persons parking place without clearly displaying a valid disabled person's badge in the perscribed manner



Suspensions

Hart District Council has the power from the Secretary of State for Transport under Sections 64 and 65 of the Road Traffic Regulations Act 1984 to inform road users of a temporary suspension of parking places to allow for events, maintenance, construction and allow other works to take place.

For a suspension to take place, the Council should be notified 7 days before intended starting date. This is to allow time to process the request and notify the public of the intended suspension. These are communicated using yellow signs and should state the intended starting date, time, duration, and area.

Dispensations

The Council, in certain circumstances, will allow by the issue of a dispensation (waiver), a vehicle or vehicles to park lawfully in what otherwise would be a contravention of a Traffic Regulation Order (TRO). This could be for maintenance, construction and other works to take place.

An administration charge is to be made except in respect of funerals and wedding bridal vehicles, for which no charges are made. Applications should be received at least 2 working days before the required date to enable the Council to inspect the site if felt necessary.

If you want to apply for a dispensation, please visit:

www.hart.gov.uk/sites/default/files/3_Visiting_Hart/Parking/Dispensation%20Application%20form%20V2.pdf

Blue badge enforcement

The Blue Badge Disabled Parking Scheme is coordinated by Hampshire County Council. It is put in place to allow a badge holder (or whoever is driving them) to park closer to their destination. Disabled badge holders can park on yellow lines for up to three hours and designated parking bays free of charge if situated in a pay and display car park. The council provide a large number of disabled bays throughout the district at various locations most convenient for blue badge holders.

CEOs are trained annually on Blue Badge Enforcement and carry out Blue Badge checks as part of their regular routine. They ensure that disabled badges and bays are used in the correct manner. Misuse can result in formal warnings, retaining of the badge and even prosecution.

The Blue Badge Enforcement Team carry out detailed and thorough checks to ensure blue badges are not being misused.

If you think you should have a blue badge, please visit:

www.hants.gov.uk/transport/parking/bluebadge/checkyoucanapply

To learn more about the Blue Badge parking scheme, please visit:

www.hants.gov.uk/transport/parking/bluebadge

New parking controls

Hart District Council is responsible for implementing new parking controls and changes to existing ones on all public highway in its district.

The council are continually reviewing their parking schemes to make sure they meet the changing needs of local communities.

Many requests are received for changes to existing parking controls or where residents or businesses want new controls to be introduced. There are also areas where safety or access issues have been identified and it is felt necessary to introduce restrictions such as yellow lines.

Each location is looked at in detail and proposals to address the issues are raised. Most often there are conflicting issues, and we need to find a balance to meeting differing needs.

To make sure our schemes remain lawful there is a formal, legal process that must be followed when making changes or introducing new restrictions, this is the traffic regulation order (TRO). The review process includes public consultation and normally takes several months to complete.

The councils CEOs issue warning notices to people if they park in contravention to new/updated parking restriction. This is to help familiarise people to the changes made, without incurring a fine.

Education, enforcement and appeals

Role of a Civil enforcement officer

CEOs are employed by Hart district council and are there to assist the local community by making sure that the highway is safe to all users, free flowing and clear from obstructions. They do this by monitoring all areas where parking restrictions apply, and issue Penalty Charge Notices (PCNs) to any vehicle that is parked in contravention.

Our CEOs have the power to issue a PCN to vehicles that do not comply with the parking regulations (contravention). The CEOs wear a uniform when on patrol, so they are easily recognisable and are trained to be fair and consistent in their approach. If there is mitigation, then the driver can appeal the notice.

Each CEO is equipped with a Body Worn Video Camera (BWVC) to deter instances of physical threat and verbal abuse when they are carrying out their duties. CEOs will turn on their BWVC if they feel threatened by a member of the public and think the situation might escalate to have record/evidence of any conversations or incidences.

The role of the CEO is to also assist people with their parking enquiries, control traffic in areas where conflict may occur – for example schools, assist in Blue Badge fraud detection and report defective signs and lines.

Our CEOs play a vital role in ensuring the free flow of traffic and safety of the highways around Hart.

Our CEOs are out and about in the community in all weathers, seven days a week.

Climate change

Climate change is the most serious environmental challenge facing us in the 21st Century. Over the past few years issues such as adverse weather conditions, greenhouse gasses and the reduction of fossil fuels have been highlighted and local authorities across the UK are working together, and with external partners, to see what can be achieved to reduce climate change in their local area.

Hart District Council are committed to becoming a carbon neutral authority by 2035 and a carbon neutral district by 2040. The parking service are supporting and contributing towards these targets in various ways. Some of those being as follows:

Harts parking team are supportive of helping the environment and are working towards the climate change targets by looking towards switching the CEO's vehicles to electric ones and implementing electric vehicle (EV) charging bays in their car parks.

Parking have already implemented 2 off street electric vehicle (EV) charging bays located in the Church Road car park, Fleet.



To learn more about climate change, please visit:

www.hart.gov.uk/climate-change-0

Penalty charge notices

If you are issued with a PCN, you will have 28 days to pay the fine. If the PCN is not paid the council may issue a Notice to Owner (NtO). The purpose of this is to ensure the PCN was received by the vehicle owner and payment is now due in full and may be increased, by the issue of a Charge Certificate, if not paid within a further 28 days.

However, if a motorist feels that their PCN has been issued incorrectly or has mitigating circumstances as to why the vehicle was parked in contravention, they have the right to contest. Information on how to do this can be found on the back of the PCN or on our website:

www.councilparking.org/hart/pages/OnlineChallengeEntry.aspx

The vehicle owner may dispute the issuing of a PCN at three stages:

1. Informal Challenge
This must be made within 28 days of the PCN being issued. The case will be put on hold until an outcome is reached. If the challenge is made within 14 days of the date on which the PCN was issued and your challenge is rejected, the discount period will be reset for a further period of 14 days from the date of the rejection letter.
2. Formal representation
This can be made once a NtO has been issued.
3. Appeals
This is where the registered keeper is not satisfied with the response from their formal representation and can appeal to an independent adjudicator (the TPT) to consider the case and make the final decision. This can be done with or without a telephone hearing depending on what the appellant wishes. If the appeal is rejected and payment has not been made, the fine of the PCN is registered as a debt. The registered keeper can no longer challenge the PCN but can challenge the debt registration or the debt itself.

PCNs issued by town

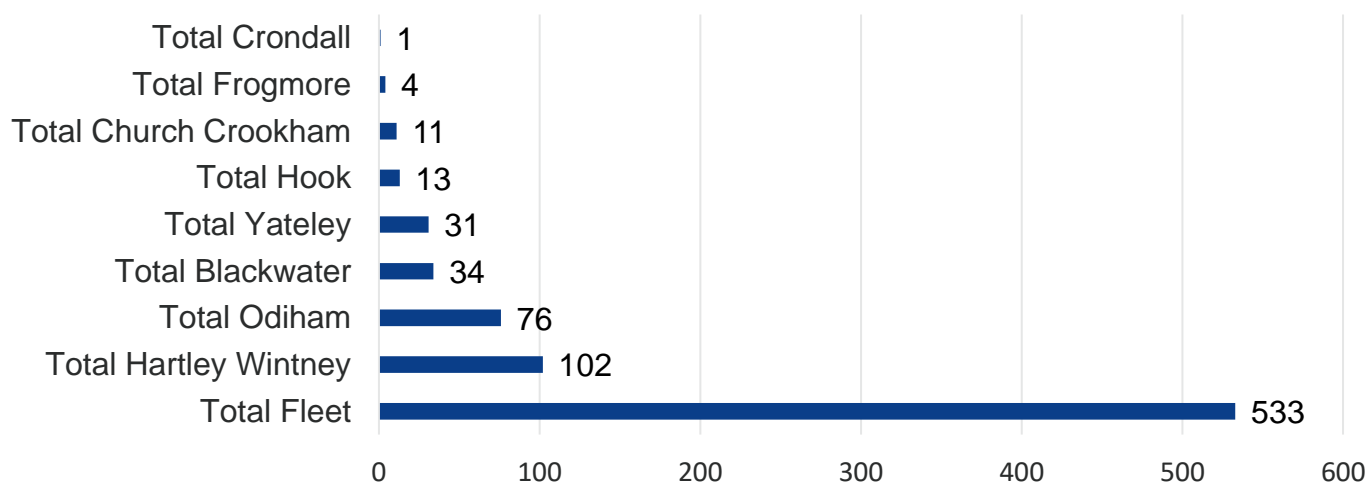


Figure 4: Graph showing the number of on-street parking charge notices issued by area in Hart

Key figures on-street

805

Total PCNs issued



22.60%

Challenges or representations made as a % of PCNs issued



6%

% of PCNs written of or cancelled



Informal challenges made

132

Accepted

47

Rejected

85

19

PCNs cancelled as a result of **CEO error**

Formal representations made

50

Accepted

1

Rejected

49

20

PCNs cancelled as a result of **equipment error**

There were no appeals made in the last financial year

567

Higher level PCNs issued

238

Lower level PCNs issued

Total PCNs issued

805

Total PCNs paid

674

PCNs paid at discounted price

181

Table 3: On-street parking charges issued by contravention code

Codes	Totals
Higher	
01 Parked in a restricted street during percribed hours	216
02 Parked or loading/unloading in a street where waiting and loading/unloading retrictions are in force	61
16 Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	40
21 Parked wholly or partly in a suspended bay or space	8
23 Parked in a parking place or area not disignated for that class of vehicle	0
25 Parked in a loading place or bay during restricted hours without loading	0
26 Parked in a speacial enforcement area more than 50 centimetres from the edge of the carriageway and not within a designated parking place	2
27 Parked in a speacial enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	19
40 Parked in a designateddisabled persons parking place without clearly displaying a valid diabled person's badge in the perscribed manner	135
45 Stopped on a taxi rank	27
46 Stopped where prohibited (on a red route or clearway)	2
47 Stopped on a restricted bus stop or stand	22
48 Stopped on a restricted area outside a school, hospital or a fire, police or ambulance station when prohibited	12
61 A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	2
99 Stopped on a pedestrian crossing or crossing area marked by zigzags	21
Totals	567
Lower	
05 Parked after the expiry of paid for time	2
06 Parked without clearly displaying a valid pay & display ticket or voucher	1
11 Parked without payment of the parking charge	2
22 Re-parked in the same parking place or zone within the specified time after leaving	2
24 Not parked correctly within the markings of the bay or space	9
30 Parked for longer than permitted	222
Totals	238

Inclusion and diversity

The Council's vision for Hart is a district that appreciates and celebrates its diversity, challenges intolerance and discrimination, and positively promotes equality and community cohesion. The Council has a legal duty to provide all services and employment opportunities fairly and without discrimination. The Council will not discriminate on grounds of sex, age, sexual-orientation, gender reassignment, marital status, race, religion or belief, disability, pregnancy, or maternity. The Equality Act 2010 and the Public Sector Equality Duty underpin our values and support the stance we take to eliminate unlawful discrimination in all parts of our business and services.

