



NOTICE OF MEETING

Meeting:	Cabinet
Date and Time:	Thursday 1 July 2021 7.00 pm
Place:	Council Chamber
Enquiries to:	Committee Services Committeeservices@hart.gov.uk
Members:	Bailey, Clarke, Cockarill, Kinnell, Neighbour (Leader), Oliver, Quarterman and Radley

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 THE PREVIOUS MEETING 7 - 8

The Minutes of the meeting of 3 June 2021 are attached to be confirmed and signed as a correct record.

2 APOLOGIES FOR ABSENCE

To receive any apologies for absence from Members*.

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

3 DECLARATIONS OF INTEREST

To declare disposable 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)

6 FROGMORE DAY CARE CENTRE

A verbal update to Members on the current situation.

7 NEXT STEPS IN COVID-19 RECOVERY 9 - 48

This is the fourth report to Members providing an update on the work undertaken by the Council in response to the Coronavirus (Covid-19) pandemic. Previous reports have been considered by Cabinet in July 2020, October 2020 and January 2021.

Whilst work progresses at pace on vaccinating the population, it is important to note that the situation remains live, with restrictions still in place.

RECOMMENDATION

That Cabinet:

1. Notes the updates on the Recovery Plan as outlined in Appendix 1.
2. Notes and endorses the final decisions taken by the Joint Chief Executive under emergency provisions within the Constitution.

8 POLICY AND FEE POLICY FOR THE "FIT AND PROPER PERSON TEST" FOR MANAGERS OF MOBILE HOME SITES 49 - 62

The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020 ('the Regulations) prohibit the use of land as a residential mobile home site unless the local authority is satisfied that the owner or manager of the site is a fit and proper person to manage the site. The purpose of this report is to seek Cabinet approval for the policies drawn up to support this new statutory requirement so they can be adopted and implemented.

RECOMMENDATION

It is recommended that Cabinet approve the adoption of the following policies:

1. Appendix 1: The Fit and Proper Person Determination policy.
2. Appendix 2: The Fit and Proper Person Fees Policy fee.

9 CONSIDERATION OF DRAFT CORPORATE DEBT RECOVERY POLICY 63 - 102

To approve the revised Corporate Debt Recovery Policy at Appendix 1 which incorporates the Citizens Advice revised collection of Council Tax arrears good practice protocol.

RECOMMENDATION

That Cabinet approves the revised Corporate Debt Policy.

10 PROVISIONAL 2020/21 REVENUE AND CAPITAL OUTTURN POSITION 103 - 119

This report presents the provisional revenue outturn for the year ended 31 March 2021 and compares it with the latest approved budget providing explanations of the significant variances. The report also contains the capital outturn for the year ended 31 March 2021. This report has been considered by Overview and Scrutiny Committee on the 15th June and an additional appendix has been provided which shows the effect of Covid loss of income and additional expenditure on the revised balanced budget for 2020/21.

RECOMMENDATION

- A. The provisional outturn position of an overspend of £784K after Covid-19 compensation is noted (shown at Table 4.6). This is before accounting adjustments and transfers.
- B. The capital outturn position at 31st March is 2021 is noted.
- C. That unspent capital budget is carried forward into the Capital programme for 2021-22.
- D. That Cabinet approves the contributions to earmarked reserves as detailed in Table 6.1 be approved.

10.1 CENTENARY HOUSE, BASINGSTOKE For Information Only: To confirm with Cabinet the purchase of

Centenary House, Basingstoke, for £11,610,881. The purchase will offer the Council a rental income £730,155 per annum overall at an initial yield of 6%.

11 APPROVAL OF REFRESHED COMMERCIAL PROPERTY INVESTMENT STRATEGY 120 - 133

This report seeks Cabinet approval of a refreshed Commercial Property Investment Strategy.

RECOMMENDATION

That Cabinet approves the refresh Commercial Property Investment Strategy (attached as Appendix 1).

12 CIVIC CAMPUS REGENERATION GOVERNANCE 134 - 139

This report sets revised Terms of Reference as a framework for the development of regeneration opportunities for the civic campus, to take the project forward. A key element of the process will be meaningful and on-going effective engagement with the Civic Centre Regeneration Working Group and this paper seeks to ensure the appropriate skills, knowledge and expertise remain within this group as the project moves onto the next stages.

RECOMMENDATION

That Cabinet agrees to refreshed Terms of Reference for the Civic Centre Regeneration Working Group (as set out in Appendix 1) to enable the consideration, evaluation and delivery of the regeneration of the civic campus.

13 TERMS OF REFERENCE FOR THE CLIMATE EMERGENCY WORKING GROUP 140 - 144

To seek Cabinet approval to amend the Terms of Reference for the Climate Emergency Working Group.

RECOMMENDATION

That the amended Terms of Reference for the Climate Emergency Working Group (attached at Appendix A) are approved.

14 ENVIRONMENTAL HEALTH & LICENSING LOCAL ENFORCEMENT PLAN 145 - 158

For Members of the Cabinet to consider the Environmental Health & Licensing Local Enforcement Plan.

RECOMMENDATION

1. Adopt the Environmental Health & Licensing Local Enforcement

- Plan; and
2. Authorise the Head of Place in consultation with the Portfolio Holder for Regulatory to make minor alterations and typographical corrections to the document before it is published.

15 RENEWAL OF THE SHARED LICENSING SERVICE WITH BASINGSTOKE & DEANE BOROUGH COUNCIL 159 - 162

To agree to the renewal of the Shared Licensing Service between Hart District Council and Basingstoke & Deane Borough Council.

RECOMMENDATION

1. Cabinet agrees that the renewal of the Shared Licensing Service between Hart District Council and Basingstoke & Deane Borough Council; and
2. The Head of Place in consultation with the Portfolio Holder for Regulatory Services be authorised to agree the details of a refreshed deed associated with renewal of the Shared Licensing Service between Hart District Council and Basingstoke & Deane Borough Council.

16 WELCOME BACK FUND 163 - 187

This report provides details of four applications for funding, which have been submitted to the Council in connection with the Government's Welcome Back Fund.

RECOMMENDATION

That Cabinet:

- Decides which of the applications will progress to the next stage of the Welcome Back Fund process (For reference, the next stage is to submit a detailed Action Plan and Service Level Agreement for consideration by the Ministry of Housing, Community and Local Government (MHCLG). If the application is approved by MHCLG, then the proposed scheme(s) can then commence).

17 NOMINATIONS TO OUTSIDE BODIES 2021/2022 188 - 205

To seek nominations to Hart's approved list of Outside Bodies.

RECOMMENDATION

The Cabinet

1. Approve the list of outside bodies to be appointed to as shown at Appendix 3.
2. Nominate and approve representatives to the Outside Bodies as shown at Appendix 3.

18 CABINET WORK PROGRAMME 206 - 212

To consider and amend the Cabinet Work Programme.

Date of Publication: Wednesday, 23 June 2021

CABINET

Date and Time: Thursday 3 June 2021 at 7.00 pm

Place: Council Chamber

Present:

Bailey, Clarke, Cockarill, Kinnell (from 7.12pm), Neighbour (Leader), Oliver, Quarterman and Radley

In attendance: Forster

Officers:

Patricia Hughes	Joint Chief Executive
Emma Foy	Head of Corporate Services and S 151 Officer
Helen Vincent	Committee Services Officer

1 MINUTES OF THE PREVIOUS MEETING

The Minutes of the meeting of 1 April 2021 were confirmed and signed as a correct record.

2 APOLOGIES FOR ABSENCE

No apologies received.

3 DECLARATIONS OF INTEREST

The Joint Chief Executive declared a pecuniary interest to item 6 on the Agenda.

4 CHAIRMAN'S ANNOUNCEMENTS

The Chairman announced that as the Council has declared a Climate Change Emergency, recognising the importance of the issue, he would, as the Leader of the Council, appoint himself as a Climate Change Champion and Chairman of the Climate Change Working Group.

5 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

The Joint Chief Executive left at 7.04pm.

6 HART HOUSING PROPERTY MANAGEMENT COMPANY LTD: INITIAL DRAFT BUSINESS PLAN

The Council agreed to set up a wholly owned Company limited by shares to hold and maintain residential assets procured by the Council. This report deals with the draft business case and seeks Cabinet's approval.

Members were informed that the shareholder agreement could take on new residential properties in further regeneration projects. The Chairman wanted to confirm that we need to underpin our commercialisation strategy to find ways to generate income in ways that are appropriate and transparent.

DECISION

That Cabinet:

- A. Agreed the initial Business Plan attached at Appendix 1.
- B. Invited the Joint Chief Executive and the Commercial Finance Manager to be the Council's two employee appointed Directors to the Board of the Hart Housing Property Management Company Ltd.
- C. Authorised the Head of Corporate Services, in consultation with the Portfolio Holder for Finance and the Portfolio Holder for Commercialisation, to appoint a suitable independent lay person who has knowledge and skills in property letting and management to the Board of Directors of the Hart Housing Property Management Company Ltd.

The Joint Chief Executive returned at 7.14pm.

7 CABINET WORK PROGRAMME

The Cabinet Work Programme was considered and amended.

1. Waste and Resources Strategy progress update will now be done at a Member Briefing later this month.
2. Initiatives from the Climate Change Working Group will be added following discussions at their next meeting.
3. A report regarding opportunities around affordable housing in the district will be added.

The meeting closed at 7.20 pm

CABINET

DATE OF MEETING: 1 July 2021

TITLE OF REPORT: NEXT STEPS IN COVID-19 RECOVERY

Report of: Joint Chief Executive

Cabinet Member: Leader of the Council

I PURPOSE OF REPORT

1.1 This is the fourth report to Members providing an update on the work undertaken by the Council in response to the Coronavirus (Covid-19) pandemic. Previous reports have been considered by Cabinet in July 2020, October 2020 and January 2021.

1.2 Whilst work progresses at pace on vaccinating the population, it is important to note that the situation remains live, with restrictions still in place.

2 RECOMMENDATIONS

2.1 That Cabinet:

- Notes the updates on the Recovery Plan as outlined in Appendix 1
- Notes and endorses the final decisions taken by the Joint Chief Executive under emergency provisions within the Constitution

2 BACKGROUND

2.1 On Friday 20th March 2020, the Hampshire and Isle of Wight Local Resilience Forum formally declared Coronavirus a major incident. Hart District Council evoked its Emergency Plan and in accordance to the Constitution, enabled decision making under emergency provisions.

2.2 The Council had to fundamentally change during this period

- In the way it provided its services, needing to work remotely under the lockdown provisions and
- Which services it delivered, with new services being delivered from provision of food, medicines and care for those shielding, to business grants to local businesses.

2.3 Recognising the importance of considering recovery processes alongside response to a civil emergency, Cabinet approved the Council's Recovery Plans in October 2020. At the beginning of November (5th), England began its second lockdown. This was followed by a series of tiered lockdowns during December but ultimately the Government decision was to undertake a third lockdown in January, with a phased release from the lockdown, from March onwards.

- 2.4 Despite the resource implications, the Council has continued to
- Continue to provide business as usual services to our residents
 - Deliver on our ongoing requirement to the response phase, most recently delivering the Lateral Flow Testing station and then supporting the localised testing for residents in GU51 and GU52 for a variant of concern
 - Progressed many of the key actions arising from the Covid-19 Recovery Plan.
- 2.5 This paper was considered by Overview and Scrutiny Committee on the 15th June who noted progress without further recommendations or commentary to Cabinet.

3 END OF THE MAJOR INCIDENT

- 3.1 As outlined in the earlier reports, all decisions taken during a major incident is recorded formally in an Emergency Planning Log. These are then reported to Cabinet to formally endorse as soon as reasonably practical after the decisions have been taken.
- 3.2 To aid visibility of this process, details of emergency decisions taken have been reported verbally to Cabinet at the meetings of February and March 2021. This also reflected the consultation undertaken with Cabinet or Group Leaders prior to these decisions being taken.
- 3.3 On the 1st April 2021, the Monitoring Officer formally noted that the Council had stepped down from Major Incident and that further work would continue on Recovery, but that emergency provisions within the Constitution were no longer being used by the Council.
- 3.4 Having reported all decisions up to September in the report to Cabinet in October 2020, the final decisions taken under emergency provisions are shown below

Date	Decision
24 th September	New legal requirement to provide social isolation grants to those on low incomes, agreed we would look to deliver this internally until we were able to safely hand over to our external contractor
6 th October	Political Group Leaders approved the discretionary payment policy of the Social Isolation Payment scheme
5 th November	Second lockdown started – Council's front reception closed to residents Further to a letter from HCC Public Health, advised Countryside team that volunteering events cancelled throughout lockdown
12 th November	Following an update to snow emergency plan in light of Covid-19 Cabinet confirmed via Teams their approval for the purchase of a new plough/spinner (capital cost £7.5K) to increase snow shifting capacity for our own purposes and to help resolve any issues arising at vaccination sites.

16 th November	Additional Restrictions Grant provided by the Government of £1.3million was a 'one off' funding pot and would be needed to cover both the current and future lockdowns and any provision for economic recovery. Agreed with Leader and Deputy Leader that the spending would broadly be on the basis of £0.5m before Christmas for the current lockdown, £0.5M after Christmas for any future lockdown and the remainder for recovery objectives.
30 th November	Discussed and agreed with Political Group Leaders that the HDC Funding for Covid Enforcement would, in accordance with the grant criteria be used for <ol style="list-style-type: none"> 1. Enhanced Environmental Health resources/capacity (subject to availability) and 2. Enhanced Communications associated with Covid-19 <p>The Joint CEx reserved the position to put in place Covid marshals at the Edenbrook Bike track further to Police feedback regarding the high level of use and the requirements of social distancing.</p>
30 th November	Discussed and agreed with Political Group Leaders that the HDC funding for the Clinically Extremely Vulnerable would be used as follows <ul style="list-style-type: none"> • £9,531 to Hart Voluntary Action to support current lockdown including Christmas cover for the Hart Response Hub • £30,000 to support a variety of activities focussed on the clinically extremely vulnerable (CEV) including <ul style="list-style-type: none"> ○ Delivery of a Home Help Support service to help those in the CEV group with cleaning and domestic help ○ Grant funding to Covid Groups and Parishes who have been supporting their CEV's ○ Support for those digitally excluded
4 th December	Agreed between S151, Monitoring Officer, Portfolio Holder for Finance and Corporate Services and Head of Paid Service that due to the unknown timing of the arrival of funding for Covid business grants, there is a need to increase the Counterparty limit with Barclays Bank up to 31 st January 2021
15 th December	Agreement for Environmental Health to appoint a Covid Enforcement Support Officer for three months (further to agreement by GLAM on 30 th November)
17 th December	Advised GLAM that further to ongoing concerns from the Police, that a Covid Marshal would be used at Edenbrook Bike Track
24 th December	Hart is now in Tier 4 following announcement at 3pm, Political Group Leaders advised that <ul style="list-style-type: none"> • Hart and Frogmore Leisure Centres must close as must Edenbrook Bike Track • We have received a request from NHS for overnight help with those discharged from hospital in an emergency
5 th January 2021	Prime Minister announces further lockdown Political Group Leaders advised that

	<ul style="list-style-type: none"> • Front line reception closed and website updated • Internal Audit resources reallocated to Business Grants (awaiting guidance on latest tranche) Wokingham will provide internal audit resources during this time
24 th January 2021	In consultation with the Portfolio Holder, agreed an amendment to the discretionary Additional Restrictions Grant funding for those premises which are tenanted (so not the business rates account holder) where the landlord themselves cannot apply for an exemption (because they are not the business operator)
25 th January 2021	Further to a competitive quotation process, a specialist professional has been appointed to help support the Council in making informed decisions associated with our Leisure Centre control. The costs is £4,000 over a four month period
26 th January 2021	Hampshire County Council has requested locations for Lateral Flow Testing Centres. An email has been sent to Parish and Town Councils but recognising the urgency, Hart District Council has offered the use of the Council Offices as location for the Lateral Flow Testing Scheme.
4 th February 2021	Further to discussion with the Political Group Leaders, Hart District Council signed a lease to Richmond Practice Surgery (on behalf of Fleet Primary Care Network) for the delivery of a vaccination centre at the Harlington, including the provision of up to 20 car parking spaces within Gurkha Square Car Park.
11 th February 2021	HDC to confirm that no events excepting those within a licence agreement with Fleet Town Council for the Saturday Market are to be permitted on Gurkha Square to ensure its continued availability for the vaccination centre (in the face of requests from third parties for the use of the car park for events in anticipation of the end of lockdown)
1 st March 2021	Discussed and agreed with Political Group Leaders that in the face of ongoing concerns around the sustainability of businesses across the Hart area, the original split of Additional Restrictions Grant would move more funding from recovery into the current phase to support struggling businesses
1 st April 2021	Portfolio Holder agreed the discretionary restart grant policy in anticipation of the exit out of lockdown.
1 st April 2021	Council moves out of Major Incident, Emergency Planning Log closed

3.5 As part of the response phase and further to the information set out above, the Council has

- Between February and April 2021 carried out 1,531 Lateral Flow Tests on our residents and provided a further 1,153 home testing kits
- Allocated over £15,700 through our Hardship Funds to those in greatest need
- Helped over 700 clinically extremely vulnerable and vulnerable residents with food supplies, medication or friendly catch ups to prevent social isolation

- Spoken to 3,200 business to provide advice, guidance and support to help with covid compliance
- Up to the end of May, paid over £24.5m work of funding and processed 3,758 grants

3.6 Whilst we had hoped for the lifting of restrictions on the 21st June, we are all now aware of the extension of these restrictions in the face of further increases in Covid-19 cases due to the Delta variant. Faced with this work continues in certain areas such as

- the most recent community testing for a variant of concern for residents in the areas of GU51 and GU52 (Fleet, Church Crookham and Crookham Village) has been a salient reminder that the situation remains dynamic.
- The Council is still accepting applications for the restart grant. Indeed on the 16th June emails were sent to all businesses who have not yet applied for the main scheme which we believe are eligible, encouraging the 113 businesses to apply by the deadline of the 30th June.
- We await information from the Government whether there will be any other business grant support delivered by local councils (or deadlines extended) as a result of the extension of restrictions now open until the end of July.
- The Hart Response Hub remains in place, providing help and support to those that need to self-isolate

4 PROGRESS ON RECOVERY

4.1 The Recovery Plan, agreed by Cabinet in October was based around five key workstreams;

- Community Recovery
- Economic Recovery
- Financial Recovery (internal)
- Reallocation of Road Space
- Revitalise Hart (internal)

4.2 Each workstream had a number of actions. Appendix 1 provides an update on the progress of each of the actions in relation to timeframes indicated in October.