More information can be found at:

www.hart.gov.uk/corporate-policies

Financial transparency

In 2020/21 the Hart District Councils Parking Service received a total of £37,537 in income and a total expenditure of £302,520 leaving a total deficit of £264,983.

For good governance, enforcement authorities need to forecast revenue in advance. But raising revenue should not be an objective of civil parking enforcement, nor should authorities set targets for revenue or the number of Penalty Charge Notices (PCNs) they issue.

The purpose of penalty charges is to dissuade motorists from breaking parking restrictions.

The Secretary of State will not expect either national or local taxpayers to meet any deficit.

Any surplus made on our on-street parking charges and on-and-off-street enforcement activities is used under the legislative restrictions in section 55 of the Road Traffic Regulation Act 1984.

Any expense is paid by the general fund, surplus brought forward or existing funding. The secretary of State will not expect either national or local taxpayers to meet any deficit.

Parking advice for residents

There are many misconceptions around parking and we hope this information is of some use.

Did you know?

- All vehicles must be taxed and insured to be on the public highway. The local authority has the right to remove any vehicles without tax from the public highway.
- You should not park your vehicles within ten metres of a junction except in an authorised parking space. If you do, your vehicle may be considered to be causing an obstruction and you may receive a fine.
- Unless a parking space is marked as belonging to a particular property, any vehicle may park there.
- Zig-zag lines are there to protect pedestrians. If you stop on yellow zig-zags you may get a fine. If you stop on white zig-zags, you may get a fine and three points on your licence.
- If there are no parking restrictions in place, such as double yellow lines or a residents' permit, and a vehicle is not blocking access like a dropped kerb, a vehicle has the right to remain there indefinitely. You have no right to ask another road user to move their vehicle.
- Homeowners do not own the public highway outside their property or have a priority right to park there unless they have a dropped kerb outside it.
- Single and double yellow lines also apply to grass verges and the footpath either side of the road.
- Emergency vehicles do not have to follow parking restrictions when dealing with an incident.

For more information contact your local council

Contacts

Parking: Parking@hart.gov.uk

01252 625990

OVERVIEW & SCRUTINY

DATE OF MEETING:	15 FEBRUARY 2022
TITLE OF REPORT:	ENERGY EFFICIENT DEVELOPMENT AND RENEWABLE/LOW CARBON ENERGY GENERATION
Report of:	Head of Place
Cabinet Portfolio:	Place
Key Decision	No
Confidentiality	Non Exempt

1 PURPOSE OF REPORT

1.1 To:

- a) consider the implementation of Hart Local Plan Policy NBE9 Design with regards to energy efficient buildings and the use of low carbon/renewable energy technologies; and
- b) inform a discussion on the planning policy issues around proposals for renewable and low carbon energy generation, such as solar farms.

2 OFFICER RECOMMENDATION

- 2.1 That Members consider the issues raised in the report and provide their views on the draft Technical Advice Note at Appendix A.

3 BACKGROUND

- 3.1 In April 2021 the Council declared a Climate Emergency including a commitment to a carbon neutral district by 2040. A range of actions are needed across Hart district to achieve carbon neutrality and planning is one area that can contribute, particularly in terms of new development.

- 3.2 It should be noted however that Hart district contains approximately 45,000 homes. The Local Plan target is to build 423 homes per annum. Therefore, new homes account for less than 1% of the existing stock each year.

- 3.3 The Hart Local Plan (Strategy & Sites) 2032 was adopted in April 2020. The Plan includes two policies that are particularly relevant to this issue:

- Policy NBE9 Design (criteria i and j) which require carbon reduction in new buildings through energy efficiency measures, and the inclusion of renewable or low carbon/ energy technologies where appropriate.
- Policy NBE10 Renewable and Low Carbon Energy Generation, which is relevant to proposals such as solar farms.

- 3.4 Recent planning applications for solar farms have raised the profile of large-scale renewable and low carbon energy generation within the district. This led to a good debate at Planning Committee about their visual and landscape impacts, and the need to tackle the Climate Emergency.
- 3.5 There is also national legislation, policy and guidance to take into account, and an interplay between planning policy and building regulations. Building regulations are ramping up in terms of carbon reduction from new buildings, and national planning policies on climate change could change with the Planning Act expected this year.
- 3.6 With regards to Building Regulations:
- from June 2022 buildings will need to show a 31% reduction in CO² emissions compared to the current requirements.
 - from 2025 new homes will need to meet the Future Homes Standard (FHS) which will require:
 - 75-80% lower CO² emissions than current standards, and
 - all homes will need to be 'zero carbon ready' becoming zero carbon homes over time as the electricity grid decarbonises, without the need for further costly retrofitting work.

4 MAIN ISSUES

- 4.1 With regards to housing and other built development, Policy NBE9 provides a sound basis for negotiating carbon reduction, but on its own is not prescriptive in terms of targets to be achieved for carbon reduction.
- 4.2 Appendix A sets out initial thoughts for a Technical Advice Note to supplement Policy NBE9. The TAN will be used to clarify the Council's expectations regarding energy efficiency and the incorporation of renewable and low carbon technology in new homes and other buildings.
- 4.3 Appendix B discusses Policy NBE10 and some of the issues around renewable and low carbon energy generating proposals.

5 ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- 5.1 This paper does not recommend that any new development plan policies are formulated at this time. It focusses on the implementation of policies NBE9 and NBE10 and proposes a TAN to support Policy NBE9.
- 5.2 However, new policies will need to be formulated at a future date. Cabinet has agreed to undertake a 'review' of the local plan later this year to establish whether the plan needs updating.
- 5.3 Please note, a 'review' is the correct term used in legislation and national policy for the *process of establishing whether the plan needs updating*. It is not the act of the preparing a new plan. A local plan must be 'reviewed' within five years of adoption to establish whether it needs updating.

6 CORPORATE GOVERNANCE CONSIDERATIONS

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

- 6.1 Hart Vision 2040 Theme Three: Enhance the environment to live in, work in and enjoy – enhancing our environment through:
- Reducing the impact of climate change by building in sustainability to any new developments, encouraging re-wilding and using new technologies to mitigate the impact of climate change.

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

- 6.2 There are no legal or constitutional issues arising from this report.

Financial and Resource Implications

- 6.3 There are no financial implications arising from this report. Finalising the TAN to support criteria i and j of Policy NBE9 will require officer time.

Risk Management

- 6.4 This is a discussion paper seeking feedback on the issues raised. There is no decision and no risks associated with this paper.

7 EQUALITIES

- 7.1 This paper does not have any implications regarding equalities legislation.

8 CLIMATE CHANGE IMPLICATIONS

- 8.1 This paper discusses policies designed to have a positive impact climate change. Publishing a TAN on energy efficiency and renewable energy in new developments will have a positive impact by making clear the Council's expectations on those matters.

9 ACTION

- 9.1 To finalise and publish the Technical Advice Note at Appendix A.

Contact Details:

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Appendices

Ref.	Title of Appendix
A	Draft Technical Advice Note on low carbon development
B	Planning policy issues regarding proposals for renewable and low carbon energy generation

DRAFT Technical Advice Note

Energy efficiency and renewable and low carbon energy generated within new development



1.0 Introduction

- 1.1 Hart District Council adopted the Hart Local Plan (Strategy & Sites) 2032 in April 2020. This Technical Advice Note (TAN) has been produced to support the implementation of Policy NBE9 (specifically criteria i and j). The full text of Policy NBE9 and supporting text is attached as an Annex to this TAN.
- 1.2 In July 2020 Design for Homes announced the release of Building for a Healthy Life. Building for a Healthy Life replaced Building for Life 12. The new name also recognises that this latest edition has been written in partnership with Homes England, NHS England and NHS Improvement. BHL integrates the findings of the three-year Healthy New Towns Programme led by NHS England and NHS Improvement. This is referenced in paragraph 133 of the NPPF21 (see below).
- 1.3 In April 2021 Hart District Council declared a Climate Emergency. The Council has pledged to:
 - Make Hart District carbon neutral by 2040 whilst bringing forward the current 2040 target to 2035 for areas under direct control of Hart District Council;
 - Report to full Council every six months setting out the current actions the Council is taking to address this emergency and the plan to measure annual District-wide progress towards meeting the 2040 target;
 - Meaningfully engage with the local community and to work with partners across the District and County to deliver these new goals through all relevant strategies and plans drawing on local, national, and global best practice;
 - Actively work with Hampshire County Council and the Government to provide the additional powers and resources needed to meet the 2040 target; and
 - Actively encourage and push for Hampshire County Council to reduce its target for net zero carbon to 2040, acknowledging that 2050 is too far away for such an emergency.
- 1.4 The National Planning Policy Framework was updated in July 2021 (NPPF). This sets out the government's planning policies for England and how these are

expected to be applied. Section 14 of the NPPF deals with “Meeting the challenge of climate change, flooding and coastal change”.

- 1.5 The NPPF notes the UN agreement to pursue 17 Global Goals for Sustainable Development in the period to 2030 which includes goals to address social progress, economic well-being and environmental protections.
- 1.6 In November 2021 the Environment Act was published.
- 1.7 The Government is introducing higher standards for carbon reduction through changes to the Building Regulations:
 - from June 2022 buildings will need to show a 31% reduction in CO² emissions compared to the current requirements.
 - from 2025 new homes will need to meet the Future Homes Standard (FHS) which will require:
 - 75-80% lower CO² emissions than current standards, and
 - all homes will need to be ‘zero carbon ready’ becoming zero carbon homes over time as the electricity grid decarbonises, without the need for further costly retrofitting work.
- 1.8 In Spring 2019, the Government announced that ‘fossil-fuel heating systems’ would not be installed in any domestic new build properties from 2025 as part of the Future Homes Standard. These systems include gas and oil boilers. The decision was part of the Government’s plan to tackle climate change and growing carbon emissions.
- 1.9 The Government has announced that new homes and buildings in England will be required by law to install electric vehicle charging points from 2022.
- 1.10 In 2030 there is a ban on the sale of new petrol and diesel cars.

2.0 Details

- 2.1 Taking a holistic approach to Place Shaping and Place Making we will seek to build new communities where we plan for the impact of climate change, and mitigate their impacts, build places which promote active and healthy lifestyles, and maximise the benefit to the environment and biodiversity net gain. All these ambitions can be delivered in well planned and designed places.
- 2.2 The world is experiencing a period of significant change with global warming and the depletion of natural resources becoming ever more pressing issues. Hart

District Council is committed to taking a lead by reducing carbon impact, using the planning system to improve the health and wellbeing of residents, businesses, and visitors.

- 2.3 Minimising the use of energy and delivering the resultant energy through on site renewable energy is important not only in relation to tackling Climate Change, but helping to prevent fuel poverty, and therefore the health and wellbeing of the residents of the homes.
- 2.4 Energy hierarchy - The first [step](#) is to reduce energy demand (be [lean](#)), the second [step](#) is to [supply energy](#) efficiently (be clean) and the third [step](#) is use [renewable energy](#) (be [green](#)).'
- 2.5 Climate responsive developments and resource efficient buildings must be complemented by making the effective and efficient use of land (without compromising other design quality considerations) and reducing reliance on the private car as the dominant mode of travel.

3.0 Reducing the demand for energy

- 3.1 Policy NBE9(i) requires new development to reduce its energy consumption through sustainable approaches to building design and layout, such as through the use of low-impact materials and high energy efficiency.
- 3.2 High quality design will also ensure that new development is resilient and enduring. There is a need to protect development from the risks of climate change, through an appropriate layout that avoids or mitigates increased flood risks (i.e. through enabling the incorporation of sustainable drainage systems) and allows buildings to be orientated to benefit from 'solar gain', thereby reducing their energy requirement.
- 3.3 A significant opportunity exists for developments to address issues relating to climate change. Climate responsive developments must respond positively to the orientation and microclimate of their site and location.
- 3.4 They will also:
 - be compact in their form and less dispersed;
 - be designed to encourage travel by walking, cycling and public transport in preference to the car;
 - address the risks of the urban heat island effect created by heat-absorbing impervious materials;

- reduce the amount of waste material transported to other locations including, but not limited to surface water;
- generate more of their own energy needs (for example, district energy networks), whilst also reducing energy consumption and loss;
- utilise natural features, such as deciduous tree planting, to provide shade in summer and light penetration in winter months;
- support the wider ecosystem through the protection, enhancement and creation of habitats within which native species can thrive, with the need to create linkages / corridors between habitats as an important part of supporting biodiversity; and
- provide opportunities for small-scale food production.

3.5 Appropriate tree planting needs to be carefully integrated within developments. For example, deciduous trees can provide shading in summer, but in the winter allow solar gain. In addition, trees absorb carbon, and can off-set some of the carbon generation of a scheme. The NPPF and the National Design Guide expects Tree Lines Streets. Hart District Council will expect to see a tree strategy as part of the design process, and we expect at least 2 trees for every new home delivered across the application site.

3.6 Applicants will be required to objectively demonstrate the performance of proposed developments through an assessment framework, such as BREEAM Communities (or its successor). BREEAM Communities is an international certification scheme used to improve, measure and assess the economic, social and environmental sustainability of developments by integrating sustainable design into the master planning process.

Major developments of 10 or more homes, or other development of 1,000 m² or more, or on land of 0.25 hectares or more, are required to demonstrate objectively how they respond positively to issues relating to climate change. Objective methodologies include, but are not limited to, BREEAM Communities.

For developments less than the above thresholds applicants are expected to demonstrate their consideration of and inclusion of climate responsive design features.

4.0 Renewable and Low-Carbon Energy Technologies

- 4.1 Policy NBE9(j) requires development to incorporate renewable or low carbon energy technologies, where appropriate.
- 4.2 The emission of greenhouse gases that is associated with new development can be reduced through including energy generating technologies such as solar panels or ground source heat pumps. The inclusion of renewable and low carbon technologies is encouraged, to be achieved in a way that is consistent with the other objectives of good design.
- 4.3 In applying this approach, Hart District Council expects applicants to start with a fabric first approach (see Policy NBE9(i) above) both in the design and layout of the site and going above and beyond the national minimum insulation set out in the Building Regulations.
- 4.4 In applying policy NBE9(j) Hart District Council expects developments of 10 or more homes, homes or other development of 1,000 m² or more or on land of 0.25 hectares or more are expected to achieve at least 20% of their energy consumption (regulated and unregulated) from renewable or low-carbon technologies, such as photovoltaic solar panels, heat pumps, and biomass.
- 4.5 The 20% renewable energy target applies to the remaining energy need following the fabric first approach.
- 4.6 In calculating the energy use of the homes, the ban of 'fossil-fuel heating systems' any domestic new build properties 2025 and the ban on the sale of new petrol and diesel cars in 2030 needs to be considered and factored into the calculated electric requirement of each property.
- 4.7 The Energy Statement needs to be submitted alongside the planning application, and details relating to the orientation needs to be included in the Design and Access Statement (DAS).

Planning permission will be granted for developments of 10 or more homes, homes or other development of 1,000 m² or more, or on land of 0.25 hectares or more, provided that they achieve at least 20% of their energy requirements (regulated and unregulated) from on-site renewable or low-carbon technologies. Exceptions will be made only where it can be demonstrated that such provision is not feasible.

Applicants will need to submit an Energy Statement must include details of how the target will be achieved.

For developments less than the above thresholds applicants are expected to demonstrate their consideration of and inclusion of low carbon design features.

Annex 1: Policy NBE9**Design**

301. Good design is indivisible from good planning. This is because design is about more than just the appearance of buildings; it also concerns the relationships between people and places and how buildings fit together within their local environment to create a distinctive sense of place. Achieving good design will involve creating new buildings and spaces that look good, that are fit for purpose and accessible, and that are adaptable to the changing needs of residents and visitors. Policy NBE9 will enable us to ensure that a good standard of design is achieved, and that the distinctive qualities of our towns and villages will be reflected in new development.

Policy NBE9 Design

All developments should seek to achieve a high-quality design and positively contribute to the overall appearance of the local area.

Development will be supported where it would meet the following relevant criteria:

- a) it promotes, reflects and incorporates the distinctive qualities of its surroundings in terms of the proposed scale, density, mass and height of development and choice of building materials. Innovative building designs will be supported provided that they are sensitive to their surroundings and help to improve the quality of the townscape or landscape;**
- b) it provides or positively contributes to public spaces and access routes and public rights of way that are attractive, safe and inclusive for all users, including families, disabled people and the elderly;**
- c) the layout of new buildings reinforces any locally distinctive street patterns, responds to climate change, and enhances permeability by facilitating access by walking or cycling modes;**
- d) it respects local landscape character and sympathetically incorporates any on-site or adjoining landscape features such as trees and hedgerows, and respects or enhances views into and out of the site;**
- e) it protects or enhances surrounding heritage assets, including their settings;**
- f) it includes sufficient well-designed facilities/areas for parking (including bicycle storage) taking account of the need for good access for all users;**
- g) the design of external spaces (such as highways, parking areas, gardens and areas of open space) should be designed to reduce the opportunities for crime and anti-social behaviour and facilitates the safe use of these**

areas by future residents, service providers or visitors, according to their intended function;

- h) the future maintenance and servicing requirements of buildings and public spaces have been considered, including the storage and collection of waste and recycling;**
- i) it reduces energy consumption through sustainable approaches to building design and layout, such as through the use of low-impact materials and high energy efficiency; and**
- j) it incorporates renewable or low carbon energy technologies, where appropriate.**

Development proposals should demonstrate compliance with the above criteria through a Planning Statement or a Design and Access Statement (where one is required), submitted alongside a planning application.

Proposals must also demonstrate that they have taken account of any local supplementary guidance (such as any local town or village design statements, design codes or conservation area appraisals) and design related policies in Neighbourhood Plan.

302. Hart District is an attractive, largely rural area with historic towns and villages that contribute to its distinctive sense of place. New development should help to preserve and enhance the built environment, and whilst some changes are inevitable, new development must reinforce the fact that the district is a highly desirable place to live and work. We expect the requirements of Policy NBE9 to be met by all relevant development proposals. The criteria are intended to be flexible so that they can be applied to most forms of development at different scales.

303. Proposals will need to take account of the health and well-being of future residents, workers and visitors, and will need to take an inclusive approach to design that will allow everyone to benefit. New development must include considerations as to how all potential users would access new buildings and move around new spaces.

304. High quality design will also ensure that new development is resilient and enduring. There is a need to protect development from the risks of climate change, through an appropriate layout that avoids or mitigates increased flood risks (i.e. through enabling the incorporation of sustainable drainage systems) and allows buildings to be orientated to benefit from 'solar gain', thereby reducing their energy requirements. The emission of greenhouse gases that is associated with new development can be reduced through including energy generating technologies such as solar panels or ground source heat pumps. The inclusion of renewable and low carbon technologies is encouraged, to be achieved in a way that is consistent with the other objectives of good design.

305. Proposals should not only be of a high quality in design terms, but in many locations across the district they will also need to protect and enhance the historic character of existing development. This means that they will also need to meet the criteria of Policy NBE8.

306. To support the implementation of Policy NBE9, the Council may produce additional planning policies, supplementary planning documents or supplementary planning guidance

Glossary

Climate Change: A change in global or regional climate patterns, in particular a change apparent from the mid to late 20th century onwards and attributed largely to the increased levels of atmospheric carbon dioxide produced by the use of fossil fuels

Combined heat and power (CHP): A highly efficient process that captures and utilises the heat that is a by-product of the electricity generation process. By generating heat and power simultaneously, CHP can reduce carbon emissions by up to 30% compared to the separate means of conventional generation via a boiler and power station.