4.3 Appendix 1 identifies that the majority of actions remain on track, with a number now completed including:

- Preparing and launching the Hart for Business Website Preparation database for businesses and to promote business activity
- Launching the Virtual job club in February 2021 which achieved its first success for participants, securing employment. The Hart for Business newsletter and social media has been promoting apprenticeships and kickstarts

- Launching the 18-30 Campaign and The Walk this way trail to encourage and support residents to be physically active with a particular focus on those most at risk of inactivity
- Completing the Business centre refresh enabling the council to set up and manage the Lateral flow testing Centre operation which carried out 1,531 Lateral Flow Tests over the course of its operation
- Supporting and opening the Community Pantry on Wednesday 10th March. Hart are continuing to look at new opportunities to help the community pantry grow and promote the pantry to the district
- Funding provided by Hart and distributed by HVA has provided grant funding to support to voluntary and community organisations to support community recovery. Community Connections grants totalled £8,125 with projects funded including:
 1. Daisy Chain Café - memory café running events to encourage members to come back to face-to-face group
 2. Yateley United Football Club - expansion of walking football and creation of inclusive football group
 3. MHA Communities - increased 1-2-1 support including home visits and walking buddies to help people build confidence to come back to groups
 4. RHL - engaging those who are isolated with 1-2-1 support to help them connect with community activities

4.4 Other key achievements over the last months include:

- Continuing to collate key business and employment statistics which has facilitated the creation and publication of Economic Dashboard updated monthly with key statistics to aid decision making
- Awarding 21 grants, totalling over £5,458, to help community and voluntary groups safely restart face-to-face activity, and a further 15 grants to support the community emergency response
- Work continuing to coordinate COVID comms messages from Cabinet Office, PHE, NHS, HCC, HDC service areas, website and vaccination comms CCG & NHS. We are Currently supporting Hampshire County Council with its targeted community testing for GU51 and GU52 postcodes through our communication channels
- Workshops held to promote town/village centre activity to ensure footfall continues and grows and existing enterprises thrive and new ones are created
- Funding awarded to Fleet Phoenix to support delivery of weekly support sessions for junior school age children who are exposed to domestic abuse at home
- Work underway to support HVA to develop a social and therapeutic horticulture project at the new Edenbrook Community Garden to engage residents most at risk of social isolation and exclusion

4.5 The Council is also progressing with the Revitalise Hart workstream, achieving a number of key milestones including:

1. Office reconfiguration to ensure the council is able to offer staff a covid compliant workspace. This includes temperature monitors upon signing into the building, a hot desk booking system

2. The roll out of the Employee Assist programme
 3. Implementing the working from home concept successfully and continuing to develop the Agile working policy
- 4.6 The Council has also created a 'Here for Hart' Working Group, working with a wide range of community and voluntary organisations. A recent workshop was attended by over 60 people/agencies from including representatives from Housing Associations, HVA, schools, town and parish councils, Frimley Clinical Commissioning Group and a wide range of other voluntary sector groups.
- 4.7 Building on this, and our own substantial ambitions for Community Recovery, as set out in the adopted Action Plan, the 'Hear for Hart' Working Group has been working on a 'Supporting Communities' plan. This plan goes beyond the work of the Council, bringing together evidence of need, action and activity from across the key stakeholders we are working with.
- 4.8 The Covid-19 pandemic has shed light on the inequalities of health outcomes which has been a catalyst for the plan and therefore tackling inequalities and created connected and resilient communities are the focus of the plan.
- 4.9 This document is a draft document and clearly will evolve, develop and deepen our understanding over time as the 'Here for Hart' Working Group finds new opportunities to work together collaboratively and find additionality from a shared approach. This draft document can be found in Appendix 2.

5 GOVERNANCE, RESOURCE AND FINANCE CONSIDERATIONS

- 5.1 It is clear that Covid-19 has had a major impact on the services it delivers and the projects and ambitions of both the Corporate Plan and Hart 2040 Vision during the past year.
- 5.2 It remains a major part of the Councils activity as reflected upon in the Service Plans for 2020/2021 adopted by Cabinet in July 2020 and the most recent services plans for 2021/2022 adopted by Cabinet in April. The continuation of this work, alongside business as usual requirements and some of the Councils ambitious projects, does continue to place a strain on the Council's resources which will need to be measured and monitored as the year progresses.
- 5.3 This strain has been reflected in a number of ways including
- increased workloads,
 - impact on health and wellbeing of staff
 - variable productivity with some areas vastly improved and others decreased
 - the inability in some areas to take annual leave.

5.4 Financial implications of the Covid pandemic has been reported regularly and in some detail to Members and this will continue with outturn reporting.

6 ACTION

- 6.1 Subject to any recommendations from Cabinet,
- the decisions taken under emergency provisions will be noted and recording concluded.
 - Work will continue on Covid-19 recovery, with many elements of that work being entrained into 'business as usual' operation with reporting via the Councils standardised performance reporting mechanisms.

CONTACT: Patricia Hughes – Joint Chief Executive
EXTENSION: 4450 EMAIL: patricia.hughes@hart.gov.uk

APPENDICES

Appendix 1 – Recovery Plan

Appendix 2 - Supporting Communities – a plan to promote community recovery and tackle inequalities in Hart 2021-2023

Appendix 1 – Recovery Plan – Workstream Action Plans

Community Recovery				
Activity	Expected Outcome	Update	Next Steps	RAG
<p>Local insight and evidence of need: Bring together hard data and local intelligence to maintain an up-to-date picture of the need and impacts (including socioeconomic and wellbeing) within communities, to inform our community recovery priorities</p>	<p>The Council and our partners will have a good understanding of the following:</p> <ul style="list-style-type: none"> • Communities or specific groups within communities most negatively impacted by the COVID-19 situation or most 'at-risk' of negative impact • Trends over time in wellbeing including socio-economic wellbeing <p>Where/how to focus our resources to help those most in need and address disproportionate impacts on specific groups</p>	<p>Item now forms part of service line activity</p>	<p>Further updates will be provided via service plan monitoring reports</p>	<p>Completed</p>
<p>Communication and signposting: Establish a communications framework/plan and coordinate with partners to cascade messages to residents about how they can stay well (over and above specific COVID-19 guidance), and signpost residents to available support including psychological, financial,</p>	<p>Residents are supported to take steps to keep themselves well and know what services can support them if needed</p>	<p>18-30 campaign and Walk This Way trail launched</p>	<p>Support national campaigns including: Carers Week Men's health week Loneliness awareness week</p>	<p>Target completion date: November 2021</p>

employment, housing and wider wellbeing				
<p>Voluntary and community sector capacity: Enhance and promote support for the voluntary and community sector, such as to enable community activity to restart safely and to sustain or build upon community activity established in response to COVID-19 where appropriate</p>	<p>Resilience and capacity of voluntary and community sector Community activity restarts safely resulting in improved wellbeing and a reduction in loneliness and isolation in communities</p>	<p>£10,000 Community Connections grant scheme launched to support projects which aim to reduce social isolation, improve wellbeing and help rebuild confidence, for residents considered Clinically Extremely Vulnerable or Clinically Vulnerable under Government guidance. Funding allocated to 4 projects (£8,125) to date and 1 further application being processed.</p> <p>HVA is proactively reaching out to voluntary and community groups to understand their current situation and any support needs. A grant of £10,000 has been provided to HVA</p>	<p>Continue to administer remaining Community Connections funding and top up the fund with an additional £10,000.</p> <p>HVA to continue engagement and support to groups including administering small grants and other support to enable community activity to restart</p>	<p>Target completion date: June 2021</p>

		to enable them to support emerging needs of groups, particularly those working with vulnerable groups. HVA also continue to administer remaining £3,000 of grant pot to help community activity to re-start safely (launched in August 2020)		
Addressing local inequalities: Use the insight gathered in action 1 to develop and deliver a small number of targeted initiatives to address the impacts on specific geographies or groups most affected by the COVID-19 situation	Support is available to those most in need of it and there is a reduction in inequalities within the district. The council has enhanced relationships with specific communities/population groups	Your Way Forward social media campaign delivered January - March 2021, aimed at connecting 18-30 year olds with support for a range of issues from mental health to money and housing. Delivered via Instagram, Facebook and Twitter. Paid for posts on Facebook and Instagram resulted in an average 1,500 people reached and 128 engagements	Develop next phase of Your Way Forward campaign - possible focus on money and debt Hold workshop with partners in Fleet and Yateley Primary Care Network areas and identify actions we can take together. Hold workshop with partners to	Target completion date: September 2021 This work is ongoing and likely to extend beyond September 2021

		<p>per post (likes, reactions, comments, shares, link clicks). Your Way Forward web page had been visited over 2,000 as at 11 March.</p> <p>Workshop planned with partners in Fleet and Yateley Primary Care Network areas to explore working together to address inequalities in mental health and wellbeing.</p> <p>Initiatives launched to support residents experiencing financial difficulties and unemployment including Community Pantry and Hart into Employment.</p>	<p>explore how we might work together to enable more people living with long term conditions or disabilities to be physically active and access local activities</p> <p>Continue to promote and support development of Community Pantry and Hart into Employment</p>	
<p>Making it easier to access support and services: Make it easier for residents to access the support they need, when they need it, by enabling more residents to use digital</p>	<p>Residents can more easily access services and support including through digital technology. Increasing digital inclusion also resulting in more residents being able to</p>	<p>Community hubs exploration underway for medium term solutions (for development in</p>	<p>Item now forms part of service line activity and further updates will be provided via service plan</p>	<p>Target completion date: November 2021</p>

technology and exploring opportunities for the council to collaborate with other community services to have a stronger physical presence in communities, such as through co-location in community hubs	connect with friends, family and the wider community through digital channels	2021/22) and engage key partners	monitoring reports	
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Economic Recovery				
Activity	Expected Outcome	Update	Next Steps	RAG
1. Procurement of a study on Economic Recovery from Covid-19	Report to set out what actions Hart can take to ensure the Districts economy recovers from the various impacts resulting from Covid-19	Now applying the recommendations in other workstreams	N/A	Completed
2. Collation of key business and employment statistics	To ensure that the Council has up to date relevant data to inform its decisions and actions in relation to economic recovery	Creation and publication of Economic Dashboard updated monthly with key statistics	Item now forms part of service line activity and further updates will be provided via service plan monitoring reports	Completed
3a. Prepare and launch new Hart for Business website	To promote Hart District as a location for business re-location and growth.	Website launched. The new Hart for Business website captures and promotes living in Hart and all its benefits and includes a list of employment sites included on the new Hart for Business website	None	Completed
3b. Promotion of Hart District as a place to work/live/visit	High quality promotional material in various formats (video; adverts; leaflets/guides; phone app etc) to promote attract companies/people to the District	Comparison on packages undertaken. Continue to contact different commercial agents and explore mechanisms for promoting website	Item now forms part of service line activity and further updates will be provided via service plan monitoring reports	Completed

4. Establish a programme of engagement with businesses in Hart	To have a better understanding on how businesses (large and small) have been impacted by COVID-19 and what their short/medium/long terms plans are (also considering Brexit) and how can Hart assist	Collating feedback from meetings held to date.	Item now forms part of service line activity and further updates will be provided via service plan monitoring reports	Completed
5. Establish a central database of businesses operating in Hart and a business premises directory	To have an up to date business database of who operates and where in the District. To include properties available to rent/purchase for companies wishing to grow/relocate	We continue to collate business data, this will provide up to date information to inform which businesses to target and to be able to monitor a dynamic situation. Communication with commercial agents will continue.	Item now forms part of service line activity and further updates will be provided via service plan monitoring reports	Completed
6. Widen scope of existing employment and skills advice to support the rise in unemployment and lack of employment opportunities	To ensure that Hart can offer as much support as possible to those looking for work and training	Virtual job club launched in February 2021 with a small initial cohort and has achieved its first success will 1 participant securing employment. The Hart for Business newsletter and social media has been promoting	Item now forms part of service line activity and further updates will be provided via service plan monitoring reports	Completed

		<p>apprenticeships and kickstarts – there are currently 84 open kickstart placements across Hart & Rushmoor, with 4 of those within the Council. There are 14 live Apprenticeship vacancies within Hart with 3 due to be advertised in May within the Council. These give vital opportunities to young people, who are still our largest age group on UC</p>		
7. Preparation of Town Centre Strategies/Action Plans	To promote town/village centre activity to ensure footfall continues and grows and existing enterprises thrive and new ones are created	<p>Workshop held. Attendees included Fleet, Odiham, Blackwater, Yateley and Hook. Purpose was to encourage each parish to think about the future of their town/village and how working with an expert could help develop plans and take action. HDC will have no formal involvement</p>	Reminders to be sent out to Parish and Town Councils to assess what interest there may be post local elections.	<p>Target completion date: December 2021</p>

		in procuring or preparing the action plans although may be requested to attend working groups etc.		
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Reallocating Road Space in Response to COVID-19					
Activity:		Expected Outcome	Update	Next Steps	RAG
Fleet Town Centre - Pedestrianisation of Fleet Road		To expand/enhance 'safe space' within the centre to facilitate social distancing To increase outdoor space for shops, cafes and restaurants to enable social distancing Provide safe space within the centre to hold markets, events and other outdoor activities, which will increase the attractiveness of the centre To increase consumer confidence in the centre	No update since January 2021 report. Reported updated to O&S February 2021. Fleet Road was pedestrianised over the summer period to facilitate social distancing within the town. The road has now been reopened with on-street parking bays closed to continue to facilitate social distancing.	None	Completed
Enhancing pedestrian and cycle provision	Enhanced cycling provision between Fleet Railway Station and Fleet Town Centre	To enhance the existing cycling lane on Fleet Road between Fleet Railway Station and Fleet Town Centre in order to promote cycling along this key transport corridor and facilitate social distancing	No update since January 2021 report. Reported updated to O&S February 2021. The Council is working with HCC to take a more strategic approach to improve cycling routes across the district, including this route. This work has now been incorporated into the Council's Green Grid project.	Workstream has been incorporated into the Council's Green Grid project.	Completed

	<p>Safe routes to school</p>	<p>To identify improvements to existing routes to school to promote walking and cycling and facilitate social distancing</p>	<p>No update since January 2021 report. Reported updated to O&S February 2021. The Council is working with HCC to improve existing and create new walking/cycling routes to school – This work has now been incorporated into the Council’s Green Grid project.</p>	<p>Workstream has been incorporated into the Council’s Green Grid project.</p>	<p>Completed</p>
	<p>Key routes across the district</p>	<p>To identify improvements to existing routes to promote walking and cycling and facilitate social distancing</p>	<p>No update since January 2021 report. Reported updated to O&S February 2021. The Council is working with HCC to improve existing and create new walking/cycling routes within the district – This work has now been incorporated into the Council’s Green Grid project.</p>	<p>Workstream has been incorporated into the Council’s Green Grid project.</p>	<p>Completed</p>

Revitalise Hart				
Activity	Expected Outcome	Update	Next Steps	RAG
HR & Wellbeing - Update and add new policy and procedure documents. Including looking into flexible and agile working.	To bring our policy's up-to-date and reflect the 'new normal'	Agile working policy drafted and review of other policies ongoing.	Policy review, discussion and consultation.	Target completion date: December 2021
HR & Wellbeing – Introduce an employee assistance programme. Training for managers on how to deal with change, supporting staff remotely. Remote working training ect	To make sure all staff, managers and HOS are offered the right training to help them transition in to the 'new normal', and have the right support to make this a success	PAM Assist Employee Assistance Program (EAP) chosen as provider. Launched in March 2021	None	Completed
HR & Wellbeing – To make sure we have a clear communication plan for staff and councillors. To make sure key conversations are being had in 121s on what to expect and support is offered and reasonable adjustments are made and DSE carried out.	To make sure staff and councillors are update with changes within the organisation.	Manager training carried out to support key conversations between managers and employees & Member DSE assessments carried out	Incorporated into service action plan as BAU activity. No further reporting required	Completed
Digital & IT - Telephony replacement	Develop a unified communication platform to provide a cloud-based solution for phone, video and chat capability on any device at any location	Infrastructure work completed May 2021	None. Further updates will be actioned in due course	Completed
Digital & IT - Website review	Review the current website for user experience, content and functionality. Evaluate hosting and support relationship with	SLT reviewed business case. PID and project plan now in draft for review	Discovery phase to commence with initial engagement	Target completion date: December 2021

	current provider and re-tender. Include migration from Drupal 7 to new platform		across service lines scheduled	
Digital & IT - Accessibility regulations	Test the site to ensure that it meets new accessibility regulations. Embed a new monitoring culture with content editors. Review role of content editors and editorial process across site	Accessibility threshold reached	Ongoing review required. Further Updates will be made via service plan monitoring	Completed
Digital & IT - modern.gov implementation	Replace the existing manual process in Committee Services for issuing agendas, reports and minutes with a fully configured web-based report management system	Phase 1 completed and implemented across all members and staff. Phase 2 underway.	Phase 2 training to be scheduled and rolled out	Target completion date: August 2021
Digital & IT - Office 365 application education incl. SharePoint	Provide refresher SharePoint training programme for members to ensure application is being used correctly and efficiently	Training completed	None	Completed
Digital & IT - Self-service portal review	Review the different customer journeys through each portal from the website and investigate how the Council can consolidate and/or improve	Data review completed monthly and now forms part of BAU service line item	None	Completed

	functionality for customers across different services			
Digital & IT - E-signatures	Implement e-signatures across the organisation, starting as a pilot in Housing for agreements and contracts	Contact agreed. Pilot completed in housing and rolled out	None	Completed
Opportunity for agencies to co-locate in the community building	To investigate the opportunity to deliver a modern flexible co-working hub, which can offer public like-minded organisations a base to work from. Need to consider future running costs and ensure the income exceeds these perceived running costs.	Work initiated and review underway	Outcome likely dependent on the work of the cross party Campus Regeneration working group.	Target completion date: December 2021
Promotion of working from home concept	To deliver successful implementation of a flexible working model to improve efficiencies as well as work-life balance across the Council. Additional potential benefits being a reduction of car traffic within close proximity to the Fleet Civic site and a reduction of fixed real estate costs.	Working from home concept successfully implemented. Agile working policy being developed.	Agile working policy to be agreed.	Target completion date: December 2021
Mobilise key Council services	A key target is improving customer engagement and a key part will be ensuring	Not yet started		Target completion date: December 2021

	those residents that face Digital/IT challenges can visit a local centre to seek help/ guidance/support.			
Repurpose the building vs moving	To investigate the opportunity to repurpose the Council offices or to relocate (within the framework of discussions through the Civic Regeneration Project). The building is too large and requires significant reconfiguration to meet current Council demands. Need to balance financial, planning, sustainability and environmental opportunities and constraints.	Early stage work	Ascertain flexible working model concept, translating into size specific requirement of office space. Workplace design can then commence to reconfigure offices	Target completion date: December 2021

Supporting Communities - a plan to promote community recovery and tackle inequalities in Hart 2021-2023

Introduction

The Council's vision is for Hart:

"To become the best place, community and environment to live, work and enjoy."
(Hart District Council's Vision for 2040)

This Plan describes how we will work together with people, partners and in our places to:

1. Support communities to recover from the impacts of the pandemic
2. Better understand and tackle social and health inequalities
3. Nurture safe, supportive and inclusive communities

It brings together in one place the Council's priorities, partnerships and projects in support of these three aims. Some of this existed prior to the pandemic and some has emerged in response to the pandemic's impact on communities.

The profound impacts of the Covid-19 pandemic and the inequalities it has shed light on have acted as a catalyst for the Plan. The Council is committed to working with partners and communities to properly understand the impacts and together, decide the immediate and longer-term measures needed to tackle inequality and drive the best outcomes for the communities we serve.

This is a two-year Plan, to align with the Council's Equality Objectives for 2021-23. It is a 'live' document which we will continue to review and evolve so that we can be responsive to changes in local needs and make the most of new opportunities as they arise.

The journey so far

The Council has worked together with a wide range of partners and community groups over many years to improve the wellbeing and welfare of communities. We have done this through:

- Partnerships such as the Hart Health and Wellbeing Partnership, Domestic Abuse Forum, and Starting and Ageing Well Networks.
- Strategies and plans such as the Preventing Homelessness and Rough Sleeping Strategy, Health and Wellbeing Plan, and Economic Development Strategy.
- Programmes such as the Homelessness Prevention Trailblazer which delivered change to help us prevent homelessness earlier and support a wider group of people.
- Support to our local voluntary and community sector including grant funding and Hart Lottery.

We will build on this strong foundation as we work with partners and communities to recover and rebuild following the pandemic.

The Covid-19 response

During the first year of the pandemic, we worked hard with partner organisations, and the community to deliver critical services and respond to the most immediate and urgent welfare needs.

We have worked together with partners and communities in new ways, and we have strengthened and created new relationships. New groups of volunteers have emerged, and existing services and groups have adapted to deliver differently and respond to the need in their community.

The scale of the volunteer response and the dedication of volunteers and staff has been extraordinary, and we extend our gratitude to all of them. We want to continue to work with communities and partners to harness this effort as we move forward together, to support the recovery of the district.

The response so far: March 2020 – April 2021

Housing

Between April 20 and March 21 our Housing team has provided:

- emergency accommodation for 42 people
- more than £21,500 of grants to people experiencing hardship
- housing advice and assistance to 408 households.

Community grants

In partnership with Hart Voluntary Action (HVA) we have:

- Awarded over £4,200 of grants to support voluntary and community response to the emergency.
- Awarded almost £5,400 of grants to support community activity to restart over the summer and early autumn, prior to the November lockdown.
- Launched the Community Connections grant scheme for projects which aim to reduce social isolation, improve wellbeing and help rebuild their confidence, for residents considered Clinically Extremely Vulnerable or Clinically Vulnerable under Government guidance.