Renewable Energy: Energy from natural resources that can be naturally replenished, such as sunlight, wind or rain. Examples of renewable energy technologies include wind turbines and photovoltaic arrays.

Annex 2: NPPF

Glossary

Renewable and low carbon energy: Includes energy for heating and cooling as well as generating electricity. Renewable energy covers those energy flows that occur naturally and repeatedly in the environment – from the wind, the fall of water, the movement of the oceans, from the sun and also from biomass and deep geothermal heat. Low carbon technologies are those that can help reduce emissions (compared to conventional use of fossil fuels)

Planning policy issues regarding proposals for low carbon and renewable energy generation.

Policy framework

1. Hart District Council adopted the Hart Local Plan (Strategy & Sites) 2032 in April 2020. Policy NBE10 deals with Renewable and Low Carbon Energy. The policy and supporting text are set in full at Annex 1 to this document.
2. The National Planning Policy Framework was updated in July 2021 (NPPF). This sets out the government's planning policies for England and how these are expected to be applied. Section 14 of the NPPF deals with Meeting the challenge of climate change, flooding and coastal change. The relevant sections are attached at Annex 2.

Declarations of Climate Emergency

3. In April 2021 Hart District Council declared a Climate Emergency. The Council has pledged to:
 - Make Hart District carbon neutral by 2040 whilst bringing forward the current 2040 target to 2035 for areas under direct control of Hart District Council;
 - Report to full Council every six months setting out the current actions the Council is taking to address this emergency and the plan to measure annual District-wide progress towards meeting the 2040 target;
 - Meaningfully engage with the local community and to work with partners across the District and County to deliver these new goals through all relevant strategies and plans drawing on local, national, and global best practice;
 - Actively work with Hampshire County Council and the Government to provide the additional powers and resources needed to meet the 2040 target; and
 - Actively encourage and push for Hampshire County Council to reduce its target for net zero carbon to 2040, acknowledging that 2050 is too far away for such an emergency.
4. In June 2019, Hampshire County Council declared a Climate Emergency. The County Council set two targets which applied to the County Council and to Hampshire as a whole. These are:
 - To be carbon neutral by 2050; and
 - Preparing to be resilient to the impacts of temperature rise (2°C).
5. In October 2021 the UK hosted the UN Climate Change Conference (COP26) in Glasgow.

Analysis

6. The Hart Local Plan Policy NBE10 deals with Renewable and Low Carbon Energy. It covers the main issues that are likely to be relevant when balancing the merits of any proposals against any adverse impacts.
7. This policy requires that any adverse impacts are satisfactorily addressed, including individual and cumulative landscape and visual impacts. The policy also contains several other environmental criteria.
8. Impacts have to be assessed on a site-by-site basis – e.g. some sites are more visible than others from public vantage points. Applicants need to submit a Landscape and Visual Impact Assessment (LVIA). This is a specialist area and there are guidelines published by the landscape Institute on how to prepare these assessments. [Guidelines for Landscape and Visual Impact Assessment \(GLVIA3\) | Landscape Institute](#)
9. It does not cover wind turbines because national policy prevented the local plan from doing so.
10. Policy NBE10 was informed by the [North Hampshire Renewable Energy and Low Carbon Development Study](#) published in 2010. Whilst some of that study will have dated since it was produced, it includes an Energy Opportunities Plan (EOP) which identifies significant opportunities from wind and biomass in this area. This is down to characteristics of the area and is unlikely to have changed since the study was published. Solar power does not feature in the EOP because sunlight falls uniformly across the district.
11. That said, when it comes to site selection for solar farms, it is assumed that issues such as topography and the ability to connect into the grid will be key factors.
12. When a solar farm application is submitted, the Council (as the Local Planning Authority) must determine that application in light of the current development plan policies and other material considerations, including national planning policy and the Council's declaration of a climate emergency.
13. Any new local plan policies will need to be consistent with the latest version of the NPPF. However, development plan policies cannot be made 'on the hoof', they must go through due process, supported by evidence, undergo consultation and pass examination. Whilst this takes time, it does mean that once a plan is adopted, decisions on planning applications must be made in accordance with it, unless material considerations indicate otherwise.
14. In November 2021 Hart's Cabinet agreed to review the local plan (i.e., assess whether it needs updating) in 2022 after the forthcoming Planning Bill and associated policy updates and guidance are released. This is 3 years earlier than the date by which Hart is legally required to review its plan (5 years of adoption - April 2025). Climate change policies will clearly feature in that

review. Following that review a decision will be made as to whether to update the local plan in whole or in part.

15. In terms of the national approach, it is likely that the NPPF and the role of the planning system will continue to evolve on the issue of climate change.
16. In any future Plan policy, it is important to remember Hart district is not an island. The principle relating to Climate Change has been 'Think Global, Act Local' for several years.

Annex 1: Hart Local Plan (Strategy & Sites) 2032

Renewable and Low Carbon Energy

307. The delivery of renewable and low carbon energy schemes will contribute towards the mitigation of climate change. An Energy Opportunities Plan (EOP) incorporated within the North Hampshire Renewable Energy and Low Carbon Development Study (2011), demonstrates opportunities for low carbon energy generation potential, including wind, photovoltaic solar, biomass for direct combustion and anaerobic digestion and district heating with combined heat and power (CHP).

308. The District has significant local renewable resource potential and the EOP indicates favoured locations where opportunities might be viable. Development proposals should be in line with the EOP, though other locations or technologies are not precluded. Policy NBE10 identifies the main issues that are likely to be relevant when balancing the merits of any proposals for renewable and low carbon energy generation against any adverse impacts.

Policy NBE10 Renewable and Low Carbon Energy

Proposals for the generation of energy from renewable resources, or low carbon energy development (with the exception of wind turbines) will be supported providing that any adverse impacts are addressed satisfactorily including individual and cumulative landscape and visual impacts. All such applications are subject to the following considerations:

- a. proximity to, and impact on, transport infrastructure and the local highway network;**
- b. the impact on designated sites of European, national, regional and local biodiversity and geological importance;**
- c. the significance or special interest of heritage assets;**
- d. the impact on high grade agricultural land;**
- e. the impact on residential amenity including emissions, noise, odour and visual amenity; and**
- f. the degree to which the developer has demonstrated any wider environmental, economic and social benefits of a scheme as well as how any adverse impacts have been minimised.**

309. When assessing the impacts of a proposal for a renewable energy scheme we will consider the cumulative landscape and visual impacts of the development. Cumulative visual impacts may arise where two or more of the same type of renewable energy development will be visible from the same point or will be visible shortly after each other along the same journey.

310. New developments can be catalysts for decentralised energy network growth and major new developments should assess the feasibility of communal heat distribution to facilitate connecting to an existing decentralised energy network, or where this is not possible, establishing a new network. Opportunities should be

taken for appropriate technology to be incorporated into all stages of a building project at an early stage in the planning process.

Glossary

Climate Change: A change in global or regional climate patterns, in particular a change apparent from the mid to late 20th century onwards and attributed largely to the increased levels of atmospheric carbon dioxide produced by the use of fossil fuels

Renewable Energy: Energy from natural resources that can be naturally replenished, such as sunlight, wind or rain. Examples of renewable energy technologies include wind turbines and photovoltaic arrays.

Annex 2: NPPF

Planning for climate change

153. Plans should take a proactive approach to mitigating and adapting to climate change, taking into account the long-term implications for flood risk, coastal change, water supply, biodiversity and landscapes, and the risk of overheating from rising temperatures ⁵³. Policies should support appropriate measures to ensure the future resilience of communities and infrastructure to climate change impacts, such as providing space for physical protection measures, or making provision for the possible future relocation of vulnerable development and infrastructure.

154. New development should be planned for in ways that:

(a) avoid increased vulnerability to the range of impacts arising from climate change. When new development is brought forward in areas which are vulnerable, care should be taken to ensure that risks can be managed through suitable adaptation measures, including through the planning of green infrastructure; and

(b) can help to reduce greenhouse gas emissions, such as through its location, orientation and design. Any local requirements for the sustainability of buildings should reflect the government's policy for national technical standards.

155. To help increase the use and supply of renewable and low carbon energy and heat, plans should:

(a) provide a positive strategy for energy from these sources, that maximises the potential for suitable development, while ensuring that adverse impacts are addressed satisfactorily (including cumulative landscape and visual impacts);

(b) consider identifying suitable areas for renewable and low carbon energy sources, and supporting infrastructure, where this would help secure their development; and

(c) identify opportunities for development to draw its energy supply from decentralised, renewable or low carbon energy supply systems and for co-locating potential heat customers and suppliers.

156. Local planning authorities should support community-led initiatives for renewable and low carbon energy, including developments outside areas identified in local plans or other strategic policies that are being taken forward through neighbourhood planning.

157. In determining planning applications, local planning authorities should expect new development to:

(a) comply with any development plan policies on local requirements for decentralised energy supply unless it can be demonstrated by the applicant, having

regard to the type of development involved and its design, that this is not feasible or viable; and

(b) take account of landform, layout, building orientation, massing and landscaping to minimise energy consumption.

158. When determining planning applications for renewable and low carbon development, local planning authorities should:

(a) not require applicants to demonstrate the overall need for renewable or low carbon energy, and recognise that even small-scale projects provide a valuable contribution to cutting greenhouse gas emissions; and

(b) approve the application if its impacts are (or can be made) acceptable ⁵⁴. Once suitable areas for renewable and low carbon energy have been identified in plans, local planning authorities should expect subsequent applications for commercial scale projects outside these areas to demonstrate that the proposed location meets the criteria used in identifying suitable areas.

Footnote 54 states:

(54) Except for applications for the repowering of existing wind turbines, a proposed wind energy development involving one or more turbines should not be considered acceptable unless it is in an area identified as suitable for wind energy development in the development plan; and, following consultation, it can be demonstrated that the planning impacts identified by the affected local community have been fully addressed and the proposal has their backing.

Glossary

Renewable and low carbon energy: Includes energy for heating and cooling as well as generating electricity. Renewable energy covers those energy flows that occur naturally and repeatedly in the environment – from the wind, the fall of water, the movement of the oceans, from the sun and also from biomass and deep geothermal heat. Low carbon technologies are those that can help reduce emissions (compared to conventional use of fossil fuels)

OVERVIEW & SCRUTINY

DATE OF MEETING:	15 FEBRUARY 2022
TITLE OF REPORT:	RESIDENTIAL CYCLE AND CAR PARKING STANDARDS UPDATE
Report of:	Head of Place
Cabinet Portfolio:	Place
Key Decision	No
Confidentiality	Non Exempt

1 PURPOSE OF REPORT

- 1.1 This report provides an update on progress with updated Residential Cycle and Car Parking Standards.

2 OFFICER RECOMMENDATION

That Members:

- note the report and progress with the Cycle and Car Parking Standards SPD
- provide feedback on the draft Residential Cycle and Car Parking Standards Technical Advice Note (TAN) attached at Appendix A.

3 BACKGROUND

- 3.1 The Council's current parking standards date from August 2008 when the 'Parking Provision Interim Guidance' was adopted by Cabinet. There have been various changes to planning and other guidance since then, both at national and local level.
- 3.2 The Hart Local Plan (Strategy & Sites) 2032 was adopted in April 2020 and includes various references to parking standards, in particular in Policy NBE9 Design and Policy INF3 Transport.
- 3.3 Hart District Council declared a Climate Emergency in April 2021 and there is greater emphasis on health and well-being in its revised corporate priorities, the Hart Vision 2040 specifically refers to:
- Healthy and sustainable transport; and
 - Mitigating the impact of climate change.
- 3.4 National Planning Policy Framework was updated in July 2021; para 107 refers to the setting of local parking standards for both residential and non-residential development and that these should take account of:
- a) Accessibility of the development;

- b) The type, mix and use of development;
 - c) The availability of and opportunities for public transport; and
 - d) Local car ownership levels; and
 - e) the need to ensure an adequate provision of spaces for charging plug-in and other ultra-low emission vehicles.
- 3.5 Para 133 of the NPPF also refers to '[Building for a Healthy Life](#)' which was published in 2020 and endorsed by Homes England, the HBF, Design Network and the Urban Design Network, reflecting the requirement for appropriate designs and layouts.
- 3.6 Consultants were commissioned to undertake research and background evidence to inform the revised standards, reflecting the various changes mentioned above:
- a literature review of guidance;
 - current and future car ownership trends;
 - review and benchmarking of approaches in other local authorities;
 - recommendations for car and cycle parking standards;
 - review of car and cycle parking design guidance; and
 - recommendations for cycle and car parking design guidance.
- 3.7 The Council is preparing a Cycle and Car Parking Supplementary Planning Document (SPD) focusing on place making, and modal shift taking account of the climate emergency, health and wellbeing, and the environment. The work is being developed in stages:
- **Stage 1** – focus on **residential** parking standards for cycles and cars and publication of a Technical Advice Note (TAN);
 - **Stage 2** – focus on **non-residential** parking cycle and car parking standards; and
 - **Stage 3** – cycle and car parking **design** matters.
- 3.8 Stage 1 is well progressed with preparation of a draft TAN, attached at Appendix A. Experience using the TAN will inform any changes needed for the SPD.
- 3.9 It is envisaged stages 2 and 3 will run concurrently, after which a full SPD will be prepared pulling all three elements together.

4 MAIN ISSUES

- 4.1 National planning policy includes reference to limiting the need to travel and offering a genuine choice of transport modes to help reduce congestion and emissions and improve air quality and public health.
- 4.2 The concept of active travel such as walking and cycling to improve health, quality of life and the environment by reducing air pollution/carbon emissions, now has much greater emphasis. The Government has announced that there will be an updated version of Manual for Streets in 2022, which will demonstrate how streets can be better designed to prioritise walking, cycling and public transport as the first choice for journeys. Hampshire County Council's Local Transport Plan (4) currently being prepared enshrines a

fundamental shift from '*planning for vehicles towards planning for people and places*'.

- 4.3 The Council is actively pursuing its Green Grid project and is in the process of commissioning a Local Cycling and Walking infrastructure Plan (LCWIP).
- 4.4 Application of the matters set out in the NPPF together with the findings of the evidence base has provided the opportunity to express in the TAN, these broader benefits. In particular the idea of substituting vehicular trips whereby people meet most of their daily needs within a 20 minute walk or cycle from their home with reference to cycle parking and storage to encourage more cycle use.
- 4.5 The key findings of the consultant's report can be summarised as :
- due to existing high levels of car ownership and increases in car ownership in Hart in the past, that it is expected that this will plateau in the future and consequently there will be less room for growth;
 - given the levels of car dependency in Hart district a policy of aggressive parking restraint is not appropriate;
 - the need to identify future opportunities to explore options for shared mobility such as car clubs and shared bikes/rides;
 - recognition that Planning Practise Guidance refers to *maximum parking standards can lead to poor quality development and congested streets. Local Planning Authorities should seek to ensure parking provision is appropriate to the needs of the development and not reduced below a level that could be considered reasonable*'. (PPG para 008);
 - with ownership of electric vehicles increasing, the requirement for Electric Vehicle (EV) charging in new developments will become mandatory from 15 June 2022;
 - the distinction between allocated and unallocated (visitor) parking on the basis that these can affect the efficiency of the use of spaces and the layout of the development;
 - details of disabled parking provision within new developments; and
 - acknowledgement that garages are not always used for car parking and matters such as the availability of separate cycle storage and general storage will affect garage use, as will the size of the garage.
- 4.6 The consultant recommended standards for both cycle and car parking which have informed the draft TAN albeit with some minor adjustments reflecting local knowledge and priorities.
- 4.7 Publication of the Cycle and Car Parking TAN now will allow time to gather further evidence to inform the SPD. This will also provide the opportunity for the standards to be applied to residential development proposals in the meantime and any issues arising noted. There are also a number of pending changes including the release of 2021 Census data and the Planning Bill which may have implications for details in the SPD.

Recommended Standards

4.8 **Cycle Parking Standards :**

Number of Bedrooms	Minimum provision
1 bed	2 cycle spaces
2 bed	3 cycle spaces
3 bed	4 cycle spaces
4 bed	5 cycle spaces
5 bed	6 cycle spaces
1 space should be able to accommodate a non-standard bicycle	
Unallocated/visitor	0.2 space per home Part spaces need to be rounded up
5% of Communal provision should be able to accommodate a non-standard bicycle	

4.9 These standards require a decent level of cycle parking provision not only to ensure current demand is met but also to encourage greater use of cycles and future-proof development for higher levels of cycle use. In addition it is key that cycle parking is easy to access to encourage usage, particularly for local short trips.

4.10 **Car Parking Standards:**

4.11 The recommended car parking standards as set out below.

Residential Car Parking Standards		
Property type	Number of spaces allocated per dwelling	Additional unallocated spaces per dwelling
1 bed	1.0	1.0
2 bed	2.0	0.5
3 bed or	2.0	1.0
Alternative 3 bed	3.0	0.5
4 bed	3.0	0.5
5+ bed	3.0	1.0
If under provide on plot, amount needs to be made up with unallocated spaces		
A minimum of 5% of unallocated spaces should be designed for use by disabled people. The requirement will always be rounded up to a whole number.		

4.12 These standards do not differ greatly from the current standards in terms of overall provision, but there is a subtle change of emphasis away from allocated parking towards unallocated parking. This means parking provision

is more flexible on the site and is likely to be more effectively used. For example, over-provision of allocated parking for some homes is less likely to happen, and the site as a whole is better able to cope with fluctuations in demand from both visitors and residents.

- 4.13 Unlike the Council's current standards, the revised standards are not differentiated by zone i.e. they do not require more parking in less accessible areas, and less parking in more accessible areas. The consultant advised against such zones on the basis that Hart, being predominantly rural, does not have the range of settlement types with the typical attributes associated with a highly accessible area to justify a zonal approach. It is also unlikely that residents living in the more accessible areas of Hart district will forego owning a car despite being closer to public transport facilities.
- 4.14 The standards are not to be applied rigidly as maximum or minimum requirements, they should be considered carefully alongside the placemaking quality of a development and the parking strategy for the site, allowing for flexibility in providing alternative parking solutions such as shared mobility access to alternative modes of transport and opportunities for active travel.

Recommended Design Principles

- 4.15 Whilst the consultant's report does not cover design matters in detail it does set out some key principles to be followed which are set out in the TAN and cover the following:
- Dimensions for parking spaces to ensure access and use – to include additional width/length to allow for opening of car doors/boot when adjacent to a wall or in front of a garage
 - To accommodate side by side parking on a drive and additional provision for pedestrian/cycle access
 - Tandem parking only acceptable for 2 cars
 - For disabled parking to provide additional space to the side and rear
 - For double garages to count as one space towards parking provision they must have a minimum internal dimension of 6.0x7.0 m (single garages are not counted)
 - Courtyard parking should be secure, well lit and with convenient connections to the properties they serve.
- 4.16 The TAN also refers to the need for transport assessments and travel plans and provides links to Hampshire County Council's guidance on this as the Local Highway Authority.

5 ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

5.1 Option 1 - Do not update the 2008 standards

- 5.2 One option is to continue to use the 2008 standards. However, matters have changed since then as set out above and there is now a greater emphasis on the need to reduce carbon emissions particularly from transport.

- 5.3 The revised standards reflect the need to encourage alternative forms of travel for local, shorter journeys with more details on cycle parking and storage.
- 5.4 The 2008 standards pre-date the adoption of the Hart Local Plan and publication of National Planning Policy Framework (2012 – 2021) and declaration of climate emergencies at national and local level. It is therefore, considered an appropriate time to revise the 2008 standards.
- 5.5 **Option 2 – delay publication of the revised residential standards in the form of a TAN until the draft SPD has been prepared**
- 5.6 Whilst this is feasible, it would be useful to apply this guidance now, whilst other work on non-residential standards and design takes place. Any lessons learned from using the TAN can inform the preparation of the SPD.