Volunteering

- We worked in partnership with HVA to establish the Hart Response Hub (HRH) to connect people with practical support such as prescription collection and shopping. The HRH is now fully managed by HVA.
- HVA recruited 750 volunteers to support the HRH.
- From its launch in March 2020 to April 2021, the HRH handled 704 cases, with 394 of those allocated to local volunteers for ongoing support.
- Parish and Town Councils and voluntary groups have also been instrumental in recruiting and managing volunteers to support the response. It is estimated that around 1000 people have volunteered as part of the HRH and the groups connected to it. This does not include the volunteers who have given their time as part of mutual aid groups and with services such as the Foodbank.
- We worked with HVA to establish a Lateral Flow Test site at the Council offices, supported by 37 volunteers, many of them aged under 25, who

have given 370 hours between the opening at the end of February and mid-April.

- By mid-April 2021, HVA had also recruited 227 volunteers to support the vaccination programme and 32 new volunteer car drivers to help get people to their vaccination and other appointments.

The Covid-19 recovery journey

The recovery journey began as the first lockdown was lifted in the summer of 2020. Since then, we have experienced two further lockdowns, but the recovery work has continued.

As the council moved from emergency response to recovery, we wanted to find out the impact that the Covid-19 pandemic had had on Hart communities:

- We carried out a Covid-19 resident survey to establish the changing behaviours, concerns and aspirations of our residents.
- We set up a “community sounding board” with representation from some key partners from both community and business, who could help us understand the impact on the community and the scale of the work ahead to re-build.
- We held conversations with existing forums including the Ageing Well Network and Starting Well Network.
- We collated and analysed local and national data to provide additional evidence of impacts.
- We reached out to our own councillors with a survey to understand the impact they were seeing at an individual ward level.

We used this information to shape a high-level community recovery plan.

A separate set of issues and challenges were emerging in relation to business and so a decision was made to form two workstreams, one focussed on addressing business related issues, and a second for addressing community issues. This document relates to the latter.

We are living in highly uncertain times and the impacts of the pandemic are still emerging. We continue to review emerging evidence and engage with our partners to update our understanding of the impacts on residents and communities.

In October 2020 we formed Here for Hart - a network of partners who provide welfare and wellbeing support to Hart residents - to share local insight and help deliver coordinated action to support community recovery. In May 2021, we held the virtual Here for Hart event, bringing together a wider range of community partners to help shape the recovery plans. Attendees talked about the importance of:

- Maintaining the sense of community togetherness which has developed during the pandemic and keeping volunteers engaged.
- Raising awareness of groups and services so that Hart residents know what is available locally to support them.

- Reaching out to residents who have been most impacted by the pandemic and those who are most isolated, and the challenges this presents.
- Supporting people who have been most isolated during the pandemic to rebuild their confidence to connect with others in the community.
- Maintaining and building on the collaborations and partnerships between local groups and services developed during the pandemic.
- Keeping what has worked from new digital ways of working, while bringing back face-to-face activities and service provision which is important to so many.

Inequalities and impacts

Hart is one of the least deprived local authority areas in England and for most people it is a happy, healthy and safe place to live. However, this is not everyone's experience. For example, there are neighbourhoods with relatively higher income deprivation compared to the rest of the district, including in Yateley East, Blackwater and Hawley and Hartley Wintney.

Affordability of housing in the district is low and lower than in Hampshire and the South East as a whole¹.

31% of the population of Hart live in rural communities compared to the Hampshire average of 21.8%². National research suggests that wealth and wellbeing in rural communities can mask small pockets of deprivation and poor health outcomes³.

According to national research, lower income neighbourhoods in Hart are more highly dispersed than in most other local authority areas in England⁴ which may further mask the needs of lower income households.

For children and young people, living in a rural community may affect the experience of being from a lower income household:

“The experience of poverty in rural communities can be a particularly isolating one as many rural areas are predominantly affluent, and children and young people are particularly vulnerable to stigma and difference.” (Tess Ridge for Department for Work and Pensions, 2009)

Hart is in the top 20% best performing local authority areas for social mobility, ranked 29 out of 324 local authority areas in England⁵. Social mobility compares the chances that a child from a disadvantaged background will do well at school and get a good job. This means that children from less well-off families living in Hart have a good chance of doing well at school and progressing on to a good job. However, there are aspects of social mobility where Hart does not perform so well including:

- The percentage of children eligible for Free School Meals (FSM)* who achieve a 'good level of development' at the end of Early Years Foundation Stage (rank 251)
- The percentage of children eligible for FSM achieving at least a level 4 in reading, writing and maths at the end of Key Stage 2 (rank 177)

- The percentage of young people eligible for FSM that are not in education, employment or training one year after completing their GCSEs (rank 210)
- The percentage of young people eligible for FSM at age 15 entering higher education by the age of 19 (rank 191).

* A Free School Meal (FSM) is a statutory benefit available to school-aged children from families who receive other qualifying benefits.

The Covid-19 pandemic continues to cause great disruption to people's lives and livelihoods, from physical and emotional wellbeing to housing, work and relationships. It has affected all of us, but it has not impacted everyone equally. Inequalities in our society have been exacerbated and exposed. Some groups have been at greater risk of contracting the virus, developing severe symptoms, or experiencing negative social, economic and wellbeing impacts from the lockdowns and other social restrictions.

These differences in people's experiences during the pandemic reflect wider structural, social and health inequalities in our society which are shaped by a complex combination of people's socio-economic circumstances, where they live, and characteristics such as age, ethnicity, gender and disability (see Figure 1).

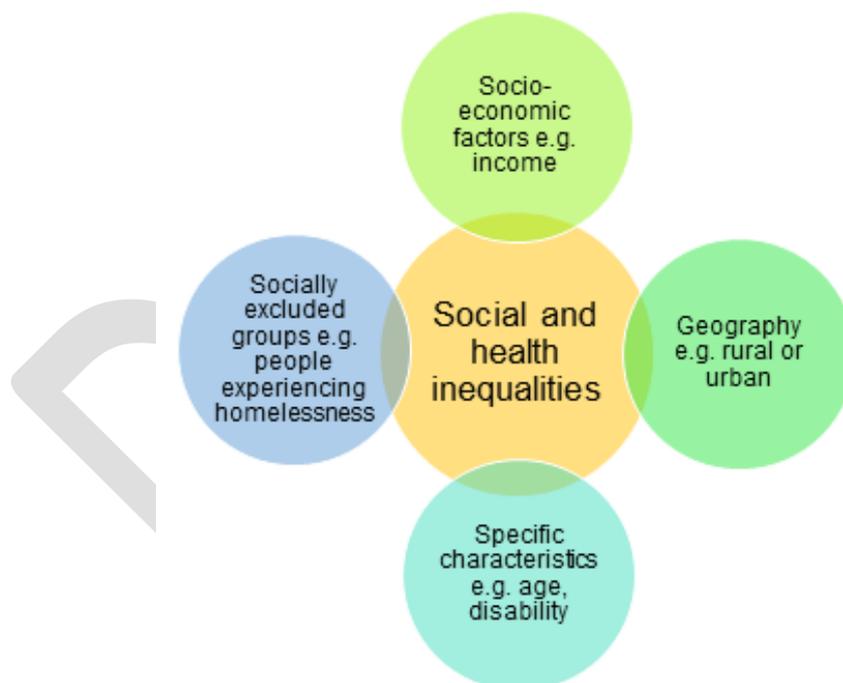


Figure 1

We have brought together available data together with feedback from local groups and services, to help us build a picture of impacts and inequalities (see below).

Community partners have told us that they are concerned about the increasing pressures on individuals and families during the pandemic and that more people are coming to them with multiple or complex issues than before the pandemic. They are also concerned about residents who are most isolated within our communities, and those who may be more reluctant or less able to seek support.

Many of the impacts highlighted below are inter-connected, for example, those experiencing financial impacts are also more likely to have experienced worsening of their mental health.

Finances and employment

Feedback from community partners: Concerns about those experiencing financial difficulty and more people experiencing financial difficulty for the first time.

Data:

In the UK, young workers, women, low paid workers, workers from an ethnic minority group, and disabled workers have been most negatively impacted economically by the pandemic⁶.

The pandemic has had a profound impact on employment in Hart and for Hart residents⁷:

- The employment rate fell from 89.0% in 2019 to 81.4% in 2020. By comparison, the employment rate in the South East fell from 79.5% to 78.3% in the same period⁸.
- From the beginning of the pandemic to October 2020, Hart saw the largest reduction in local area job vacancies of any area in Hampshire, dropping by 56%.
- The unemployed claimant rate* increased from 0.9% in March 2020 to 3.4% in March 2021.
- 18–24 year-olds have experienced the highest unemployed claimant rate throughout the pandemic at 6.8% in March 2021.
- There has been variation by ward in the unemployed claimant rate.

*ONS Claimant Counts provide a snapshot in time of people claiming Jobseeker's Allowance plus those who claim Universal Credit and are required to seek work and be available for work.

Hart Foodbank saw an unprecedented 115% rise in the number of people needing support between April 2020 and March 2021.

Citizens Advice Hart have supported more clients with multiple or more complex issues. They have also seen a shift in the age profile of clients, with a larger proportion of clients aged 25-54 and a smaller proportion aged 65+ compared to the year before. This may reflect the fact that younger adults have experienced the greatest financial impact during the pandemic or that this age group is more confident to use remote channels to access support than those aged 65+.

Mental health and wellbeing

Feedback from community partners:

There has been a worsening of mental health and more people experiencing anxiety, especially among those who were living with mental health problems before the pandemic.

The Hart and Rushmoor Wellbeing Centre (a local mental wellbeing service) has seen an increase in referrals to their service across all age groups.

Data:

National data suggests levels of happiness, life satisfaction and mental distress have fluctuated throughout the pandemic. Younger adults and women were more likely to report worse mental health and wellbeing during the first lockdown than older adults and men⁹.

Older adults who were recommended to shield and older adults with multiple health conditions (many of whom were self-isolating) reported higher levels of depression and loneliness than other older adults¹⁰.

Almost half (47%) of disabled people reported high anxiety in September 2020 compared with less than a third (29%) of non-disabled people.

The Health Foundation projects that over the next 3 years, referrals to mental health services for adults and children could increase by an average of 11%¹¹.

See below for impacts on children and young people.

Social isolation and loneliness

Feedback from community partners:

The pandemic has increased social isolation and loneliness for a wide range of people including children and young people, older people, disabled people, unpaid carers, families, and people working from home.

Some people have experienced a loss of confidence and are nervous or fearful about going out and about, particularly those who have been more housebound or socially isolated.

It can be difficult for local groups and services to reach those who are most isolated, particularly people who are reluctant to ask for or accept support.

Data:

National research indicates that levels of loneliness have increased since Spring 2020. Young people and single people were more likely to have felt lonely in the last seven days¹².

Disabled people reported feeling lonely more frequently than non-disabled people in September 2020 (45% and 32%)¹³.

Carers

Feedback from community partners:

Carers of all ages have struggled and many are exhausted.

Data:

National research by Carers UK suggests that the pandemic has resulted in millions of new carers, many of whom are juggling work and care. 81% of carers surveyed said they were providing more hours of care since the start of the pandemic. 8 out of 10 carers reported that the needs of the person they care for have increased since the pandemic. Almost two thirds of carers (64%) say that their mental health has worsened as a result of the pandemic. Almost three quarters (74%) report feeling exhausted and worn out as a result of caring during the pandemic¹⁴.

Drug and alcohol misuse

Data:

Analysis by the Royal College of Psychiatrists found that over 8.4 million people in England were drinking at high risk levels in September 2020 compared to 4.8 million in February of the same year¹⁵.

The number of people contacting NSPCC with concerns about drug or alcohol misuse among parents rose by 66% between April 2020 and February 2021¹⁶.

Children and young people experiencing multiple issues

Feedback from community partners:

Children and young people have experienced massive upheaval and a range of impacts such as increased anxiety and low mood, isolation and loneliness, impacts of family tensions, and witnessing domestic abuse in the family.

Data:

These issues are also reflected in national data and research.

In 2020, one in six children in England were identified as having a mental health problem, increasing from one in nine in 2017¹⁷.

Children and young people were more likely to experience a mental health problem if a parent also experienced psychological distress, if they lived in a family who reported problems with family functioning or a household that had fallen behind with payments¹⁸.

One in four young people (26%) feel “unable to cope with life” since the start of the pandemic, increasing to 40% among those not in work, education or training¹⁹.

Digital divide

Feedback from community partners:

While the pandemic may have encouraged more people to use digital technology in new ways, there are concerns about the impact on people who do not or cannot access digital technology, something which has been heavily relied upon during the pandemic to access education and services, apply for jobs, access and manage finances, and stay in touch with friends and family.

Data:

Research shows that certain groups are more likely to be digitally excluded than others. The main factors that influence the digital divide in the UK include age, socio-economic status and whether a person is disabled²⁰.

There have been national concerns that children from disadvantaged backgrounds have experienced the greatest disruption to their education, as they are less likely to have the devices and internet connections required for home learning²¹.

Physical activity and mobility**Feedback from community partners:**

People have been spending more time at home and for some this has meant being less active which has resulted in loss of mobility and increased frailty, particularly for older people.

Some community partners expressed concerns that children and young people have had fewer opportunities to be active as a result of the pandemic.

Some community partners told us that they had seen more people out walking and enjoying their local area.

Data:

The majority of physically active adults in England managed to maintain their habits despite the challenges of the coronavirus, however, during the first eight months of coronavirus restrictions, there was an increase in the number of people who were inactive. In Hart, the proportion of adults doing the recommended 150+²².

National data shows that the proportion of children and young people reporting they were active during mid-May to late-July 2020 fell by 2.3% compared to the same period 12 months earlier. Physical activity levels among teenage boys were hardest hit by the pandemic but girls became more active as they found alternative ways to be active²³.

Research for England shows that not all groups or demographics were affected equally, with women, young people aged 16-24, over 75s, disabled people and people with long-term health conditions, and those from Black, Asian, and other minority ethnic backgrounds most negatively impacted beyond the initial lockdown period²⁴.

Impacts on the voluntary and community sector**Feedback from community partners:**

There is limited data available to assess the impact of the pandemic on the voluntary and community sector in Hart. However, local groups attending the Here for Hart event told us that:

- many had had to stop delivering much of their face-to-face activities
- some had moved existing activities online

- some had set up new activities to meet needs in their community
- for some their funding sources and ability to fundraise had been impacted
- opportunities to reach out to people in need of support had been reduced
- some volunteers were keen to return to face-to-face activity while others were more reluctant

Data:

National data²⁵ shows that:

- many voluntary and community organisations have seen an increased demand for services
- equal split between those who have seen their funding decrease/increase with most stating their financial position has remained the same
- just over half stating covid-19 will have a moderate negative impact on their ability to deliver their objectives in the coming year

Priority themes

Based on the data and conversations with partners and communities, the following priorities have been identified:

1. Connected and resilient communities

Supporting the renewal of community activity across the district, harnessing the community action which arose from the pandemic, and making it easier for people to connect with local support and opportunities.

2. Tackling inequality, ensuring opportunities for all

Working with our partners to improve the lives of residents who are facing the most challenges including those most negatively impacted by the pandemic.

Taking forward initiatives which target the inequalities experienced by specific groups of people, to ensure that everyone can access opportunities which will improve their lives.

Key areas of work

We have already started to deliver a wide range of actions. In the 12 months from 1st April 2021 until 31st March 2022 we will focus on the priority actions set out below. Together these key areas of work will help us to deliver against our two priority themes.

We will continue to review this Plan and key areas of work will be updated for year 2.

We will work in a way which:

- Addresses locally defined needs, either at a district or more local level.
- Involves other services and community organisations in shaping this work.

- Enables and supports community-led initiatives and solutions.
- Combines targeted work to reduce the inequalities experienced by some groups within Hart alongside an effort to improve outcomes for all.

Activity	Timescales
Work together with community partners to support delivery of this plan	
<ul style="list-style-type: none"> • Continue to bring partners together to guide the community recovery work under the banner of Here for Hart. • Explore different ways to keep collaboration going and to share information between community partners. 	Ongoing
Support the recovery and resilience of the local voluntary and community sector	
<ul style="list-style-type: none"> • Support HVA to proactively engage local voluntary and community organisations to understand how they have been impacted by the pandemic and what support they may need. 	Dec 2021
<ul style="list-style-type: none"> • Grant funding of HVA for 2021-22 to enable them to provide advice and support to local voluntary and community organisations and support the involvement of Hart residents in the community recovery. 	Grant awarded April 2021
<ul style="list-style-type: none"> • Work with community partners to explore opportunities for community hub development to bring together a range of support in one place. 	End March 2022
<ul style="list-style-type: none"> • Promote the Hart Lottery to benefit local good causes. 	Ongoing
Support residents who are experiencing financial difficulties or unemployment	
<ul style="list-style-type: none"> • Support the development of a Community Pantry and local larders in Hart. 	Pantry established Mar 2021 –

	ongoing development
<ul style="list-style-type: none"> • Deliver the Hart Employment and Skills Hub to assist people back into work 	Ongoing
<ul style="list-style-type: none"> • Fund a pilot of Hart into Employment, a new supportive online community delivered by experienced careers advisors. 	Pilot launched April 2021 – ongoing monitoring
<ul style="list-style-type: none"> • Develop and support campaigns to promote the support available and encourage people to seek assistance early, focusing on groups who have been most impacted by the pandemic, for example, through the Your Way Forward campaign aimed at 18-30 year olds 	Ongoing
<ul style="list-style-type: none"> • Provide core grant funding to Citizens Advice Hart for 2021-22, to enable them to provide free, confidential advice. 	Grant awarded April 2021

Tackle social isolation, promote wellbeing and help people to rebuild their confidence

<ul style="list-style-type: none"> • Maintain up-to-date information about health, wellbeing and welfare support on the Council’s website. 	Ongoing
<ul style="list-style-type: none"> • Support campaigns, projects and partnerships which aim to improve mental health and wellbeing. 	Ongoing
<ul style="list-style-type: none"> • Continue to support HVA to run the Hart Response and Recovery Hub to help to connect residents with the support they need during the recovery phase. 	Grant awarded April 2021 – ongoing monitoring
<ul style="list-style-type: none"> • Support development of the Minding the Garden project, an inclusive social and therapeutic gardening space and weekly group sessions at Hart’s Green Garden. 	Grant awarded – ongoing support for development
<ul style="list-style-type: none"> • Support HVA to further develop the Hart Health Walks scheme to increase the number of walkers, including engaging more people living with long term conditions. 	Grant awarded
<ul style="list-style-type: none"> • Provide small grants to projects which enable people to re-connect with community and wellbeing activity, focusing 	Community Connections

specifically on residents considered clinically or clinically extremely vulnerable to COVID-19 under Government guidelines.