6 CORPORATE GOVERNANCE CONSIDERATIONS

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

- 6.1 Hart Vision 2040 includes reference to:
- Healthy and sustainable transport
 - Mitigating the impact of climate change

Both matters are reflected in the revised parking standards, along with references to the Green Grid and the declared climate emergency. Furthermore a Local Cycling and Walking Infrastructure Plan (LCWIP) for the District is being commissioned.

6.2 Service Plan

Is the proposal identified in the Service Plan?	Yes
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

- 6.3 The current parking standards (Parking Provision Interim Guidance) were adopted by Cabinet in August 2008.
- 6.4 Ultimately the aim is to take a full SPD on parking provision to Cabinet for adoption which will formally supersede the '2008' standards. The SPD will cover residential parking standards, non-residential parking standards, and design guidance for parking provision.
- 6.5 In the meantime, the TAN on *residential* parking standards, once published, will provide more up-to-date guidance for *residential* developments only. It won't formally supersede the interim policy adopted by Cabinet in 2008, but as a more up to date piece of work based on new evidence it can be taken into account now for residential developments. Lessons learned from its implementation can inform the SPD.

Financial and Resource Implications

- 6.6 Further consultancy costs associated with the SPD will come from existing budgets. Officer time is required to appoint consultants to provide design advice and to progress the project including drafting the SPD itself.

EQUALITIES

- 6.7 An EqIA has not been undertaken at this time given the informal status of the TAN. However, the revised standards include reference to disabled parking provision and acknowledgement of the need of parking for different cycles included adapted bikes.
- 6.8 An EqIA will be undertaken on the SPD once this is prepared.

CLIMATE CHANGE IMPLICATIONS

- 6.9 The car and cycle parking standards for residential developments as set out in the TAN, have been prepared in the knowledge of the climate emergency and the need to reduce carbon emissions and to encourage both active travel and a modal shift in travel and choices of travel.
- 6.10 The purpose of the TAN is to express an accepted level of car parking in recognition of the nature of the District, existing levels of high car ownership and encouragement for journeys to be undertaken by walking, cycling and public transport.

7 ACTION

- 7.1 Officers will finalise and publish the TAN which will be used as planning guidance for residential development. Feedback can then inform the more comprehensive SPD, which will also include non-residential parking standards and further guidance on designing-in parking.
- 7.2 Preparation of the SPD will then pull together all three elements, (residential, non-residential, and design) prior to formal consultation and adoption by Cabinet.

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Appendices

Appendix A: Hart District Council Technical Advice Note – Residential Car and Cycle Parking Standards

Appendix A

DRAFT Technical Advice Note

Residential Cycle and Car Parking Standards



1.0 Introduction and Background

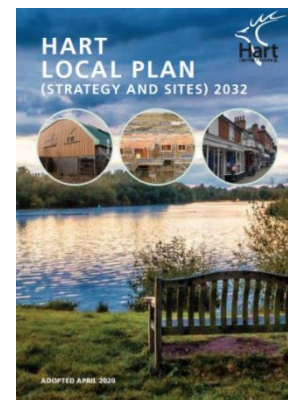
Purpose

- 1.1 This Technical Advice Note (TAN) pulls together a number of changes that have taken place since the Council's Interim Parking Provision Guidance was published in 2008. Work has commenced on preparation of a Supplementary Planning Document which will cover both residential and non-residential parking standards for both cycles and cars.
- 1.2 The intention is that the following standards are applied in the interim to new planning applications for residential development¹. Applicants and their agents are encouraged to discuss emerging schemes at the early stages of preparation with the Council to resolve any issues arising.
- 1.3 Feedback from application of the following standards will then inform the draft SPD which will be subject to formal consultation.

Background – what's changed?

Local updates:

- 1.4 Hart District Council adopted the Hart Local Plan (Strategy & Sites) 2032 in April 2020.
 - Local plan objective '*to maximise opportunities for the provision of sustainable transport infrastructure that supports new development, including facilities for walking, cycling and public transport*'
 - Policy NBE9 Design – criterion f) states '*it includes well-designed facilities/areas for parking (including bicycle storage) taking account of the need for good access for all users;*'



¹ The existing 2008 non-residential standards are set out in full at Appendix A for convenience

- Policy INF3 Transport – criterion d) states ‘provide appropriate parking provision, in terms of amount, design and layout in accordance with the Council’s published parking standards....’

1.5 The Hart Vision 2040 was agreed in 2020 having been shaped in consultation with residents, community groups, business leaders and partners, and had identified a series of clear priorities for the Council around:

- Affordable quality housing;
- Healthy and sustainable transport;
- Enhanced leisure facilities;
- Mitigating the impact of climate change;
- Improved access to education; and
- Conserving and enriching the district’s heritage and distinction.



1.6 This Vision includes the ambition to create a Green Grid across the Hart district - routes between all settlements to encourage walking, cycling and other forms of sustainable healthy transport. As well as connecting communities together, there is an opportunity to connect people to existing green spaces and other key destinations.

1.7 The Council will commission a Local Cycling and Walking Infrastructure Plan ([LCWIP](#)) for Hart district. The purpose of the LCWIP will be to identify opportunities for improved walking and cycling routes thereby increasing active travel and the wider benefits this will bring in terms of reducing emissions, improving air quality and health and wellbeing improvements.

1.8 In April 2021 Hart District Council declared a Climate Emergency, in which amongst other matters stated:
*“... This Council now wishes to declare a climate emergency, which commits us to putting the reduction of CO2 in the atmosphere at the front and centre of all policies and formal decision making, particularly Planning, and will:
 Pledge to make Hart District carbon neutral by 2040 whilst bringing forward the current 2040 target to 2035 for areas under direct control of Hart District Council.”*

National updates:

1.9 In July 2021 the latest version of the [National Planning Policy Framework](#) (NPPF) was published. Para 107 refers to setting local parking standards for both

residential and non-residential development and that these should take account of:

- a) accessibility of the development
- b) the type, mix and use of development
- c) the availability of and opportunities for public transport
- d) local car ownership levels; and
- e) The need to ensure an adequate provision of spaces for charging plug-in and other ultra-low emission vehicles

- 1.10 Para 133, refers to '[Building for a Healthy Life – A Design Toolkit for neighbourhoods, streets, homes and public spaces](#)' which was published in 2020 and endorsed by Homes England, the HBF, Design Network and the Urban Design Network, reflecting the requirement for appropriate designs and layouts.
- 1.11 In January 2021 the Government published [National Design Guide](#) and then in June/July 2021 :
[National Model Design Code: Part 1](#)
[National Model Design Code: Part 2](#)
- 1.12 Detail of cycle infrastructure provision was published in July 2020 by the Department of Transport [LTN1/20](#).
- 1.13 Reference to 15 minute cities/20 minute neighbourhoods has been highlighted over the last year with communities accessing local services and facilities as has healthy place making.
- 1.14 The [Environment Act 2021](#) became law on 9 November 2021 which includes statutory targets for improving air quality amongst other matters.
- 1.15 Most recently the Government has announced that new homes and buildings in England will be required by law to install electric vehicle charging points from June 2022.
- 1.16 The remainder of this TAN covers:
 - Transport movement and car ownership in Hart;
 - Cycle parking;
 - Car parking; and
 - Documentation to support a planning application, Travel Assessments and Travel Plans.

2.0 Transport Movement and Car Ownership in Hart

2.1 In accordance with the National Planning Policy Framework set out above, the following applies the matters referred to in setting local parking standards in Hart district:

Accessibility of the development

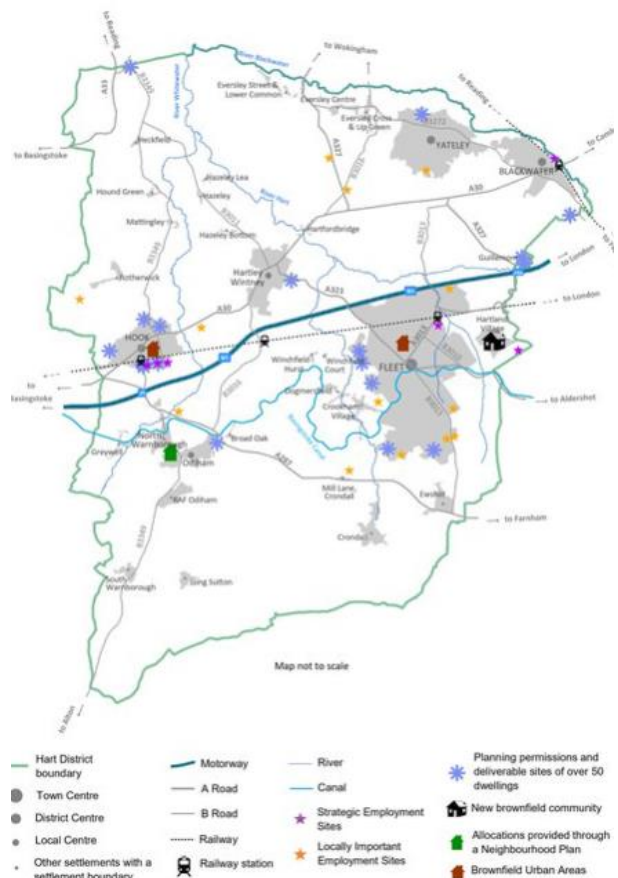
2.2 Hart district varies from urban areas with greater choices of transport modes to more rural settlements where there is a greater reliance on the private car and bike to access services. Therefore, any standards need to be considered alongside the placemaking quality of a development and the parking strategy for the site and accessibility of the locality.

The type, mix and use of development

2.3 Recent developments have been focused with the existing settlements, given the emphasis in the Hart Local Plan (Policy SS1) for new development to be within defined settlements, on previously developed land in sustainable locations.

2.4 Settlements with defined boundaries are distributed across Hart district as indicated on the attached map from the Hart Local Plan (Figure 3 Key Diagram).

2.5 New developments tend to be primarily for housing purposes with some commercial activity in the larger more urban areas such as Fleet, Yateley and Hook.