**grant
scheme
launched
Feb 2021**

- Maximise use of the Council’s leisure and countryside assets with a focus on improving wellbeing and addressing inequalities in access. **Ongoing**
- Work with a range of partners to enable more older people, disabled people and people living with long term conditions to access physical activity opportunities to improve their physical and mental wellbeing. **March 2022**
- Promote and seek to assist development and delivery of initiatives which reduce the digital divide. **Ongoing**
- Support HVA to develop an online directory of community activity and support. **October 2021**

Work with partner services to improve support for people and families who are experiencing multiple or complex challenges

- Work alongside the Rushmoor and Hart Supporting Families Programme to co-ordinate support for families who are dealing with more than one problem at a time. **Ongoing**
 - Work together with our partners to strengthen the links between housing, health, and other services, to improve transitions between services for people experiencing multiple disadvantage. **Ongoing**
 - Ensure that every rough sleeper that was brought in, during the “Everyone In” campaign has support that is targeted at preventing them from returning to the street. Each of these people will have help moving on to a permanent home. **Complete**
 - Continue to support our households in temporary accommodation to find more settled and appropriate homes. **Ongoing**
 - Develop the partnerships and capability for Housing First in Hart, ensuring clients who have experience of homelessness and chronic health and care needs have access to an independent, stable home from which to rebuild their lives. **September 2021**
 - Connect with mental health services to provide our staff with training and guidance around topics such as suicide prevention and personality disorder. **Ongoing**
-

Enable children, young people and families to access support and opportunities

- Co-ordinate the Hart Starting Well Network and supporting development of a joint Hart and Rushmoor Local Children's Partnership, to enhance joint working between local services. **March 2022**
 - Work with and supporting local youth groups and services who provide valuable advice, support, recreational and learning opportunities. **Ongoing**
 - Promote and encourage employers to engage with the Government's Plan for Jobs schemes such as the Kickstart initiative and apprenticeships, to create new employment opportunities, particularly for young people within Hart. **Ongoing**
 - Connect employers with local schools and colleges to provide current career insight talks, activities and work experience opportunities, to support young people in making informed decisions about their future careers. **Ongoing**
-

Work with our partners and communities to keep people safe

- Focus on removing barriers that prevent people from reporting crimes such as domestic abuse and hate crime which have historically low levels of reporting. **TBC**
 - Support youth and community initiatives which can help to divert young people away from crime and protect them from potential exploitation. **Ongoing**
 - Fund to support Fleet Phoenix to deliver a weekly support session for children of junior school age, who have been witness to Domestic Abuse in the home. **Grant awarded April 2021**
 - Support public campaigns that raise awareness of domestic abuse and the support available to victims and perpetrators. **Ongoing**
 - Co-ordinate the Domestic Abuse Forum to share information, expertise and training opportunities between local services. **Ongoing**
-

The role of the Council and our partners

Reducing inequalities is an economic and social challenge. Our Corporate Equality Policy describes our commitment to actively address inequality, taking a lead where necessary, to ensure quality services for everyone in the community.

As a Council there are factors that we cannot directly control but we recognise that we have a role to play in coming together with others to tackle these issues where we can. We will seek opportunities to improve outcomes for local people through coordinated action with partners and communities.

This Plan will be supported by action to deliver our Equality Objectives 2021-23. We set these objectives to help us deliver improvements in policy making, service delivery and employment, by focusing attention on the priority equality issues for our organisation and the district.

The Council also has a key role to play in driving forward the community recovery in Hart, enabling collaboration between local partners and involvement of communities in the community recovery process.

The response of local communities, during the pandemic, to support and help others has been truly outstanding. Sharing information and working collaboratively, over the coming months, will be critical to forging stronger more cohesive communities that are enabled to protect and promote their own wellbeing.

We will work with a wide range of partners and community organisations to deliver the actions set out in this plan. It is not possible to list all these here, but broadly speaking we will work alongside:

- Hart Voluntary Action which has a key role to play in supporting voluntary and community sector organisations and volunteers that work within it.
- Individual voluntary and community groups who know their communities best and can help to develop local solutions and reach those people most needing support.
- A range of welfare and advice services who support people through challenging times in their lives including but not limited to Citizens Advice Hart, Hart Foodbank, Yateley Industries, Fleet Phoenix, Jobcentre Plus, and mental health services.
- Our statutory partners such as Hampshire County Council, NHS Clinical Commissioning Groups and Safer North Hampshire – our Community Safety Partnership - who have a key role to play in co-ordinating and driving forward community recovery action.

Links to other plans and strategies

The Supporting Communities Plan will support delivery of the Council's Vision to 2040 ambition to:

"Empower people to help themselves whilst ensuring there is support for the most vulnerable. Working closely with our partners to enable people to live safely and independently and help our most vulnerable residents to get the support they need, when they need it"

This Plan sits beneath the Council's Corporate Plan – which is due to be renewed in 2022, and alongside the Council's four service plans (covering each of the service

areas – Place, Community, Environment and Technical and Corporate). Each service plan contains an element of Recovery. As this plan focuses on Community Recovery, it dovetails most closely with the Community Service plan. This Plan is monitored by the Head of Community Services, in partnership with the Community Recovery Board.

The Supporting Communities Plan will also work alongside our Homelessness Prevention Strategy and the Safer North Hampshire Partnership Plan, as well as taking forward many elements of the Hart Health and Wellbeing Plan.

1

<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/datasets/ratioofhousepricetoresidencebasedearningslowerquartileandmedian>

2 <https://documents.hants.gov.uk/countryside/2016-Demographyandarea.pdf>

3

https://www.local.gov.uk/sites/default/files/documents/1.39_Health%20in%20rural%200areas_WEB.pdf

4 According to the English Atlas of Inequality developed by the University of Sheffield,

5 www.gov.uk/government/publications/social-mobility-index

6 <http://researchbriefings.files.parliament.uk/documents/CBP-8898/CBP-8898.pdf>

7 <https://www.hart.gov.uk/strategic-projects-council>

8 www.nomisweb.co.uk/reports/lmp/la/1946157305/subreports/ea_time_series/report.aspx?

9 <https://www.gov.uk/government/publications/covid-19-mental-health-and-wellbeing-surveillance-report/2-important-findings-so-far>

10 <https://www.gov.uk/government/publications/covid-19-mental-health-and-wellbeing-surveillance-report/2-important-findings-so-far>

11 <https://www.health.org.uk/publications/long-reads/spending-review-2020>

12

<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/mappinglonelinessduringthecoronaviruspandemic/2021-04-07>

13

<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/articles/coronavirusandthesocialimpactsondisabledpeopleingreatbritain/september2020>

14

https://www.carersuk.org/images/News_and_campaigns/Caring_Behind_Closed_Doors_Oct20.pdf

15 <https://www.rcpsych.ac.uk/news-and-features/latest-news/detail/2020/09/14/addiction-services-not-equipped-to-treat-the-8-million-people-drinking-at-high-risk-during-pandemic-warns-royal-college>

16 <https://www.nspcc.org.uk/about-us/news-opinion/2021/parents-drug-and-alcohol-misuse-raises-concerns-as-reports-to-nspcc-soars-during-the-pandemic/>

17 https://files.digital.nhs.uk/AF/AECD6B/mhcyp_2020_rep_v2.pdf

18 https://files.digital.nhs.uk/AF/AECD6B/mhcyp_2020_rep_v2.pdf

¹⁹ <https://www.princes-trust.org.uk/about-the-trust/news-views/tesco-youth-index-2021>

²⁰ <https://post.parliament.uk/covid-19-and-the-digital-divide/>

²¹ <https://post.parliament.uk/covid-19-and-the-digital-divide/>

²² <https://www.sportengland.org/know-your-audience/data/active-lives>

²³ <https://www.sportengland.org/news/childrens-activity-levels-down-many-embrace-new-opportunities>

²⁴ www.sportengland.org/news/impact-coronavirus-activity-levels-revealed

²⁵ <http://cpwop.org.uk/what-we-do/projects-and-publications/covid-19-vcse-organisation-responses/>

DRAFT

CABINET

DATE OF MEETING:	1 July 2021
TITLE OF REPORT:	Policy and Fee Policy for the “Fit and Proper Person Test” for managers of mobile home sites
Report of:	Head of Community
Cabinet Portfolio:	Community
Key Decision	No
Confidentiality	Non Exempt

1 PURPOSE OF REPORT

- 1.1 The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020 (‘the Regulations’) prohibit the use of land as a residential mobile home site unless the local authority is satisfied that the owner or manager of the site is a fit and proper person to manage the site.
- 1.2 The purpose of this report is to seek Cabinet approval for the policies drawn up to support this new statutory requirement so they can be adopted and implemented.

2 OFFICER RECOMMENDATION

It is recommended that Cabinet approve the adoption of the following policies:

- Appendix 1: The Fit and Proper Person Determination policy.
- Appendix 2: The Fit and Proper Person Fees Policy fee.

3 COMMENTARY

- 3.1 The Mobile Homes Act 2013 (MHA 2013) made significant changes to the local authority site licensing regime, providing local authorities with new enforcement powers. The Regulations come into force in July 2021, and introduce a requirement for ‘relevant protected sites’, which have residential occupation all year round to be managed by a fit and proper person. It also sets out an overarching framework for the operation of the test, the processes that local authorities will use and a register of fit and proper site managers.
- 3.2 The purpose of the test is to improve the standards of park home site management, by introducing an assessment that the person responsible for managing the site is suitable and of good character. The requirement for the person responsible for managing the site to be a fit and proper person is in addition to the requirement for a site to be licensed.

- 3.3 Once in force, the fit and proper person requirement will make it an offence for a site licence holder to cause or permit land to be operated as a park home site unless they are a fit and proper person to manage the site.
- 3.4 The Regulations not apply to single family sites; only to those that are operated on a commercial basis There are seven “relevant protected sites” within the District (The Grange, Church Crookham; Blackbushe Park, Yateley; Oaklands, Hook; Elvetham Bridge, Fleet ; Meadow View (Walls), Hook ; Pennyhill, Blackwater; Four Oaks, Crondall). It is a legal requirement for the occupier of each site to have applied and have been entered onto a fit and proper person public register by the end of September 2021. Prior to this date all sites will have been advised of their responsibilities.

4 OVERVIEW OF THE FIT AND PROPER PERSON ASSESSMENT

- 4.1 The site owner must apply to the Council for the relevant person (either themselves or the site manager), to be included on a register of fit and proper persons. They may only apply if they hold or have applied for a site licence for that site. The same requirements apply where the owner or the site manager is not an individual, such as a park owned or managed by a company.
- 4.2 The Council must consider the application in order to satisfy itself that the relevant person is a fit and proper person to manage the site. It must then decide whether to place the relevant person on the register with or without conditions, or not to place them on the register. A site owner will have a right of appeal against a decision or condition.
- 4.3 Where a relevant person fails an assessment and the site owner is unable to identify and appoint a suitable alternative manager who must also undergo the fit and proper assessment, the Council may appoint a person to manage the site, with the consent of the site owner.
- 4.4 It is an offence for a site owner to:
- (a) cause or permit land to be operated as a relevant protected site unless they or the person appointed to manage the site is a fit and proper person to manage the site
 - (b) provide false or misleading information or fail to provide information in an application; or
 - (c) fail to comply with a requirement set as a condition of the local authority’s decision to include a person on the register
- 4.5 If convicted for any of these offences, the site owner will face a potentially unlimited fine.

5 OVERVIEW AND SCRUTINY COMMITTEE COMMENTS

- 5.1 Overview and Scrutiny Committee had a useful debate about this paper and asked for a number of points to be considered in a second draft of both appendices. Both the determination policy and the fee policy have been updated to reflect many of these comments. Some comments could not be taken on board because the council needs to draft the documents in line with

the guidance published by the Ministry of Housing, Communities and Local Government. These points were largely around the nature of the checks that a site manager needs to pass in order to be included on the fit and proper person register. These are clearly scoped out in the guidance and adding additional checks may not be defensible at an appeals tribunal. The determination policy has been updated to reference the government guidance to make the scope and the detail of the assessment process easier to understand and more transparent.

6 ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- 6.1 The introduction of this policy and the associated fee structure is a legal requirement and so there are no alternative approaches to this.

7 CORPORATE GOVERNANCE CONSIDERATIONS

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

- 7.1 This is a new legal requirement and so fits with the council's regulatory role. The work was not included in the service plan but staffing resources to deliver the licensing can be drawn from the existing Private Sector Housing Team. The fee policy takes into account the financial costs of these resources and recharges the cost to the applicant.

Service Plan

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

Legal and Constitutional Issues

- 7.2 The Ministry of Housing, Communities and Local Government has issued guidance to all local authorities on the implementation of these regulations. "Mobile Homes: a guide for local authorities on the fit and proper person test" was published on 4th June. The guidance can be found here <https://www.gov.uk/government/publications/mobile-homes-fit-and-proper-person-test-guidance-for-local-authorities/mobile-homes-a-guide-for-local-authorities-on-the-fit-and-proper-person-test>
- 7.3 Adopting the Policy as set out in Appendix 1 will enable Hart to make decisions and uphold these decisions if challenged. Through the Local Authority Caravan Site Licensing Officers Forum, barrister advice has been obtained in the preparation of both policies

Financial and Resource Implications

- 7.4 This is a new function of the council. A small amount of new burdens funding (£568) has been made available by the government, but the cost of the new function will be borne through the fee policy.

The function will be carried out with existing staffing resources within the Private Sector Housing Team, in Community Services.

- 7.5 The function will be carried out with existing staffing resources within the Private Sector Housing Team, in Community Services.

Risk Management

- 7.6 The council needs to adopt both policies in order to fulfil its statutory responsibility and to recover the costs associated with the function.

Access to information and the public interest test

- 7.7 There is nothing confidential in this report.

8 EQUALITIES

- 8.1 The recommendation has no impact on any particular groups. It is simply to agree a new regulatory function for those who manage mobile/park home sites.

9 CLIMATE CHANGE IMPLICATIONS

- 9.1 There are no climate change implications associated with this report.

10 ACTION

- 10.1 Cabinet is asked to approve the adoption of both policies so that they can be implemented immediately.

Contact Details: **Kirsty Jenkins, Head of Community Services**
Kirsty.jenkins@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 1 of the Local Government Act 1972 by ticking the relevant exemption paragraph number.</i>						
		1	2	3	4	5	6	7
A	Fit and Proper Person Determination Policy							
B	Fit and Proper Person Fee Policy							



The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020

Determination Policy

<i>Date created</i>	18 06 21	<i>Department</i>	Community Services
<i>Review date</i>	18 06 26	<i>Version</i>	1.0

This document is available in alternative formats other languages, Braille and large print, by request.

INTRODUCTION

1. The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020 (‘the Regulations’) prohibit the use of land as a residential mobile home site unless the Council is satisfied that the owner or manager of the site is a fit and proper person to manage the site. The purpose of the fit and proper person test is to improve the standards of park (mobile) home site management.
2. The Regulations were made on 23 September 2020 and allow local authorities until 1 July 2021 to prepare to receive applications from site owners. From 1 July 2021 and by 1 October 2021 all site owners must submit an application for a relevant person to be assessed as fit and proper persons.
3. The Regulations apply in relation to all relevant protected sites other than non-commercial family-occupied sites. These include both “residential parks”, which are used exclusively residentially, and “mixed use parks”, which are used for both residential and holiday purposes.
4. In this document, references to a “site owner” are used in place of the term “occupier” for ease of reference. The “applicant” must also be the occupier but where the occupier is not an individual, the application can be made on their behalf by a relevant officer. Site owner is again used in place of the applicant for ease of reference.
5. Principally, the fit and proper person test applies to a “relevant protected site”. A relevant protected site is a site which requires a licence, and which is not solely for holiday purposes or is otherwise not capable of being used all year round, or that is a site for a single family. The fit and proper person requirement will ensure that site owners, or their managers, have integrity and follow best practice. Additionally, it provides the safeguard that such individuals will not pose a risk to the welfare or safety of persons occupying mobile homes on the site i.e., park homeowners.
6. The council will follow current guidance published by the Ministry of Housing, Communities and Local Government (MHCLG) when carrying out an assessment of an application received by someone to be included on the fit and proper person register. The current guidance can be found here:
7. <https://www.gov.uk/government/publications/mobile-homes-fit-and-proper-person-test-guidance-for-local-authorities/mobile-homes-a-guide-for-local-authorities-on-the-fit-and-proper-person-test>

OVERVIEW OF THE FIT AND PROPER PERSON ASSESSMENT

8. The site owner must apply to the Council for the relevant person (either themselves or the site manager), to be included on a register of fit and proper persons. They may only apply if they hold or have applied for a site licence for that site. The same requirements apply where the owner or the site manager is not an individual, such as a park owned or managed by a company.
9. The Council must consider the application in order to satisfy itself that the relevant person is a fit and proper person to manage the site. It must then decide whether to place the relevant person on the register with or without

conditions, or not to place them on the register. A site owner will have a right of appeal against a decision or condition.

10. Where a relevant person fails an assessment and the site owner is unable to identify and appoint a suitable alternative manager who must also undergo the fit and proper assessment, the Council may appoint a person to manage the site, with the consent of the site owner.
11. It is an offence for a site owner to:
 - a) cause or permit land to be operated as a relevant protected site unless they or the person appointed to manage the site is a fit and proper person to manage the site
 - b) provide false or misleading information or fail to provide information in an application; or
 - c) fail to comply with a requirement set as a condition of the local authority's decision to include a person on the register

If convicted for any of these offences, the site owner will face a potentially unlimited fine.

THE TEST

12. When conducting a fit and proper person assessment the council will consider if the applicant is able to conduct effective management of the site. This includes securing compliance with the site licence and the long-term maintenance of the site. The Council must also have regard to the following areas, which are set out in the regulations and the government guidance:

1. Competence to manage the site

This includes reviewing the competency of the applicant. He or she must have sufficient experience in site management, or have received sufficient training, and be fully aware of the relevant law as well as health and safety requirements.

2. The management structure and funding arrangements for the site

The Council will consider whether relevant management structures are in place and whether they are adequate to ensure effective management of the site. Hart DC will ensure that the applicant has a robust management plan, that addresses the following issues: the pitch fee payment, proximity of the manager to the site, manager's contact details for residents (including out of office and emergency contact details), the complaints procedure, maintenance, staffing, and refuse removal.

The site should be managed by an applicant based in the UK. The applicant's interest in the land will also have an important impact, as will their financial standing, management structures and competence, all of which will contribute to the overall assessment of their suitability to manage the site effectively.

3. The proposed management structure and funding arrangements in place for managing the site

The Council will consider whether the applicant has sufficient funds (or has access to sufficient funds) to manage the site and comply with licence obligations. Evidence of these funds will be requested.

13. The Council will also check a range of personal information relating to the applicant. This will include a criminal record check and, in line with published guidance, will include evidence that the applicant:
- i. has not committed any offence involving fraud or other dishonesty, violence, firearms or drugs or any offence listed in Schedule 3 to the Sexual Offences Act 2003 (offences attracting notification requirements).
 - ii. has not contravened any provision of the law relating to housing, caravan sites, mobile homes, public health, planning or environmental health or of landlord and tenant law.
 - iii. has not contravened any provision of the Equality Act 2010 in, or in connection with, the carrying on of any business.
 - iv. has not harassed any person in, or in connection with, the carrying on of any business.
 - v. is not or has not been within the past 10 years, personally insolvent.
 - vi. is not or has not been within the past 10 years, disqualified from acting as a company director.
 - vii. has the right to work in the United Kingdom and,
 - viii. is a member of any redress scheme enabling complaints to be dealt with in connection with the management of the site (when this is in place)?

APPLICATIONS

- 14 The application for inclusion in the fit and proper persons register must be made in writing to the Private Sector Housing Team. Applications should be made on the relevant form; these can be found at www.hart.gov.uk

CRIMINAL RECORD CHECKS

- 15 Criminal Records Certificates must be issued under section 113A (1) of the Police Act 1997 and will be required where: (a) the Relevant person is an individual and (b) for each individual in relation to whom the applicant is required to provide information (for example a site manager)
- 16 The certificate must have been issued no more than six months before the date of the application. It is incumbent upon the site owner to ensure that any certificates provided meet this requirement.

DECISIONS, NOTIFICATIONS AND RIGHTS OF APPEAL

- 17 The council will determine all applications in accordance with the latest MHCLG published guidance and will either:
- a) grant the application unconditionally,
 - b) grant the application subject to conditions; or
 - c) reject the application.
- 18 The applicant can decide to appeal the decision by making an application to the First-tier Tribunal (Property Chamber) (“the tribunal”) within specific timeframes set by the tribunal. The applicant may appeal against any decisions made by the Council. These could include appealing against:
- a) including the relevant person on the register for an effective period of less than 5 years;
 - b) including the relevant person on the register subject to conditions; and
 - c) rejection of the application.

OFFENCES & DEFENCES

- 19 There are 3 offences which can occur within the Regulations. They are:
- a) Operating a site in contravention of the fit and proper person regulations
 - b) Withholding information or including false or misleading information in the registration application
 - c) Failing to comply with a specified condition
- 20 A site owner found guilty of any of the above offences will be liable on summary conviction to a level 5 (unlimited) fine.
- 21 A defence is available to a site owner who has inherited a site and would be found to have a reasonable excuse for failing to make an application within the relevant periods as set out below. The MHCLG guidance outlines other circumstances where the applicant may have a defence.

THE FIT AND PROPER PERSONS REGISTER

- 22 The council will set up and maintain a register of persons who they are satisfied are fit and proper persons to manage a site in their area. This register will be published online (www.hart.gov.uk).
- 23 The register will include the following:
- a) the name and business contact details of the person.
 - b) the name and address of the relevant protected site to which the application relates.
 - c) the status of the person (site owner or manager of the site).

- d) the dates of the first and last day of the period for which the person's inclusion in the register has effect.
 - e) whether any condition is attached to the person's inclusion in the register and.
 - (f) where any condition is attached to the person's inclusion in the register—
 - (i) the number of any such conditions;
 - (ii) the dates of the first and last day of the period for which any such condition applies (if applicable); and
 - (iii) the date any condition is varied or satisfied (if applicable).
- 24 Where a person has met the fit and proper person test, the register will give details of that person and of the site, including decisions made on how long a person's inclusion is for, up to a maximum of 5 years.
- 25 In order to comply with the fit and proper person requirement a site owner must at least two months before the period (e.g., 5 years) comes to an end submit a new application for the person (or alternative) to be included in the register.



The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020

Fee Policy

<i>Date created</i>	18 06 21	<i>Department</i>	Housing Services
<i>Review date</i>	18 06 26	<i>Version</i>	1.0

This document is available in alternative formats other languages, Braille and large print.

INTRODUCTION

- 1 The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020, require the manager of a site to be a Fit and Proper Person (“the Regulations”) unless they are eligible for an exemption under the Regulations.
- 2 The Regulations permit the council to determine the fee for an application or registration for someone to be added to the register. The fee must be included with the application and failing to include this may mean that the site owner is in breach of the requirements of the Regulations.

INITIAL APPLICATION FEE

- 3 The Council considers that a fit and proper person assessment and/or checks to be included on the fit and proper register will take a total of 150 minutes per application. This time of 150 minutes includes updating and publishing the register. The application fee has been set at **£244.50**, as at 1st July. All fees are subject to an annual inflationary rise and revised fees will be published annually.
- 4 The checks will be carried out by the same officers who carry out the licensing functions, Environmental Health & Housing Officers and the Private Sector Housing Manager. Therefore, their hourly rates as per table ‘A’ should be applied.
- 5 The fee takes account of the following activities:
 - a) Initial enquiries.
 - b) letter writing/ telephone calls etc to make appointments and requesting any documents or other information from the site owner or from any third party in connection with the fit and proper process.
 - c) sending out forms.
 - d) updating files/computer systems and websites.
 - e) processing the application fee.
 - f) land registry searches.
 - g) time for reviewing necessary documents and certificates.
 - h) preparing preliminary and final decision notices.
 - i) review by manager or lawyers; review any representations made by applicants or responses from third parties.
 - j) updating the public register.
 - k) carrying out any risk assessment process considered necessary and
 - l) reviews of decisions or in defending appeals.

Table 'A' provides a breakdown of how the fee has been determined.

Table 'A'

		Time in minutes	Staff	£ Rate/hour	Total
1	Pre-application advice	15	Officer	£54	£13.50
2	Application received; check it is fully completed and signed with correct fee. Process fee and create file.	30	Officer	£54	£27
3	Review application and make enquiries re F&PP documents and declarations	60	Officer	£54	£54
4	Application file reviewed by Senior	30	Manager	£56	£28
5	Decision made on application	15	Officer	£54	£13.50
6	Establish any conditions applicable	15	Officer	£54	£13.50
7	Review appeal paperwork	30	Officer	£54	£27
8	EH&HO discuss appeal with SEH&HO	15	Both	£110	£27.50
9	Produce appeal response and relevant notice	15	Officer	£54	£13.50
10	Issue final decision notice following appeal	15	Officer	£54	£13.50
11	Add relevant person details to register	15	Officer	£54	£13.50
TOTAL					£244.50

Payment of fees

- 6 The council will not consider an application for entry on the register unless that application is accompanied by the correct fee. If the correct fee is not paid, the

application will not be valid, and the site owner could be in breach of the Regulations.

- 7 If the council decides not to approve an application the applicant is not entitled to a refund of the fee paid.

SUCH OTHER MATTERS AS THE LOCAL AUTHORITY CONSIDERS TO BE RELEVANT

Where no fee is applied

In certain circumstances, the council may determine that no fee is required to be paid. A site is exempted from a fee only if it is occupied by members of the same family and is not being run as a commercial residential site.

An appointed manager fee

Where the council has to appoint a site manager, a separate fee will be required. This will be calculated on a case-by-case basis, based on the true costs of securing an alternative, qualified site manager.

Revising Fees

The council reviews its fees and charges annually. If there is a change to the fee, a new fee policy will be published.

CABINET

DATE OF MEETING: 1 JULY 2021

TITLE OF REPORT: **CONSIDERATION OF DRAFT CORPORATE DEBT RECOVERY POLICY**

Report of: **Head of Corporate Services and S.151 Officer**

Cabinet Member: **Councillor James Radley, Deputy Leader and Portfolio Holder for Finance**

1 PURPOSE OF REPORT

- 1.1 To approve the revised Corporate Debt Recovery Policy at Appendix 1 which incorporates the Citizens Advice revised collection of Council Tax arrears good practice protocol.

2 RECOMMENDATION

- 2.1 That Cabinet approves the revised Corporate Debt Policy.

3 BACKGROUND

- 3.1 Hart District Council has a duty on behalf of all its residents and businesses to collect what is owing to it, to pay for the vital services that we provide to our communities. As part of this we believe in treating our customers fairly and equitably. Therefore, the way in which we go about collecting and recovering money owed to the council reflects how we can support our residents, adopting a firm but fair approach.
- 3.2 The previous Hart District Council Debt Recovery Policy was written and approved in April 2013.
- 3.3 Appendix 1 contains a completely new replacement policy containing current best practice and the Citizens Advice good practice protocol for the collection of Council Tax. The new policy provides detailed recovery practice for each type of debt to ensure consistency, compliance with laws and regulations and support for those that can't pay not won't pay.
- 3.4 Overview and Scrutiny Committee considered this policy at its meeting on the 15th June, accordingly further detail has been provided in Section 4.1 and 4.2 to explain the holistic approach to debt collection. Each type of debt has a different statutory recovery process. Timelines for recovery are therefore set out in the Appendices of the document where there is a different process note for each type of debt.

4 CONSIDERATIONS

- 4.1 The scope of the policy includes all debt raised by the Council to our customers be those residents, individuals, or business organisations.

- 4.2 The provides a framework to officers to collect money in the right way aligned with best practice and advises not only on collection but provides guidance on the wording including in invoices so that our communication regarding debt is in plain English and easy to understand.
- 4.3 The policy states the importance of making it easy for customers to make payment and ensures that benefits advice is promoted to our residents. This is underpinned in Section 3.5 which details the Council's obligations and expectations.
- 4.4 Our principles around recovery are set out in Section 4 which emphasise our approach of facilitating payment.
- 4.5 Subject to the policy being approved Hart District Council officers and partner officers will be trained and supported in implementing the new policy.
- 4.6 The policy contains nine appendixes setting out the detailed procedures to be followed for each type of debt as well as the Citizens Advice Good Practice protocol which forms part of this policy. Details of support agencies are also provided to staff using this policy.

5 FINANCIAL IMPLICATIONS

- 5.1 Whilst there are no direct financial implications of this policy, maximising income collection is key to us delivering value for money.

6 ACTION

- 6.1 Subject to any recommendations made by Overview and Scrutiny Committee, Cabinet will consider the draft Debt Policy.

Contact Details:

Emma Foy, Head of Corporate Services Emma.Foy@hart.gov.uk

APPENDICES

Appendix A – Draft Corporate Debt policy



Corporate Debt Recovery Policy

1.0	FOREWORD	3
2.0	OVERVIEW	4
2.1	Introduction	4
2.2	Scope of the Policy	4
2.3	Commencement and Duration	4
3.0	COLLECTING MONEY THE RIGHT WAY	4
3.1	Recognising Good Practices	4
3.2	Maintaining Good Practice	5
3.3	Making it Easy to Pay	5
3.4	Promoting Benefits and Entitlements	6
3.5	Dealing with customers	6
	3.5.1 What We Will Do	6
	3.5.2 What We Expect From Our Customers	6
4.0	COLLECTION OF OVERDUE MONEY	
4.1	Our Approach	7
4.2	Action Taken Against Non-Payment	7
4.3	Additional Costs	8
4.4	Monies Deemed Irrecoverable or Uneconomic to Pursue	8

APPENDICES

APPENDIX 1	Payment Options
APPENDIX 2	Council Tax Recovery Process
APPENDIX 3	Business Rates Recovery Process
APPENDIX 4	Housing Benefit Overpayment Recovery Process
APPENDIX 5	Parking Recovery Process & Enforcement agent Code of Practice
APPENDIX 6	Housing Invoices Recovery Process
APPENDIX 7	All other bills (Sundry Debts) Recovery Process
APPENDIX 8	Collection of council tax arrears good practice protocol
APPENDIX 9	Details of support Agencies

1.0 FOREWORD

Hart District Council has a duty on behalf of all its residents and businesses to collect what is owing to it to pay for the services we provide. That said we believe in treating our customers fairly and equitably. The way in which we go about collecting and recovering money owed to the council is an important way in which we can support our residents and therefore we adopt a firm but fair approach.

This corporate debt recovery policy sets out both what our customers can expect from us and what we expect from them when collecting monies due.

We recognise that people can get into financial difficulties for many reasons, often due to unexpected circumstances, especially in the current climate. Our approach to helping is built around

- seeking to work in partnership to resolve problems as early as possible and
- seeking to provide help and advice that will both deal with emergencies and
- provide longer-term solutions to prevent difficulties reoccurring.

We hope that this policy sets out clearly our commitment to helping people deal with difficult problems in an effective way, if you do not feel we are delivering this please let us know.

2.0 OVERVIEW

2.1 Introduction

This policy details the Council's approach to collection and recovering all monies due to it. The policy sets out what our residents, businesses and visitors can expect from us together with our expectations of them.

2.2 Scope of the Policy

The policy relates to all monies due to the authority but especially for the collection of:

- Council Tax
- Business Rates
- Housing Benefit Overpayments
- Housing Invoices
- Parking Enforcement
- Sundry Invoices

2.3 Commencement and Duration

The policy was reviewed, approved and adopted by the Cabinet in **July 2021**.

The policy will have continuous effect but will be reviewed regularly, at least annually to ensure that it reflects our vision and values whilst continuing to meet the current legislative requirements together with changes in resident's needs and demands.

3.0 COLLECTING MONEY THE RIGHT WAY

3.1 Recognising Good Practices

The Council has a statutory duty to collect what is owed by all residents and businesses to pay for Mandatory service. We understand that how we go about collecting and recovering money can impact our residents' lives and therefore to collect money owed in a fair and efficient manner, we will:

- Ensure all requests for money e.g council tax bills, and sundry invoices are issued in a timely manner, in plain English with only mandatory 'jargon' detailed on the bills.
- Ensure the amount due is clearly stated together with other essential information such as how to pay, contact details and signposts to how to contact us with any queries
- The option of different formats to meet specific communication needs of the customer (for example, braille, large print, community languages) on request.

- Provide access for residents to services who are experiencing issues in making payment as required enabling early intervention and the ability to agree a suitable payment arrangement.
- Signpost customers for advice about broader debt matters from other local agencies such as Citizens Advice Bureau and Hart.
- Quickly prompting people by reminder notices that they may have forgotten to pay.
- Use the most appropriate means of enforcement action for both the type of debt and the debtor (customer).

3.2 Maintaining Good Practice

Hart Council will seek to comply with current good practice guidance in respect of local authority revenue collection published by recognised bodies.

The council will have regard to good practice provided by professional institutes such as:

- The Chartered Institute of Public Finance and Accountancy
- The Institute of Revenues, Rating and Valuation

The Council will also seek to comply with the following guidance.

- Collection of council tax arrears good practice protocol (Published by Citizens Advice October 2013) see Appendix 7.
- National Standards for Enforcement Agents January 2012 (Published by the Ministry of Justice)

3.3 Making it Easy to Pay

The Council recognises that the payment options available must be convenient for customers, to ensure making their payment is as easy as possible. A wide range of payment options are provided which vary according to the type of bill or for which service the customer is paying. In addition to this, the Council takes into account the cost of different payment options when promoting and encouraging customers. For most bills, Direct Debit is the most efficient way of paying, it is also very reliable, easy to set up and cancel and is backed by a guarantee. When Direct Debit is not available, other methods such as online payments using debit or credit cards are secure, reliable and efficient.

A list of the payment options offered can be found in the appendices.

3.4 Promoting Benefits and Entitlements

The Council will proactively make customers aware of benefits, discounts, exemptions and reliefs that are available, to ensure no one pays more than they are legally required. If the Council can identify entitlement to reductions automatically, we will apply this to bills, accounts and charges. If this is not possible to do automatically, customers will be advised how to claim/apply and support to do this will be provided where necessary.

3.5 Dealing with Customers

3.5.1 What we will do

- Try to deal with financial difficulties to solve the immediate problem, and where we can, take steps to help prevent future problems
- Be polite, professional and courteous at all times
- Make contact at the earliest opportunity to make customers aware of the outstanding monies
- Ensure steps are in place so that any payment arrangements set up are affordable
- Where appropriate sign-post customers to organisations to provide specialist advice whether Financial, physical or emotional.

3.5.2 What we expect from our customers

The policy has set out clearly what the Council will do in order to collect money owed, however the Council also has expectations that residents and businesses will:

- Pay the amount due to ensure receipt by the Council on or before the due date
- Inform the Council of any changes in their circumstances which may affect the amount to be paid or their ability to pay
- Inform the Council of any changes in their circumstances which may affect the amount of Housing Benefit and Council Tax Support they receive to ensure they are not overpaid
- Make contact with the Council, at the earliest opportunity, if they are unable to pay what is due
- When in contact with the Council remain patient and polite at all times
- Ensure all information provided in connection with the billing, collection or recovery of money owed to the Council is correct.

4.0 RECOVERING OVERDUE MONEY

4.1 Our Approach

The Council recognises that occasionally customers have trouble paying what is due; in these circumstances, we encourage customers to contact the Council at the earliest opportunity to discuss payment arrangements. When contact is made the Council makes every effort to understand the individual's circumstances in order to make the best assessment of their ability to pay and to determine a realistic payment arrangement.

4.2 Action Taken Against Non-Payment

Whenever possible, all outstanding money owed to Hart District Council is consolidated and one payment arrangement is set up, this helps to pull together all money due and manage it as a single payment.

Although the Council's priority is to engage with its residents and businesses to arrange payment for outstanding money, on occasions the Council will have to take enforcement action.

If payment is not received by the due date, the Council will contact the customer as soon as possible in order to remind them of the required payment. This provides an opportunity for the customer to bring the payments up to date before the amount increases or prior to enforcement action commencing.

Please see further information on the recovery processes for the following revenues in the appendices:

- Council Tax : Appendix 2
- Business Rates :Appendix 3
- Repayment of Housing Benefit :Appendix 4
- Parking Tickets : Appendix 5
- All other bills (Sundry Debts) :Appendix 6

If the Council finds it necessary to take court action and that action is successful, the Council will then be empowered to obtain payment through a range of statutory remedies. These include powers which impact on a person's possessions, credit rating or liberty.

Examples are:

- The right to seize goods by using enforcement agents
- The right to deduct money due from earnings or benefit
- The power to start bankruptcy or liquidation proceedings
- The power to seek eviction or imprisonment
- The ability to place charges against property owned by the debtor

The Council aims to ensure that these powers are only used when all other reasonable methods of obtaining payment have failed.

Where legislation or other provisions exist that allow the Council to take action to recover debts without the need for court action, the Council will make use of those provisions where appropriate. For example, the Social Security (Overpayments and Recovery) Regulations 2013 allow the Council to recover housing benefit overpayments from earnings using a notice to an employer to deduct sums and pay them to the council.

4.3 Additional Costs

When the council incurs additional costs for pursuing non-payment of monies due to them, where regulations allow these costs will be added to the amount owed by a customer and recovered together with all other monies due.

In the situation that the council has authorised a third party to recover the monies further costs will be incurred in line with statutory regulations (for example the taking control of goods regulations (fees) 2014)

The Council will endeavour to only seek and recover reasonable costs associated with the action necessary to recover money and ensure any third parties acting on their behalf work within the law with regard to the application of any add costs.

4.4 Monies Deemed Irrecoverable or Uneconomic to Pursue

At Hart District Council it is accepted that 100% of monies owed to it will never be collected and that there are situations where there are either legal, financial or personal situation imposed on a customer which restricts their ability to pay a debt.

In certain circumstances such as insolvency or where a person passes away without leaving an estate, the money will be classified as irrecoverable and duly written off. The Council has a firm, but fair write off policy which provides for debts that are classified as irrecoverable and those deemed uneconomic to pursue.

For both Council Tax and Business Rates, regulations exist which give councils the discretion to reduce a ratepayer's liability on the grounds of exceptional hardship.

APPENDICES

APPENDIX 1	Payment Options
APPENDIX 2	Council Tax Recovery Process
APPENDIX 3	Business Rates Recovery Process
APPENDIX 4	Housing Benefit Overpayment Recovery Process
APPENDIX 5	Parking Recovery Process & Enforcement agent Code of Practice
APPENDIX 6	Housing Invoices Recovery Process
APPENDIX 7	All other bills (Sundry Debts) Recovery Process
APPENDIX 8	Collection of council tax arrears good practice protocol
APPENDIX 9	Details of support Agencies

APPENDIX 1
Payment Options

	Council Tax	Business Rates	Housing Benefit Overpayment	Parking Enforcement	Sundry Debtor (invoices)
Direct Debit Choice of 1 st or 15 th for Council Tax. Business Rates DDs are set up for 1 st of each month.	<input type="checkbox"/>	<input type="checkbox"/>			
Online Payments can be made by debit and credit card through the Council's website www.hart.gov.uk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automated Telephone Line Payments can be made by debit and credit card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Office and Payzone Outlets Payments can be made at post offices and Payzone outlets, at various locations across the district (see below). There is no charge for this service, customers must present the barcoded document.	<input type="checkbox"/>	<input type="checkbox"/>			
Transfer/BACS/Standing Order Payments can be made direct into the Council's bank account.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Pay Point - A complete list of paypoint outlets for Hart District Council can be found at <https://consumer.paypoint.com>

APPENDIX 2 COUNCIL TAX RECOVERY PROCESS

The collection of Council Tax is governed by The Local Government Finance Act 1992 and other subsequent legislation.

The Council collects money on behalf of Hampshire County Council, Adult Social Care for Hampshire County Council, Hampshire Fire and Rescue receive, Police and Crime Commissioner for Hampshire receive and the Town and Parish Councils of Hart District.

Every dwelling within the area of Hart District Council is subject to Council Tax based on the Valuation band of the dwelling. A demand notice (bill) is issued annually to the liable person requesting payment in ten monthly instalments. A customer can request to pay their instalments over 12 months, further information can be found on the council's website.

Recovery for Council Tax

Following the issue of a council tax demand notice (bill) or adjustment notice, and in the event of non-payment of the monies due the following process will be pursued.

Reminder and Final Notices

If a customer has the right to pay by instalments but does not pay an instalment by the due date, then we will issue a reminder notice.

We will ask the customer to pay the missed instalment within seven days of the date on the notice. If the missed instalment is received within seven days no further action will be taken

If payment is not received, then the right to pay by instalments is lost and the remaining council tax for the year becomes due. If the remaining balance is not paid then a complaint will be laid with the Magistrates Court requesting the issue of a summons to appear at a liability order hearing at the Magistrates' Court.

If the instalment is received within seven days, but another instalment is not paid, then we will send a second reminder notice. If the missed instalment is received within seven days, we will not take any further action. If payment is not received, then the right to pay by instalments is lost and the remaining council tax for the year becomes due. If the remaining balance is not paid then a complaint will be laid with the Magistrates Court requesting the issue of a summons to appear at a liability order hearing at the Magistrates' Court.