The availability of and opportunities for public transport

- 2.6 Up to date public transport information is published on [Hampshire County Council's](#) website which includes [The Farnborough-Fleet-Bordon Public Transport Guide](#) (September 2021).
- 2.7 In addition to regular bus services covering the larger settlements, many of the smaller settlements have access to Hart Taxishare which is similar to a bus service but needs to be pre-booked and covers residents in Crondall; Ewshot; Dogmersfield; Winchfield; Fleet; Odiham; Mattingley; Hook; Well; North Warnborough; Hartley Wintney; Church Crookham; South Warnborough; Greywell and Long Sutton.
- 2.8 Within Hart district there are mainline rail stations at Fleet, Blackwater, Hook and Winchfield, providing regular services to London, but also allowing for rail journeys within the district. The location of the rail line through the centre of Hart district further provides opportunities for this to be an alternative means of transport to car use, although it is recognised that this may be for part of a journey given the need to access the rail station.

Local car ownership levels; and the need to ensure an adequate provision of spaces for charging plug-in and other ultra-low emission vehicles

- 2.9 Car ownership in Hart district is high. The Census 2011 data shows that in Hart district car ownership is higher than both the regional and national average:

Location	No Cars	1 Car or Van	2 Cars or Vans	3 Cars or Vans	4 or more Cars or Vans
Hart District	8%	35%	42%	11%	4%
Hampshire	15%	41%	33%	8%	3%
Southeast	19%	42%	30%	7%	3%

Source : i-Transport/Census 2011

- 2.10 It is likely that the car ownership rate has increased over the last 10 years following national trends. National Trip End Model (NTEM) forecasts the following rates of change:

Data Category	NTEM Data For Year		
	2011	2021	2032
Number of households	35,800	39,617	40,222
Number of cars/vans	59,669	67,663	69,522

Data Category	NTEM Data For Year		
	2011	2021	2032
Average cars/vans per household	1.67	1.71	1.73

Source : i-Transport/Tempo

- 2.11 The growth in the numbers of households and cars/vans, and the ratio of cars/vans per household in Hart district over these periods is summarised below:

Data Category	Growth	
	2011-2021	2021-2032
% increase in the number of households	10.7%	1.5%
% increase in the number of cars	13.4%	2.7%
% increase in the ratio of cars/vans per household	2.5%	1.2%

Source : i-Transport/Tempo

- 2.12 Data from the model indicates that future growth in car ownership in Hart district is likely to be less than has previously been the case, as this reflects the current high car ownership rates (and therefore less room for growth).

- 2.13 Other general factors of change include matters such as:

- the number and percentage of petrol and diesel cars is decreasing whilst the number and percentage of alternative fuel vehicles is increasing. Alternative fuel vehicles have increased from 1% of all new car registrations in 2011 to 21% in 2020;
- Less young people choosing to own a car;
- Increase in opportunities for shared mobility – this includes shared rides; cars; bikes and scooters:
 - Shared rides can be informal (lift sharing) or more formal through using tools (apps) to connect passengers and drivers;
 - Car clubs can provide socially inclusive, low emission mobility which helps to break dependency on private car ownership. In addition they can:
 - reduce parking congestion as multiple users share one car and one parking space;
 - reduce traffic on the road as car club members tend to drive less and use public transport, walk and cycle more;
 - offer significant benefits with respect to air quality as the cars are newer and cleaner.

3.0 Cycle Parking

- 3.1 Hart District Council considers it is important to promote and facilitate modal shift away from the private car to more sustainable modes of transport. This delivers the Council's ambitions around:
- Adapting to and mitigating from the effects of Climate Change;
 - Delivering healthy environments through Place Making, where active lifestyles prevent illness; and
 - Delivering environmental improvements.
- 3.2 Safe and secure cycle parking is an important component to encourage cycling both as an element of active travel to reduce dependency on the car but also for the health and wellbeing benefits. The emergence of electric bicycles means this is a realistic choice for many journeys, not just the shorter journeys.
- 3.3 For all new residential developments, the Council aims to ensure that developers promote sustainable travel choices. The availability of secure cycle parking at home, at the destination or at an interchange point has a significant influence on cycle use. Cycle parking should be pleasant, sufficient and convenient².
- 3.4 Therefore, cycle parking must be considered early in the planning and design process and take into consideration the following:
- provision for traditional 'manual' bikes, and also electric bikes;
 - means of charging electric bikes;
 - space for secure storage both covered / lockable;
 - provision for different types of bikes – cargo bikes; adapted bikes (see Appendix B for typical dimensions of different types of bikes);
 - for larger scale developments unallocated cycle parking should be distributed around rather than in one location, particularly if there are several entrances to the site. The distribution of cycle parking should reflect the proportion of people using each entrance;
 - To encourage residents to ride their bike instead of using their car, cycle storage must be conveniently located and readily accessible.

² LTN 1/20 Dept of Transport July 2020

- 3.5 For small scale residential developments secure parking may be achieved by installing specialized storage or a small permanent bike stand. Cycle parking which is provided in back gardens must be easily accessible and secure.



Domestic cycle store



Secure bike stand



Secure cycle stand inside a garden shed

Small cycle locker



- 3.6 Where there are communal areas and open spaces within a larger development, a bike stand may be more appropriate such as a Sheffield-style stand as shown in the image, which can provide two cycle parking spaces (one either side of the stand).



- 3.7 The table below sets out the minimum number of cycle parking spaces required based on residential occupation. One space means that one bicycle can be secured. A bike stand can provide two cycle parking spaces (see above Sheffield style stand). Provision needs to be tailored to whether this is for self-contained dwellings or more communal accommodation.

- 3.8 It will also be necessary to consider provision for visitors on the basis of 0.2 spaces per home. When calculating total number of spaces these should be rounded up to the nearest whole figure.

Number of Bedrooms	Minimum provision
1 bed	2 cycle spaces
2 bed	3 cycle spaces
3 bed	4 cycle spaces
4 bed	5 cycle spaces
5 bed	6 cycle spaces
1 space should be able to accommodate a non-standard bicycle	
Unallocated/visitor	0.2 space per home Part spaces need to be rounded up
5% of Communal provision should be able to accommodate a non-standard bicycle	

Source: Local Target, informed in part by work of i-Transport

- 3.9 An indication of non-residential cycle standards are set out at Appendix C, these are taken from [LTN1/20 Cycle infrastructure Design](#) published by the Department of Transport.

4.0 Car Parking

4.1 To reflect the Council's ambition to reduce carbon emissions, improve the environment and promote modal shift to active travel choices, and to reflect the matters expressed in the NPPF above (para 1.9), the recommended residential car parking standards are as follows:

Residential Car Parking Standards		
Property type	Number of spaces allocated per dwelling	Additional unallocated spaces per dwelling
1 bed	1.0	1.0
2 bed	2.0	0.5
3 bed or	2.0	1.0
Alternative 3 bed	3.0	0.5
4 bed	3.0	0.5
5+ bed	3.0	1.0
If under provide on plot, amount needs to be made up with unallocated spaces		
A minimum of 5% of unallocated spaces should be designed for use by disabled people. The requirement will always be rounded up to a whole number.		

4.2 Parking spaces can be allocated or unallocated:

Allocated includes any spaces within the curtilage of a property (e.g. garage or drive) and any spaces in communal areas where the space is reserved for a particular property;

Unallocated covers all parking spaces that are not allocated, including on-street spaces on the public highway – visitor parking is usually served by unallocated parking and should be located close to where it is likely to be needed.

4.3 The requirements for disabled parking for residential use are set out in the [Building Regulations Part M](#):

- Wheelchair user dwelling (housing category M4(3)) – at least one car parking space within the curtilage of the dwelling or within a communal parking area
- Accessible and adaptable dwelling (housing category M4(2)) – at least one car parking space which is 3.3m wide if within the curtilage of the dwelling
- In addition, a minimum of 5% of unallocated car parking spaces should be designed for use by disabled people

4.4 These car parking standards should not be applied rigidly as maximum or minimum requirements, they should be considered carefully alongside the placemaking quality of a development and the parking strategy for the site, allowing for flexibility in providing alternative parking solutions such as shared

mobility access to alternative modes of transport and opportunities for active travel.

Older Persons Residential car parking standards

- 4.5 In addition to residential accommodation in the form of houses or flats, there is also provision through older persons housing. This can range from self contained older persons accommodation for those mobile and active to more institutional provision through care and nursing homes. Car ownership is typically higher with the first reference and declines significantly once older people reside in care homes, as supported by census data that shows car ownership per household decreases from 1.74 to 0.64 between the ages of 55 and 85+. There is a need however, to ensure sufficient provision for staff and visitors, at varying times of the day.
- 4.6 On this basis, parking for older persons accommodation should follow the approach below :
- Provision of accommodation for the active elderly (self contained housing for older people) who are likely to be mobile, still in ownership of a car and have a high level of independence, the above residential standards should be applied to all proposals, taking into consideration the location of the development and access to alternative forms of transport. Parking spaces will also be required for staff and visitors and there should be provision of disabled spaces and facilities for charging of electric cars and mobility vehicles. Cycle parking should also be provided – see section on cycle parking.
 - Parking for residential developments for less active elderly persons in care and nursing homes should be considered on a case by case basis taking into consideration the parking (car and cycle) needs of residents, visitors and staff. These may also require higher provision of disabled spaces and should make adequate provision for access, parking and charging of mobility vehicles. Justification for the level provided will need to set out within a Transport Assessment (see details below).