If the account is brought up to date but falls behind for a third time, we will send a final notice for the full outstanding amount for the tax year, as the right to instalments is lost. If this is not paid in full within seven days, then a complaint will be laid with the Magistrates Court requesting the issue of a summons to appear at a liability order hearing at the Magistrates' Court.

Summons

Where customers fail to respond to any reminder notice or final notice or defaults on an arrangement to pay following either, the Council will apply to the Magistrates' court for a liability order to be issued. A summons to appear at a liability order hearing at the Magistrates' Court will be sent to each person named on the bill and summons costs will be added to the account. These costs are reviewed annually.

The summons will always be issued with at least 14 days before the court hearing date. The summons will state the amount due and the time and place of the court hearing. The summons will normally be served by second class post. If a customer pays the amount of the summons including the summons costs prior to the court hearing, then the application will not proceed, and we will not obtain a liability order.

If the Council or the court decides that a summons has been issued incorrectly then it will be withdrawn, and no costs will be charged.

Liability Order Hearing

A customer has a right to attend a hearing and a right to give evidence as to why a liability order should not be granted.

If they do not attend, the hearing will still proceed in their absence. If the Magistrates are satisfied that the council tax is payable and remains unpaid, then they are required to issue a liability order.

If a customer wishes to defend an application for a liability order, they must offer a valid defence against it.

Valid defences include:

- the Council has not demanded council tax in accordance with the regulations
- the amount has been paid in full with costs
- the person named on the summons is not the liable person
- the Council has already commenced bankruptcy or winding up proceedings which include the unpaid council tax concerned.

It is not a valid defence if the customer:

- is unable to pay
- has recently applied for council tax reduction
- has applied to the Valuation Office Agency against their council tax band
- has appealed their liability to the Valuation Tribunal.

If a taxpayer does not pay the summons amount including costs in full prior to the hearing, the hearing will proceed, and we will ask the Magistrates to grant a liability order plus additional cost. Any time after a summons is issued the Council will still consider making an arrangement to pay the amount due on the summons including costs. If an arrangement is made at this stage, a liability order will still be obtained to secure the debt. However, if payments are received as per the arrangement no further action will be taken.

Once a **Liability Order** has been granted by the Magistrates the Council will:

- Monitor payment arrangements where customers have already contacted the Council or have made the first payment on the payment arrangement,
- Order deductions from Benefits where appropriate,
- Order an attachment of earnings order where appropriate,
- Order deductions from the allowances of a member of a local authority

In all other cases a **Request for Financial Information Notice** is sent to the customer asking for this to be completed and to be returned to the council advising that if there is no response within 14 days the debt will be passed to an enforcement agent. A list of the fees the enforcement agent may charge is enclosed with the notice.

Should there be no response to the **Financial Information Notice** after 14 days the case is referred to the enforcement agent for further enforcement action. The enforcement agent will charge additional fees in accordance with the relevant statutory provisions. The enforcement agent must abide by the Council Code of Practice whilst seeking to enforce payment

A payment arrangement may be considered at any stage in the enforcement process and the Council aims to consider an individual's circumstances and ability to pay. However, the Council may refuse to accept payment arrangements where they are unrealistic, or it is considered there is little likelihood the arrangement will be kept.

Where a payment arrangement is defaulted upon the case will be dealt with immediately under the normal collection procedure. The case will be checked thoroughly to establish which method of recovery is appropriate prior to enforcement action being taken. However, if the customer contacts the Council to explain why the arrangement has been broken then consideration may be given to making a further arrangement.

If all other enforcement options fail, then the Council will consider using more severe remedies to collect the debt.

The remedies include:

- Instigate bankruptcy proceedings
- Applying to the County Court for a charging order to be registered against the property
- Applying to the Magistrate's Court for the debtor (customer) to be committed to prison - a customer can be committed to prison for up to 3 months

APPENDIX 3 BUSINESS RATES RECOVERY PROCESS

The collection of Non-Domestic Rates is governed by The Local Government Finance Act 1988 and other subsequent legislation.

Every Non-Domestic property, which can include land, advertising rights, telecommunications masts etc., within the area of Hart District Council is subject to Non-Domestic Rates based on the rateable value of the property.

A bill is issued annually to the liable person, usually the person entitled to possession, requiring payment in ten monthly instalments.

The Local Authority retains a proportion of the amount collected and the remainder is paid to Central Government, Hampshire County Council and Hampshire Fire Authority.

Where payments due have not been made the Council will take the following action:

Reminder and Final Notices

If a customer has the right to pay by instalments but does not pay an instalment by the due date, then we will issue a reminder notice.

We will ask the customer to pay the missed instalment within seven days of the date on the notice. If the missed instalment is received within seven days no further action will be taken

If payment is not received, then after a further seven days the right to pay by instalments is lost and the remaining Non-Domestic Rates for the year becomes due. If the remaining balance is not paid then a complaint will be laid with the Magistrates Court requesting the issue of a summons to appear at a liability order hearing at the Magistrates' Court.

If the account is brought up to date but falls behind for a second time, we will send a final notice for the full outstanding amount for the tax year, as the right to instalments is lost. If this is not paid in full within seven days, then a complaint will be laid with the Magistrates Court requesting the issue of a summons to appear at a liability order hearing at the Magistrates' Court.

Summons

Where customers fail to respond to any reminder notice or final notice or defaults on an arrangement to pay following either, the Council will apply to the Magistrates' court for a liability order to be issued. A summons to appear at a liability order hearing at the Magistrates' Court will be sent to each person/company named on the bill and summons costs will be added to the account. These costs are reviewed annually.

The summons will always be issued with at least 14 days before the court hearing date. The summons will state the amount due and the time and place of the court hearing. The summons will normally be served by second class post. If a customer pays the amount of the summons including the summons costs prior to the court hearing, then the application will not proceed, and we will not obtain a liability order.

If the Council or the court decides that a summons has been issued incorrectly then it will be withdrawn, and no costs will be charged.

Liability Order Hearing

If a customer wishes to defend an application for a liability order, they must offer a valid defence against it.

Valid defences include:

- the Council has not demanded Non-Domestic Rates in accordance with the regulations
- the amount has been paid in full with costs
- the person/company named on the summons is not the liable person
- the Council has already commenced bankruptcy/ or winding up proceedings which include the unpaid Non-Domestic Rates is concerned.

It is not a valid defence if the customer:

- is unable to pay
- has recently applied for Non-Domestic Rates Relief
- has applied to the Valuation Office Agency against their Rateable Value
- has appealed their liability to the Valuation Tribunal.

If a taxpayer does not pay the summons amount including costs in full prior to the hearing, the hearing will proceed, and we will ask the Magistrates to grant a liability order plus additional costs. Any time after a summons is issued the Council will still consider making an arrangement to pay the amount due on the summons including costs. If an arrangement is made at this stage, a liability order will still be obtained to secure the debt. However, if payments are received as per the arrangement no further action will be taken.

Once a **Liability Order** has been granted by the Magistrates the Council will:

- Monitor payment arrangements where customers have already contacted the Council or have made the first payment on the payment arrangement,

In all other cases a **Request for Financial Information Notice** is sent to the customer asking for this to be completed and to be returned to the council advising that if there is no response within 14 days the debt will be passed to an enforcement agent. A list of the fees the enforcement agent may charge is enclosed with the notice.

Should there be no response to the **Financial Information Notice** after 14 days the case is referred to the enforcement agent for further enforcement action. The enforcement agent will charge additional fees in accordance with the relevant statutory provisions. The enforcement agent must abide by the Council Code of Practice whilst seeking to enforce payment

A payment arrangement may be considered at any stage in the enforcement process and the Council aims to consider an individual's circumstances and ability to pay. However, the Council may refuse to accept payment arrangements where they are unrealistic, or it is considered there is little likelihood the arrangement will be kept.

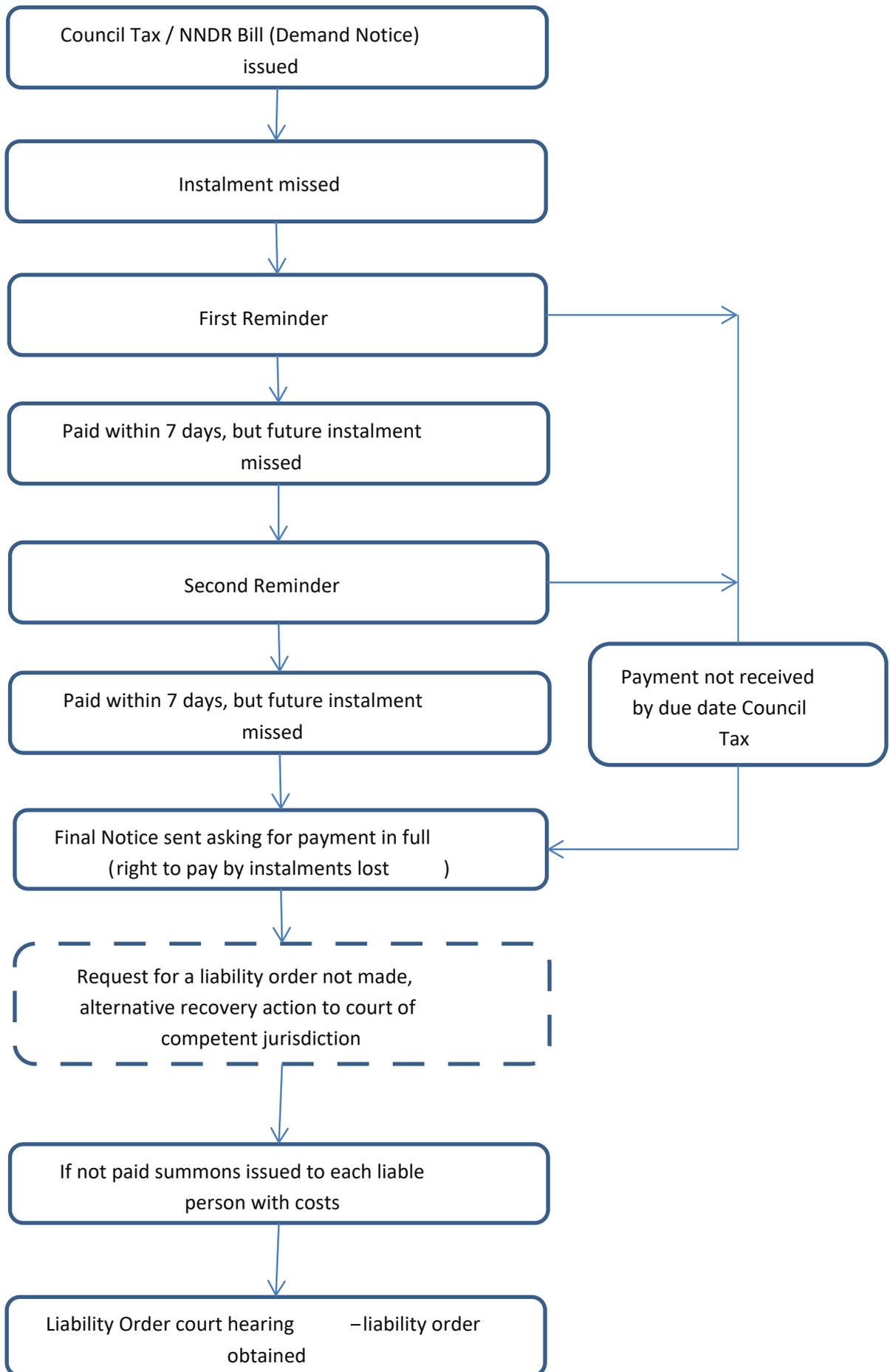
Where a payment arrangement is defaulted upon the case will be dealt with immediately under the normal collection procedure. The case will be checked thoroughly to establish which method of recovery is appropriate prior to enforcement action being taken. However, if the customer contacts the Council to explain why the arrangement has been broken then consideration may be given to making a further arrangement.

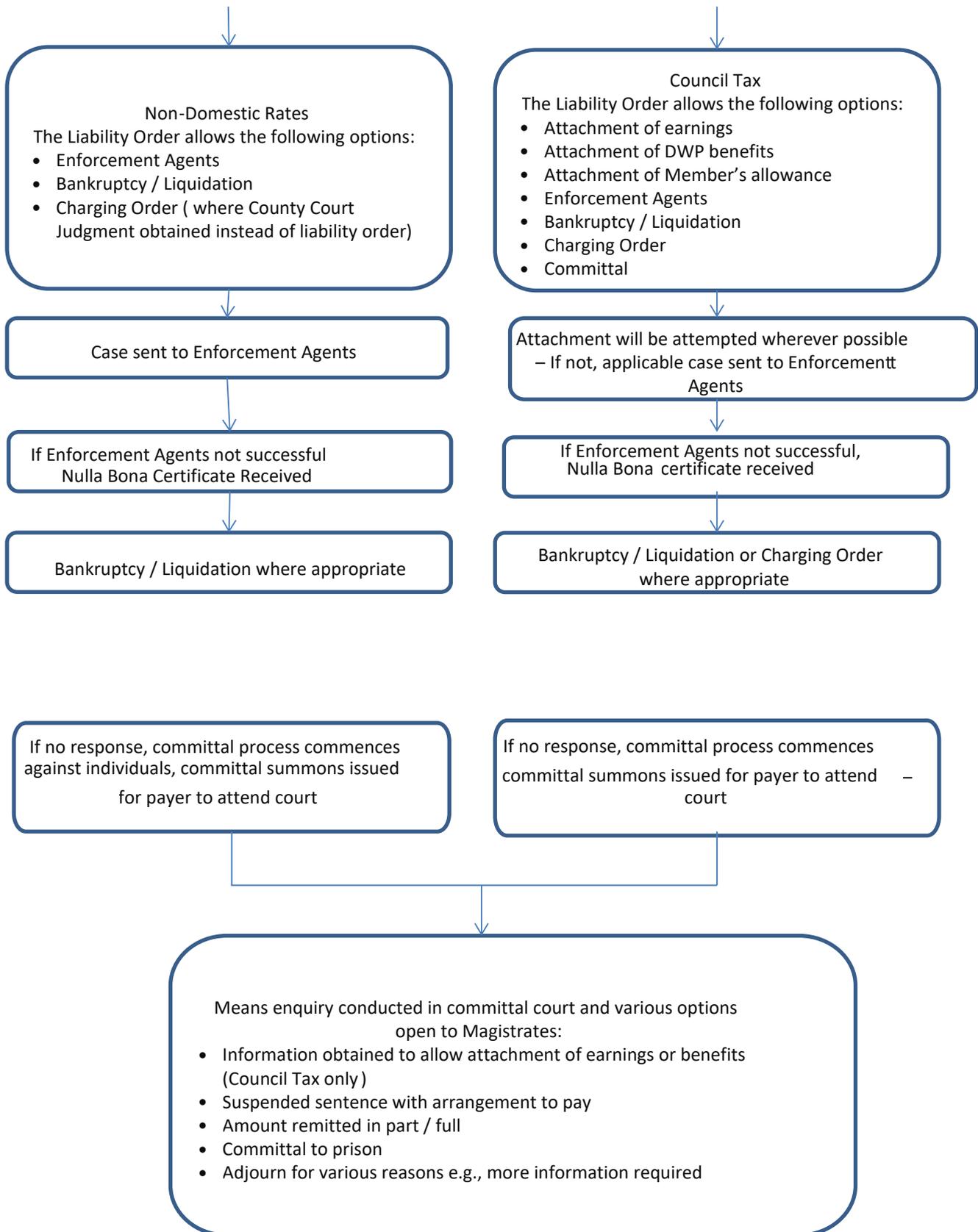
If all other enforcement options fail, then the Council will consider using more severe remedies to collect the debt.

The remedies include:

- Instigate bankruptcy/winding up proceedings
- Applying to the County Court for a charging order to be registered against the property (where a County Court judgement was granted rather than a liability order)
- Applying to the Magistrate's Court for the debtor (customer) to be committed to prison - a customer can be committed to prison for up to 3 months.

Council Tax and NDR Recovery Flow Chart is shown below:





Repayment of Overpaid Housing Benefit Recovery Process

When deciding whether an overpayment of Housing Benefits is recoverable the Council Section 75 of The Social Security Administration Act 1992 provides the Council with the power to prescribe the circumstances when an overpayment is recoverable. This Act underpins The Housing Benefit Regulations 2006 (HBR 2006) and outlines the Council's right to recover, discretion to recover, whom to seek recovery from and methods of recovery.

Decision Making

The Council must make a number of decisions in the course of calculating overpayments of Housing Benefit and undertaking recovery action. In making these decisions the Council will have due regard to the circumstances of each case and will not apply "blanket" policies which may constitute a fettering of its discretion.

The Council specifically undertakes to ensure that no person is required to repay unrecoverable overpayments. An unrecoverable overpayment (as defined in HBR 2006) is one that:

1. Has been caused by official error
2. The claimant or recipient of the benefit did not contribute to it
3. The claimant or recipient of the benefit could not reasonably have been expected to know that an overpayment was occurring at the time that payment was made or at the time of notification

In respect of recoverable overpayments, due consideration will be given to the question of whether or not the Council should exercise its discretion not to recover the debt.

No landlord/agent will be required to repay an overpayment where the conditions of Regulation 101(1) of the HBR 2006 are satisfied.

The Council will then decide whom to seek recovery from in accordance with HBR 101 (2).

Principles of Overpayment Recovery

The Council will seek to recover overpaid Housing Benefit in the most efficient and cost-effective manner, having regard to its statutory obligation to protect public funds.

The Council will, however, have regard to the circumstances of the individual from whom recovery is sought.

The person from whom recovery is sought shall have the right to request a revised repayment arrangement based on their financial circumstances.

The minimum rate of recovery is set in accordance with the lower-level rate of recovery, as determined by the Department for Work and Pensions.

The Council will review all concessionary payment arrangements periodically. If the overpayment is subject to an appeal, either with the Council or the DWP, the Council will consider whether recovery should be suspended or not, pending the outcome of the appeal.

Methods of Recovery for Overpayment of Housing Benefits

Instalment recovery

Instalment recovery may be used by the Council where the debtor has continuing entitlement to Housing Benefit. A portion of the weekly entitlement is withheld and offset from the outstanding debt until it has been fully recovered. The provisions of Regulation 102 limit the maximum amount that may be recovered each week and the Council will not exceed these maximum amounts without express written agreement from the debtor. In any case, the council will not reduce a person's minimum weekly payable benefit below 50 pence. At the outset of instalment recovery, the Council will decide on the level of deduction to be made on the basis of the information available. The claimant will be notified of the commencement of instalment recovery. If the claimant is experiencing financial hardship, he/she may request a revised repayment arrangement based on their financial circumstances notwithstanding the minimum rate of recovery. The Council may request such reasonable information as is necessary to decide on an amended level of recovery.

Offset of entitlement (netting off)

The Council may offset some or all of any amount of benefit owed to the claimant to recover an overpayment in part or full (HBR102 (1)).

This may occur, for example, where an amount of benefit is owed due to the effect of a "backdated" advantageous change of circumstances.

Wherever applicable, underlying entitlement to benefit during the overpayment period will be taken into account and, if the necessary information for calculation of underlying entitlement is not available, claimants will be given at least one opportunity to provide that information.

Recovery from other DWP benefits

If recovery from ongoing entitlement to Housing Benefit is not available, the Council may seek to recover overpaid benefit from another Social Security benefit (as detailed in HBR 105(1)) in payment to the claimant.

Recovery from Housing Benefit paid by another council

This method of recovery may be appropriate where the debtor has left the creditor Council's area and it can be established that they are in receipt of Housing Benefit in another council's area. The debt may then be recovered by way of the new Council, which will make deductions from ongoing entitlement on behalf of the creditor Council.

Recovery via Sundry Debtor invoice

Where no other method of recovery can be used, the Council will issue an invoice to the debtor for payment. Payment is due on demand unless the debtor is experiencing financial hardship and cannot make full payment. In this instance, the debtor should contact Exchequer Services to discuss the possibility of an arrangement plan.