5.0 Car Parking Specifications and Design and Layout Considerations

5.1 Specifications:

Parking Type	Recommended Minimum Dimensions (metres)
Standard parking space	2.5 x 5.0
Parallel parking space	2.5 x 6.0
Tandem (2-car)	2.5 x 11.0
Double garage	6.0 x 7.0 (internal dimension)

Source : i-Transport

- An additional minimum of 0.5m will need to be added to the above spaces where either dimension is adjacent to a wall or other obstruction;
- Where a driveway is to be used for parking in front of a garage, the overall length of the space will need to be a minimum of 6.0m to allow access to the garage;
- Single garages are not counted as a parking space – double garages count as one parking space;
- Car ports are counted as a parking space;
- To accommodate side-by-side parking on a driveway, additional width will be required where it is also used for pedestrian/cycle access;
- For tandem parking, the maximum of 2 spaces will be counted, even if there are 3 or more spaces in tandem.
- EV charging points
 - Every new home should be equipped with an EV charging point
 - minimum charging power of 7kW, be at least 'Mode 3' or equivalent and be untethered – see [Building Regulations Part S](#) which comes into effect on 15 June 2022.
 - Cabling will need to be provided where there are 10 or more spaces.
- Disabled parking

Parking Type	Recommended Minimum Dimensions (metres)
Residential disabled space – in curtilage	3.7 x 6.2 (this is a standard parking space plus 1.2m clear access zone to one side and the rear)

Parking Type	Recommended Minimum Dimensions (metres)
Off-street disabled space – perpendicular to the access aisle	2.4 x 6.0 plus 1.2m clear access zone to each side (this can be shared with adjacent spaces)
Off-street disabled space – parallel to the access aisle	2.4 x 6.0 plus a minimum 1.8m clear access zone to the side
On-street disabled space – parallel to a kerb	2.7 x 6.6
On-street disabled space – in the middle of a road	3.0 x 6.6

Source : i-Transport

- Within the private curtilage of a dwelling (including the car port or garage), it is a standard parking bay with an additional minimum clear access zone of 1.2m to one side and to the rear
- within a communal parking area, it is a standard parking bay with an additional minimum clear access zone of 1.2m to both sides
- Further requirements for disabled car parking spaces are set out in the [Department of Transport's Inclusive Mobility](#) (December 2021) and [Building Regulations Part M](#).

5.2 Design and Layout Considerations :

Below are the minimum requirements for the application of the residential parking standards and must be considered within all planning proposals and details submitted with the planning application:

- A plan showing the location of all car parking spaces associated with the development, identifying which spaces are allocated, unallocated and disabled;
- Where unallocated parking is to be accommodated on the public highway this should be accompanied by an assessment of the parking stress in the area and the capacity for on-street parking;
- For developments of 50 or more homes, evidence of exploring the feasibility for a car club or similar facility for the site either alone or in combination with other sites;
- Where there are changes to existing properties such as extensions and garage conversions, developers will be required to provide sufficient parking based on the standards specified. It will be the developer's responsibility to

- make sure that the changes made to an existing property will not prejudice the retention of adequate parking within the curtilage of the property.
- where there is allocated and non allocated parking provision which is not adopted by the Highway Authority, the developer will have to provide the appropriate arrangements for their future management and maintenance
 - Street width design to be considered and amended to accommodate on-street parking and to reflect any landscaping and planting of street trees to avoid future issues arising.
 - Where unallocated parking spaces are distributed throughout a development, an increased carriageway width should be used to allow cars to park on either side of the street, leaving at least an appropriate width carriageway, particularly to allow for access and turning movements of larger vehicles, such as refuse vehicles;
 - The design of unallocated parking should make it clear where it is appropriate to park and prevent inappropriate parking (particularly on footways);
 - To add appropriate planting to soften the visual impact of cars and to delineate parking vs non parking areas;
 - Wherever parking is provided it needs to be more attractive than inappropriate parking opportunities. It should be accessible, well lit, overlooked, and attractive;
 - Where a parking court is considered, it must be part of a coherent overall layout, be small, overlooked by dwellings, lit at night, and have convenient pedestrian connections to the properties being served.

6.0 Documentation to support a Planning Application, Transport Assessments and Travel Plans

- 6.1 As a minimum, developers will be expected to submit the following information with a planning application, either within a Design and Access Statement, or within a Transport Assessment:
- A plan showing the location of all car parking spaces associated with the development, identifying which spaces are allocated or unallocated;
 - A plan showing where the unallocated parking will be accommodated (including where this is on-street);
 - A written statement setting out the design rationale for the car parking provision, and details of which spaces will be allocated or otherwise, and the management strategy;
 - Where unallocated parking is to be accommodated on the public highway – an assessment of the parking stress of the area and whether there is the capacity to accommodate additional on-street parking;
 - For developments of more than 50 homes – evidence of correspondence with a car club operator regarding the feasibility of a car club for the site; and
 - For developments of older persons accommodation – a Transport Assessment setting out justification for the proposed parking provision.
- 6.2 There might be circumstances where the recommended parking standards are not appropriate and a developer should submit evidence to justify a higher or lower level of parking within a Transport Assessment, taking into consideration the scale and location of the development; proportion of unallocated spaces and quality placemaking.
- 6.3 Key tools used to appraise and determine the transport impacts of a development proposal are Transport Assessments and Travel Plans. [Hampshire County Council](#) as Highway Authority includes on its website details of when an assessment and plan may be required and the level of detail to be included.
- 6.4 These residential standards endeavour to ensure that new developments provide the right amount (and type) of parking. However, there will be situations where a risk remains that developments could cause parking problems in surrounding areas. Developers remain responsible for mitigating this impact of their development.
- 6.5 These issues should be considered through the normal development management processes.

- 6.6 [Transport Assessments](#) detail the estimated impact of developments on the highway network and depending on the scale of development this may not be required although it may be necessary to reflect cumulative impacts. For residential developments an assessment is required for developments over 50 homes for further details contact Hampshire Highways at highways.development.control@hants.gov.uk
- 6.7 [Travel Plans](#) aim to reduce the number of people travelling by car alone and to increase active travel and sustainable travel modes, for further details contact travelplans@hants.gov.uk

Appendix A: Dimensions of cycles – taken from [LTN 1/20](#)

Figure 5.2: Typical dimensions of cycles



CABINET

KEY DECISIONS/ WORK PROGRAMME, AND EXECUTIVE DECISIONS MADE

March 2022

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	Outline/Reason for Report/Comments	Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Homelessness Strategy	Post consideration by Overview & Scrutiny Committee, to consider a new Homelessness Strategy 2022-2027	Mar 22		SB	CSF	
Improving Energy Efficiency Measures in Affordable Housing	Post consideration by Overview and Scrutiny Committee, to consider housing capital funding for additional energy efficiency measures in affordable housing on sites in Hart	Mar 22		SB	H	
Easement – ex Travis Perkins Site in Hartley Wintney	To approve the consideration offered for access and service easement to the land located to the front of Primrose House and the former Travis Perkins Builders merchants, Albion Place, Hartley Wintney	Mar 22		JR	TS	

Report Title	Outline/Reason for Report/Comments	Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Annual On-Street Parking Report 2020/21	Post consideration by Overview and Scrutiny for Cabinet to review and endorse a summary of actions from the last 12 months, and proposals for the upcoming year. Including income, maintenance, and carbon emissions. This is a requirement by HCC	Mar 22		AO	TS	
The Corporate Complaint Policy	Post nominations to a task and finish group at Overview & Scrutiny Committee, to propose amendments to the Council's Corporate Complaint Policy for Cabinet approval	Mar 22		DN	JCX	
Quarterly Performance Plans	To seek Cabinet approval for reports on performance data	Mar 22 Jun 22 Sep 22 Dec 22		DN	ALL	
Revenue and Capital Outturn Position	Post consideration by the Overview & Scrutiny Committee, to consider a report on the revenue and capital outturn position.	Mar 22		JR	F	
Yateley, Derby Green and Frogmore Neighbourhood Plan	To agree to proceed to referendum following receipt of the examiner's report	Apr 22		GC	P	

Report Title	Outline/Reason for Report/Comments	Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Service Plans	Post consideration by Overview & Scrutiny Committee, agree the 2021/22 Service Plans	Apr 22		DN	ALL	
Odiham Common Management Plan	To update Members on the Odiham Common Management Plan	Jun 22		DN	P	
Outside Bodies	To approve representation from the Council on identified outside bodies	Jun 22		DN	ALL	
Revenue and Capital Outturn 2022/2023	Post consideration by Overview & Scrutiny Committee, to consider the Annual report on outturn	Jul 22		JR	F	
Medium Term Financial Strategy and Capital Strategy, Treasury Management Strategy Statement and Asset Management Plan	Post consideration by Overview & Scrutiny Committee, to consider the Council's Medium-Term Financial Strategy position and future Capital Strategy, Treasury Management Strategy Statement and Asset Management Plan	Sep 22		JR	F	

Note 1

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

- a) 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
- b) 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

28/01/22	Cllr Neighbour	Welcome Back Fund – New applications	

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – February 2022

Issue and Description of Topic	Current Position Objective	Original Due Date	Resources Required	Contact	*This item may contain Exempt Information
Corporate Services Panel Update	Feedback from Members of the Service Panel for Corporate Services.	Feb 22	Oral update – meeting document to be included	Head of Corporate	
Proposing Amendments to the Council's Corporate Complaint Policy	Overview & Scrutiny to consider the comments made by the task and finish group to update and refresh the Corporate Complaint Policy, before approval by Cabinet.	Feb 22	Report	Change and Digital Manager and Leader	
Revenue and Capital Outturn position	Overview & Scrutiny Committee to consider a report on revenue and capital outturn position before approval before Cabinet.	Feb 22	Report	Head of Corporate and Portfolio Holder for Finance	
Annual On-Street Parking Report 2020/21	A summary of actions from the last 12 months, and proposals for the upcoming year. Including income, maintenance, and carbon emissions. This is a requirement by Hampshire County Council.	Feb 22	Report	Head of Environment & Technical	

Residential Cycle and Car Parking Standards Update	To consider updates to the car parking standards project, to be implemented at new developments.	Feb 22	Report	Head of Place	
Energy Efficient Development and Renewable/Low Carbon Energy Generation	To consider the implementation of Hart Local Plan Policy NBE9 Design with regards to energy efficient buildings and the use of low carbon/renewable energy technologies. To also inform a discussion on the planning policy issues around proposals for renewable and low carbon energy generation, such as solar farms.	Feb 22	Report	Portfolio Holder for Place and Head of Place	
Presentation by Inclusion Hampshire	Presentation details to be confirmed.	Mar 22	Presentation	Inclusion Hampshire	
County deal	An update on the County Deal.	Mar 22	Oral – with powerpoint slides	Joint Chief Executive - PH	
Service Plans	To consider the 2021/22 Service Plans prior to consideration by Cabinet.	Mar 22	Report	Leader of the Council	
Revenue and Capital Outturn 2022/2023	To consider the Annual Report on outturn before consideration by Cabinet.	Jun 22	Report	Head of Corporate 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	This annual review from the Ombudsman covers: <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	Joint Chief Executive	