Unless a mutually acceptable arrangement can be agreed, the debtor will be asked to complete an Income and Expenditure form and a payment arrangement will be made based

upon the information provided. Following the issue of the first invoice if neither payment nor any contact is made from the debtor, a reminder invoice will be issued 21 days later. If neither payment nor any contact is made from the debtor, a final invoice will be issued 7 days later. Where payment or contact is still not received, the Council will take further recovery action.

Recovery from "blameless tenants"

Where an overpayment is recoverable from a third party, such as a landlord or agent, and Housing Benefit continues to be paid to that third party, the Council may recover the overpayment by deducting some or all of any due payments to the third party. Recovery may be made in this manner even if the third party is no longer receiving payment of benefit direct for the person in respect of whom the overpayment was made, in which case recovery is said to be being made from the entitlement of the third party's "blameless tenants".

Enforcement Agents

Where no payment has been received 7 days after the final invoice has been issued, the Council may instruct Collection Agents to visit the debtor with a view to securing payment or a payment arrangement.

Registration of debts at County Court

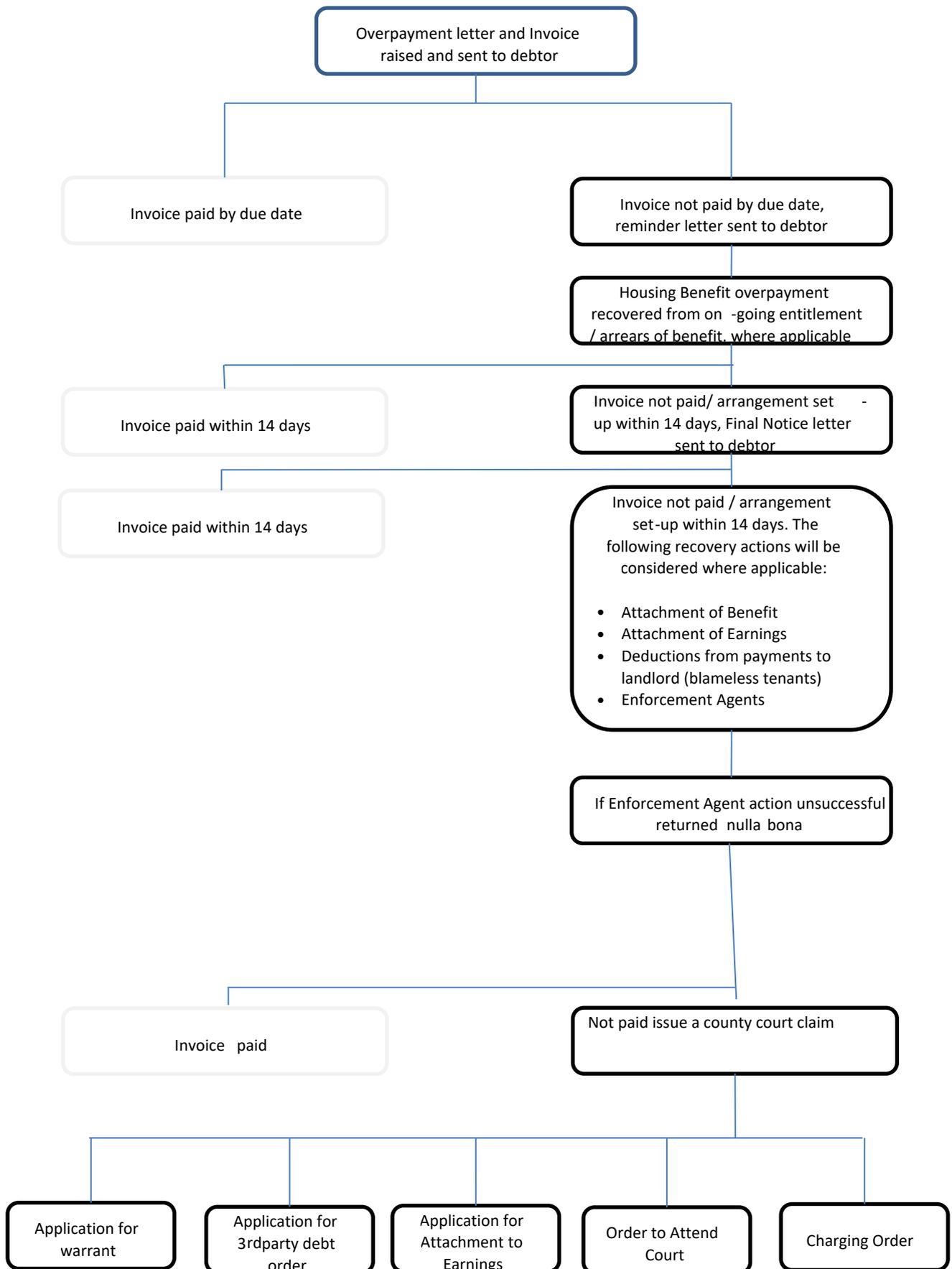
Where recovery by any of the methods outlined above is unavailable or impracticable, the Council may seek to enforce recovery by registering the debt at a County Court. This has the effect of enabling the Council to use recovery methods that are otherwise unavailable without obtaining a County Court judgement (CCJ). The Council will not seek to register a debt at County Court before the debtor has had the opportunity to dispute the overpayment decision (i.e., one calendar month), nor will it seek registration where a request for revision or appeal is outstanding. The Council will incur costs when registering a debt and these will be added to the total debt owed. The effect of registering the debt at County Court will enable the Council to enforce the Order via one or any of the methods detailed below: This list is not exhaustive, and the Council will seek to enforce the Order via whichever method of enforcement is the most practicable and cost effective.

Adjustment of Council Tax Support

Council Tax Support is paid to a claimant by way of a credit to the claimant's Council Tax account. Where an adjustment is required which reduces the amount of Council Tax Support the Council will give the same consideration to whether the reduction is recoverable as outlined above regarding Housing Benefit.

Where a reduction to Council Tax Support is deemed to be recoverable the amount will be debited from the Council Tax account. The resulting outstanding Council Tax will be recovered in the same manner as other sums of Council Tax.

Repayment of Housing Benefit Recovery Process Flowchart



Parking Ticket Recovery Process

The collection of outstanding parking tickets is governed by the Traffic Management Act 2004.

A parking ticket is issued in accordance with a current Off Street Parking Order (OSPO) or Traffic Regulation Order (TRO) for the specified location, when a vehicle is contravening the relevant OSPO/TRO.

The income received from parking tickets issued on street goes into the Civil Parking Enforcement (CPE) Account owned by the highway's authority (Hampshire County Council). The income received from parking tickets issued in car parks is retained by Hart and reinvested back into improving our parking services.

Recovery of unpaid Parking Tickets

When payment for a parking ticket is not received within 28 days of the PCN being issued by a Civil Enforcement Officer, or 21 days of being posted due to the Civil Enforcement Officer being prevented from serving it at the time of the contravention, the process set out in legislation starts.

Statutory Notices

A minimum of two statutory items of correspondence are sent prior to the debt being registered at the county court as outstanding.

The final correspondence is issued by the council on behalf of the County Court giving a further 21 days to make the payment to the council. Should payment not be forthcoming the case is referred to the council's certified Enforcement Agency for the recovery of the debt, which will further increase the amount of money owed.

Enforcement Agents

Once the case has been referred to the Enforcement Agency it is difficult for the council to intervene, so early intervention is always encouraged.

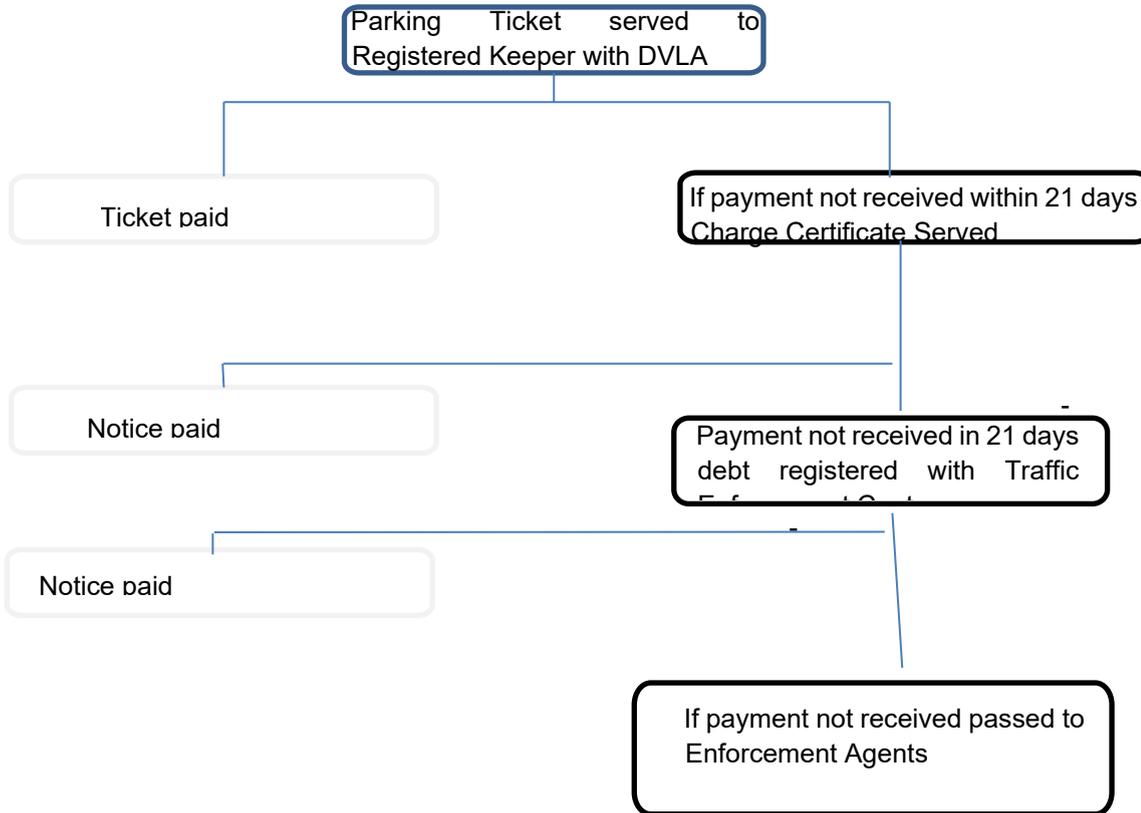
If at any point during the process a customer is struggling to make payment, we urge them to make contact with us as soon as possible. The parking ticket will be placed on hold to avoid further escalation of costs, and a payment arrangement will be considered taking into account individual circumstances.

Multiple Parking Tickets Outstanding

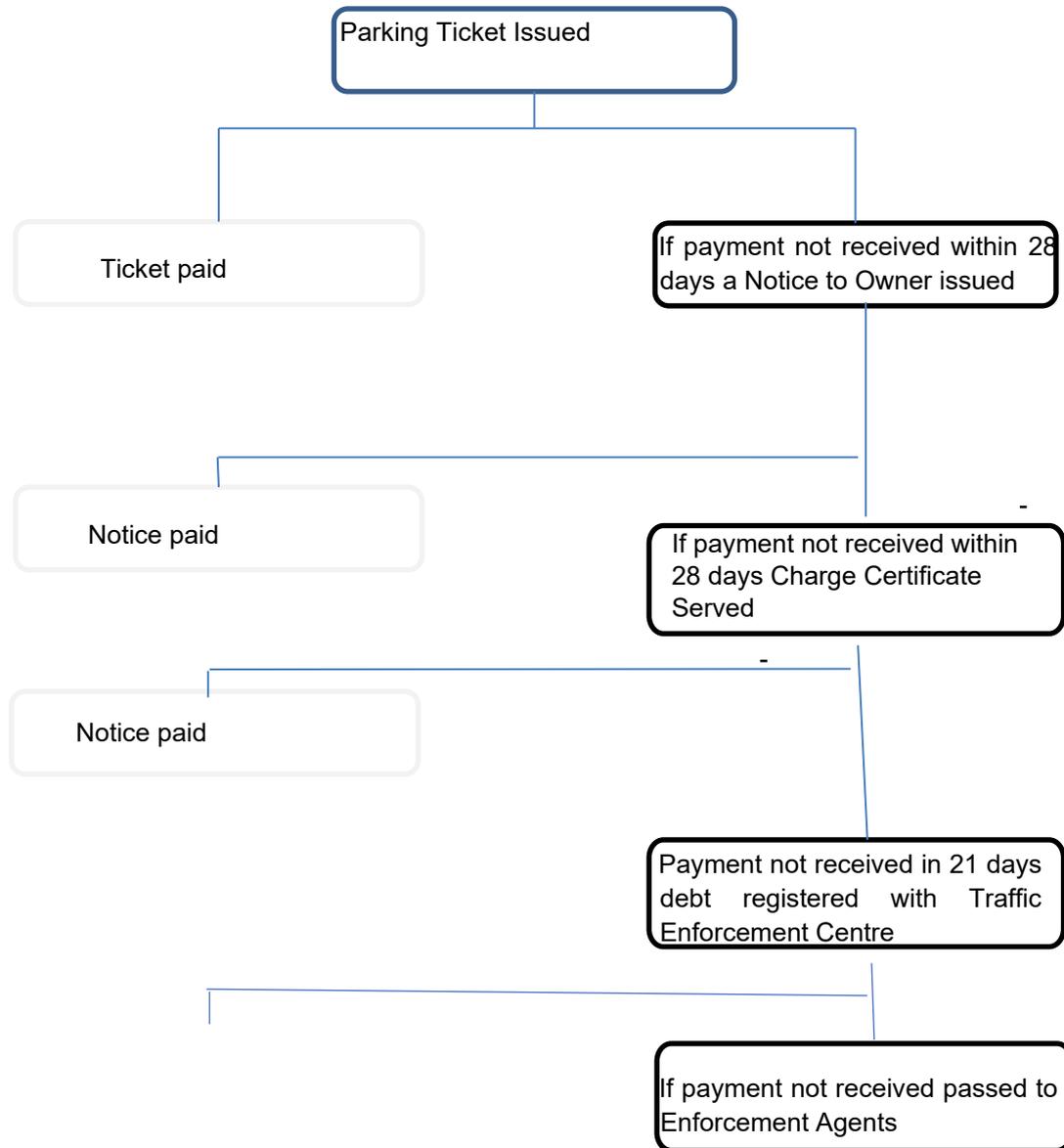
Should a customer be in a position where multiple parking tickets are outstanding, it is important they make contact with us to discuss making payment. If multiple parking tickets remain outstanding, and the registered keeper is made aware of them via the serving of a Notice to Owner, the Council is authorised to remove the vehicle from the highway should a subsequent parking ticket be issued. It is not in the Council's interest to do this, setting a payment arrangement is preferable however if a customer fails to engage with the Council this process may be applied.

Parking Ticket Recovery Process Flowchart

Regulation 10 Parking Ticket (issued by a civil enforcement officer who is prevented from serving whilst at your vehicle)



Regulation 9 Parking Ticket Flowchart (issued to your vehicle – on street or in a car park)



Sundry Debts Recovery Process

Sundry Debts are debts raised for all other statutory and discretionary services and products provided by the council examples include Building Control, Licensing, Parking permits and certain housing debts.

An invoice should be issued as soon as possible after the event giving rise to the charge occurs. All sundry debt invoices will be issued for payment due immediately except where there is a contractual agreement to make payment at agreed intervals (e.g. 28 day terms). All the available payment methods will be stated clearly on the invoice.

At any stage following receipt of the invoice the customer can contact the Council to discuss payment by instalment arrangement if payment in full is not possible for the customer.

Reminders

If payment is not received within 7 days from the due date of an invoice, and no request is received to consider a payment arrangement, a **first reminder** letter will be sent together with a copy of the original invoice issued requesting immediate payment.

Should payment still not be received a final notice will be issued 7 days after the 1st reminder

After a further 7 days attempts to contact the customer by alternative methods to prompt payment of the amount outstanding.

If payment is still outstanding after a further 7 days the case will be reviewed and where appropriate will be forwarded to our shared legal service for commencement of recovery action

Legal Action

A **Letter Before Action** is issued giving notice that the debt should be paid within seven days or the debt will become the subject of a County Court action. The Council may then obtain a County Court Judgement against the debtor. Costs and statutory interest may also be added to the debt at this stage.

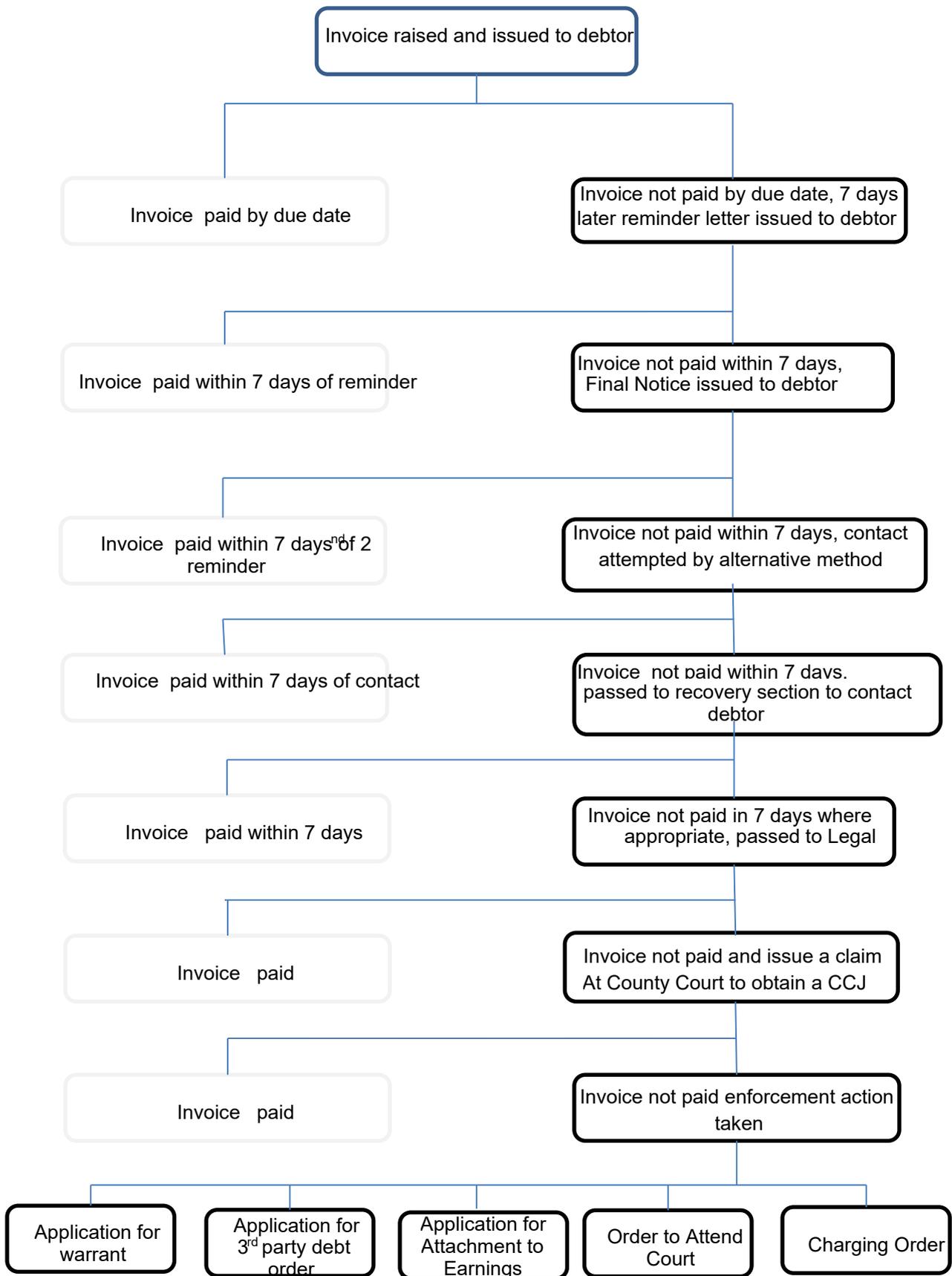
Once a judgement is obtained the Council may enforce the judgement by applying for:

- An Attachment of Earnings Order
- A Warrant of Execution against the Debtors Goods (i.e., refer the debt to the County

Court's Enforcement agent)

- Any of the other enforcement processes available through the County Court that the Council may deem appropriate dependant on the circumstances of the Debtor.

Sundry Debts Recovery Process Flowchart

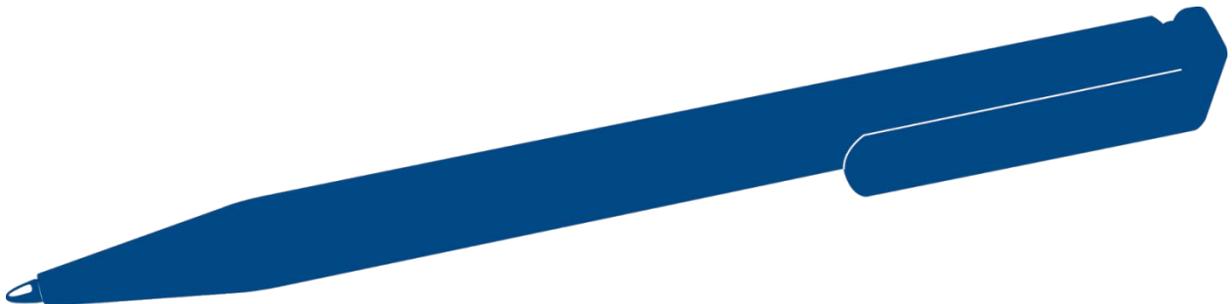


Collection of council tax arrears good practice protocol

Council Tax

Protocol

Revised Collection of Council Tax Arrears Good Practice Protocol



Agreed by:

Citizens Advice, June 2017

Local Government Association, June 2017



Council Tax Protocol

We agree to adopt this protocol in as our public commitment to its principles of fairness, partnership working and transparency in local authority debt collection:

Signature

Signature

.....

.....

Local authority representative

Local Citizens Advice / advice agency representative

Signature

Signature

.....

.....

Enforcement agency representative
(where relevant)¹

External contractor representative
(where relevant)¹

Date:

Council Tax Protocol

Revised collection of council tax arrears good practice protocol

¹ Enforcement agents and external contactors may sign this protocol if they and the authority agree that it is appropriate.

Council taxpayers receive a better level of service when local authorities², enforcement agencies and debt advice agencies work closely together. Early intervention and proactive contact with people struggling with bill payments can help prevent them incurring further charges and help alleviate stress. It can also potentially help reduce both collection costs and calls on local public services, particularly mental health services.

This good practice protocol makes a number of suggestions on how local partnerships can be strengthened and residents better supported.

Developed through partnership work between the national bodies representing advice agencies, local government and enforcement agencies throughout England and Wales, it builds upon the previous protocol, which government recommended local authorities adopt in their 2013 guidance. The protocol reflects best practice at local level and is intended to facilitate regular liaison on practices and policy concerning council tax debt collection. In setting down clear procedures and keeping them regularly under review, all parties can ensure that cases of arrears are dealt with appropriately whilst complaints are handled efficiently.

By signing the protocol and adopting the practices set out below, local authorities, enforcement agencies and advice agencies can help taxpayers pay their council tax bills while accessing debt advice when needed.

Partnership

To foster more effective partnership working:

- Local authorities, enforcement agencies and advice agencies should meet regularly to discuss practical and policy issues with a recommendation to meet quarterly at officer level and annually with elected members.

² Where we use the term 'local authorities', this should also be read to cover a local authority's external contractors, where the local authority has contracted out the administration of some or all of its council tax collection process.

- All parties should have dedicated contacts accessible on direct lines and electronically so that issues can be taken up quickly.
- All parties should promote mutual understanding by providing training workshops, undertaking exchange visits and sharing good practice.
- As local authorities are responsible for the overall collections process, they should ensure all their staff, external contractors and enforcement agencies receive the appropriate training, particularly on vulnerability and hardship.
- Advice agencies, enforcement agencies and local authorities should work together to develop a fair collection and enforcement policy, highlighting examples of vulnerable people or those who find themselves in vulnerable situations, and specifying clear procedures in dealing with them. Contractual arrangements with enforcement agents should specify procedures for the local authority to take back cases involving vulnerable people.
- Local authorities should consider informal complaints as debtors may be afraid to complain formally where enforcement agent activity is ongoing. Informal complaints received from advice agencies can indicate problems worthy of further investigation both locally by the local authority and by referral to national bodies.

Information

To improve the information supplied to council taxpayers about the billing process, how to get support and debt advice and to promote engagement:

1. All parties should work together to produce letters that clearly and consistently explain how council tax bills have been calculated (including any Council Tax Support award). Council tax bills should make clear council tax is a priority debt and explain the consequences of not making payment by the date specified. As far as possible within the constraints of systems, where a taxpayer has council tax arrears, the letters should explain how the debt has been accumulated and over which time period, the layout and language of bills and letters should be easy to understand, with any letters including a contact phone number and email address. All information should also be made available online in a clear format.
2. Local authorities should consider reviewing payment arrangements and offer more flexible options, including, subject to practicality, different payment dates within the month, spreading payments over 12 months and, potentially, different payment amounts to assist

those on fluctuating incomes. This can allow people to budget more effectively.

3. Local authorities and enforcement agents should publicise local and national debt advice contact details on literature and notices. Advice agencies can help by promoting the need for debtors to contact their local authority promptly in order to agree payment plans. Parties can work together to ensure the tone of letters is not intimidating but encouraging of engagement.
4. Local authorities should ensure that enforcement agencies have appropriate information about the council tax debts they are recovering, so they can put this in letters they send to debtors and answer any questions.
5. Local authorities should consider providing literature about concerns council tax debtors may have about enforcement agents and enforcement. Information could cover charges enforcement agencies are allowed to make by law, how to complain about enforcement agent behaviour or check enforcement agent certification and further help available from the local authority or advice agencies.
6. All parties should work together to review and promote better engagement by council taxpayers. This should include information on how bills can be reduced through reliefs, exemptions and council tax support schemes, advising taxpayers that they should contact the local authority if they experience financial hardship and the consequences of allowing priority debts to accumulate. Information and budgeting tools should be made available on local authority and advice agency websites, via social media and at offices of relevant agencies. This is an opportunity for joint campaign work.

Recovery

If a council tax bill is not paid, then the local authority's recovery process comes into play. While local authorities strive to make early contact with a debtor, the first point of engagement by a debtor often only occurs when an enforcement agent visits the premises. Greater effort should be made at or before the Tribunal Courts and Enforcement Act's compliance stage, including debt and money advice referrals and to assess whether vulnerability or hardship applies, so as to avoid escalating a debt. Therefore:

1. Local authorities and enforcement agencies should work in partnership with advice agencies on the content, language and layout of all documents, produced by the local authority and agents acting on its behalf which are part of the enforcement process. This

should aim to ensure that the rights and responsibilities of all parties, particularly those of the debtor, are clearly set out.

2. Enforcement agents should provide the debtor with a contact number and email address should they wish to speak to the local authority.
3. Local authorities should keep all charges associated with recovery under regular review to ensure they are reasonable and as clear and transparent as possible and reflect actual costs incurred. Enforcement agents should only make charges in accordance with council tax collection and enforcement regulations, particularly the Tribunal Courts and Enforcement Act.
4. Local authorities should periodically review their corporate policy on debt and recovery, particularly what level of debt (inclusive of liability order fees) should have accrued before enforcement agent action, as enforcement will add additional costs to a debt.
5. As part of their corporate policy on debt and recovery, local authorities should have a process for dealing with cases that are identified as vulnerable, bearing in mind that different local authorities may have different definitions of a vulnerable person or household. Any local definition of vulnerability should be developed in consultation with advice agencies and enforcement agencies and, wherever possible, the local authority should aim to publish clear guidelines on what constitutes vulnerability locally. Where a local authority's vulnerability criteria apply, in these cases, debts should be considered carefully before being passed to enforcement agencies. Where enforcement agents or other parties identify a vulnerable household, recovery action will be referred to the local authority.
6. Local authorities should regularly review and publish their policies which cover hardship, including how these relate to council tax arrears.
7. Where a household is in receipt of Council Tax Support, the local authority should consider matters carefully and determine whether to pass such cases to enforcement agents, based on the individual circumstances of the case.
8. The debtor may have outstanding claims for Universal Credit, Council Tax Support or other benefit(s) which are contributing to their arrears. Local authorities can suspend recovery once it is established that a legitimate and relevant claim is pending.

9. Local authorities and their enforcement agents should consider offering 28 days hold or “breathing space” on enforcement action if debtors are seeking debt advice from an accredited advice provider.
10. Procedures should exist for debt advisers to negotiate payments on behalf of the taxpayer at any point in the process, including when the debt has been passed to the enforcement agent. In some cases, the debtor may only contact an advice agency following a visit from the enforcement agent.
11. Local authorities and enforcement agents should consider accepting and using the Standard Financial Statement (SFS) or Common Financial Statement in assessing ability to pay as long as this is consistent with securing value for money for all council taxpayers.
12. Each case should be examined on its merits and repayment arrangements need to be affordable and sustainable, while ensuring that the debt is paid off within a reasonable period. Where appropriate, local authorities should provide the flexibility to spread repayments over more than a year, including beyond the end of a financial year.
13. Local authorities should prioritise direct deduction from benefits or attachment of earnings in preference to using enforcement agents. This avoids extra debts being incurred by people who may already have substantial liabilities.
14. Clarity should be provided to the debtor and enforcement agency as to which debts are being paid off, in what amounts and when, especially where a debtor has multiple liability orders. Where appropriate, debts should be consolidated before being sent to enforcement agents.
15. Local authorities should publish a clear procedure for people to report complaints about all stages of recovery action. Local authorities will regularly monitor and, subject to requirements of commercial confidentiality and the Data Protection Act, publish the performance (including complaints) of those recovering debts on their behalf and ensure that contractual and legal arrangements are met.

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.



citizensadvice.org.uk
Published June 2017

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

Support Agencies

Citizens Advice Bureau www.citizensadvice.org.uk.

There are 3 offices local to Hart:

Fleet - Civic Offices, Harlington Way, Fleet, GU51 4AE

Farnborough - Elles Hall, Meuden Avenue, Farnborough, GU14 7LE Yateley

- Royal Oak Close, Yateley, GU46 7UD 03444 111306

National Debt line www.nationaldebtline.org

The National Debt line can give free information to people living in England and Wales. It also provides an information pack on dealing with debt. The line is available on Monday to Friday 9.00am to 9.00pm and on Saturday 9.30am to 1.00pm. 0808 808 4000

Civic Legal Advice

Civic Legal Advice has a telephone helpline which offers advice to people in debt who are on a low income or on benefits. Help is also available on a number of other topics including housing, family, welfare benefits (Upper Tribunal appeals and above), discrimination and education.

The helpline is open from 9.00am to 8.00pm Monday to Friday and 9.00am to 12.30pm Saturday. Outside of these hours, you can leave a message and they will call you back the next working day. 0345 345 4 345

Step Change Debt Charity www.stepchange.org

Step Change Debt Charity is a registered charity offering free, confidential advice and support to anyone who is worried about debt.

There is a freephone helpline where you can speak to a Debt Counsellor. The website offers information on how to deal with your debt. It also offers an online Debt Remedy Tool, which asks you a series of questions about your household, income and expenditure and then provides you with a Debt Remedy tailored to your personal circumstances. 0800 138 1111

Payplan www.payplan.com

Payplan is an independent company offering free debt advice and solutions to clients, such as debt management plans (DMPs). 0808 250 4545

Business Debtline In England and Wales, www.businessdebtline.org.

Business Debtline is a dedicated advice services for small businesses. 0800 197 6026

Money Advice and Law Centres www.lawcentres.org.uk

The website can help you find your nearest law centre.

Ministry of Justice www.gov.uk/find-a-legal-adviser.

The website can help you find a legal adviser.

The Debt and Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020 come into force on the 4th of May 2021; with its object to help people in problem debt, manage their finances & seek professional debt advice. You can access help via Citizens Advice as detailed above.

CABINET

DATE OF MEETING: 1 JULY 2021

TITLE OF REPORT: PROVISIONAL 2020/21 REVENUE AND CAPITAL
OUTTURN POSITION

Report of: Head of Corporate Services and Section 151 Officer

Cabinet member: Councillor James Radley, Deputy Leader and Finance

I PURPOSE OF REPORT

- 1.1 This report presents the provisional revenue outturn for the year ended 31 March 2021 and compares it with the latest approved budget providing explanations of the significant variances.
- 1.2 The report also contains the capital outturn for the year ended 31 March 2021.
- 1.3 This report has been considered by Overview and Scrutiny Committee on the 15th June and an additional appendix has been provided which shows the effect of Covid loss of income and additional expenditure on the revised balanced budget for 2020/21.

2 OFFICER RECOMMENDATIONS

- 2.1 The provisional outturn position of an overspend of £784K after Covid-19 compensation is noted (shown at Table 4.6). This is before accounting adjustments and transfers.
- 2.2 The capital outturn position at 31st March 2021 is noted.
- 2.3 That unspent capital budget is carried forward into the Capital programme for 2021-22.
- 2.4 That Cabinet approves the contributions to earmarked reserves as detailed in Table 6.1 be approved.

3 TIMETABLE

- 3.1 The provisional Statement of Accounts is due to be published on the website on the 31st July 2021. EY LLP will commence their audit at the beginning of August 2021.
- 3.2 The outturn statement will be confirmed as a result of the external audit will final outturn confirmed to Cabinet by the 30th September after any audit adjustments.

3.3 The Audit Committee is due to receive the audited Statement of Accounts together with the Annual Governance Report for signing and approval at its meeting on 26th October 2021.

4 PROVISIONAL REVENUE POSITION

4.1 When the Council set its revised budget in September 2020/21, it was hoped that the result would be a balanced budget, whilst recognising a number of ongoing risks and budget pressures. Forecasts have been closely monitored and when last reported to Members, in March 2021, the anticipated overspend was £621K.

4.2 It is anticipated that after accounting adjustments the total impact on the budgets have been reduced by £91K and now stands at £530K, after Covid-19 compensation has been received and accrued.

4.3 To provide greater detail, the Revenue Outturn 2020/21 as a net cost of services before and after Covid compensation is shown in the tables below; providing Members with details of both expenditure and compensation.

4.4 Two Service areas reported significant overspends before Covid compensation. These were Corporate Services and Technical and Environmental Services; the detail of which is provided at paragraph 4.6.

Table 4.5 (Outturn v Revised Budget 20/21 – excluding Covid Compensation)

Controllable Costs by Service Area	Revised Budget - 2020/21	Revenue Outturn - 2020/21	Variance Outturn v Revised Budget 2020/21
	£'000	£'000	£'000
Corporate Services	4,806	6,358	1,552
Community Services	1,015	904	£111)
Technical and Environmental Services	3,083	4,102	1,019
Place Services	2,180	2,207	27
Net Cost of Services	11,084	13,571	2,487

4.6 The below table reports outturn inclusive of Covid-19 compensation.

Table 4.6 (Outturn v Revised Budget 20/21 – incl. Covid Compensation)

Controllable Costs by Service Area	Revised Budget - 2020/21	Revised Outturn - 2020/21	Variance Outturn v Revised Budget 2020/21
	£'000	£'000	£'000
Corporate Services	4,806	5,398	592
Community Services	1,015	904	(111)
Technical and Environmental Services	3,083	3,652	569
Place Services	2,180	1,914	(266)
Net Cost of Services	11,084	11,868	784

4.7 Members have been updated throughout the year, through quarterly monitoring of the budgetary position. Officers anticipate that the overspend will be reduced further by approximately £254K following accounting adjustments. A summary of the provisional outturn and main variances within each Service is as follows:-

Corporate Services

- Leisure Services: additional payments of £544k made to Everyone Active, as agreed by Council during 2021-2022 these were in addition to lost income to ensure our leisure centres were able to re-open and were financially sustainable post lock-down.
- There was an underspend of (£358K) in respect of Covid Grants not spent in 2020-21, this balance will be transferred to Earmarked Reserves, subject to approval. This is due to a significant proportion of the grants being paid to the Council in 2020-21 but for utilisation during 2021-22. These grants will be spent in 2021-22.
- There was an underspend of (£157k) with regards to Pension Past Service Costs as an accrual had already been made through the Balance Sheet.
- The Council paid £102k in respect of additional Housing and Council Tax Benefits paid during 2020/21, this is due to higher levels of claimants and the requirements of our Local Council Tax scheme.
- Additional costs were incurred of £84K in Commercialisation largely due to sub-contracted works and consultants fees not included in the revised budget particularly associated with the Swan at North Warnborough, and costs pertaining to Edenbrook Flats, plus advice provided on potential future investments. These costs will be recovered either through capitalisation or recovery of costs incurred on behalf of the housing company.
- There was a £65k overspend caused by the lack of ability to recover costs anticipated in the budget, through the court process during 2020-21 in respect of debt collection.

Community Services

- There was a (£91k) underspend in Community Safety; the key drivers of this variance were a £32k overspend on Salaries and (£114k) underspend on Fees and Hired Services as the service was brought in house.
- There was (£42k) underspend in Social Inclusion including an (£52k) underspend in respect of Homelessness Costs, these underspends will be transferred to reserves.
- There £39k overspend in the area Domestic Abuse is not so much an overspend as spend prior to drawdown, from specific earmarked reserves as the earmarked reserve was only drawn down at the year end, this will be reflected in the large range of accounting adjustments that are processed as part of the creation of financial statements.
- There was a (£9k) underspend in Health and Wellbeing attributable to no external training provider costs due to the Covid 19 pandemic restrictions.

Technical and Environmental Services

- There are currently uninvoiced costs of £1.121m on the Waste contract. This is being investigated by an external consultant.
- When the revised budget was created due to the exceptionally low levels of car parking income in the first quarter and some uncertainty over Covid compensation income budgets were reduced. However, compensation was recovered at the full level, which provided additional recovery of income of (£155k) underspend for Off-Street Car Parking and (£44K) for on street parking.
- There was (£86k) underspend for Drainage of which (£74k) was attributable to postponement of sub-contracted work due to Covid 19.

Place Services

- (There is £46k) underspend in Environmental Health Protection due to Salary Savings.
- There is (£81k) underspend for Hackney Carriages attributable to (£12k) reduced costs from Shared Services and (£52k) due to be received from Basingstoke and Deane Borough Council in respect of renewal costs.
- There is (£31k) underspend in Business Support comprises of a saving of (£45k) in respect of Software Purchases and Licensing and an overspend of £13k in Staff Salaries.
- There was a £22k overspend in respect of the Print Room, when the revised budget was set it was expected there to be minimal printing during lockdown. However, printing has remained at similar levels to the previous year despite lockdown occurring.
- There was a (£46k) underspend in Land Charges attributable to additional Land Charge Search Fee Income (£26k) and (£18k) Government Compensation Fee Income.

5. CAPITAL POSITION

- 5.1 Total capital spending in 2020-21 was £1,344k, an under spend of £21,044k against the approved budget of £22,378k. The following table summarises the position by

service area. Detailed information is shown in Appendix 2. It should be noted that this budget was set prior to Covid-19 which significantly affected perceived risk in commercial property investment and significantly slowed down the delivery of the program for Technical and Environmental Services. The 2021-22 budget has been tested and reviewed to ensure that it is deliverable within 2021-22.

Service Area	Approved Budget	Actual Expenditure	Variance
	£000	£000	£000
Corporate Services	17,193	247	-16,946
Place Services	24	0	-24
Community Services	579	649	70
Technical and Environmental Services	4,582	438	4,144
Total capital programme	22,378	1,334	21,044

5.2 Capital expenditure in 2020/21 has been funded as follows:

Financed By:	£'000s
Useable Capital Receipts	213
Developers' Contributions	317
Disabled Facilities Grant	645
Environment Agency	4
Earmarked Reserves	155
Total	1,334

6 REVENUE BUDGET CONTRIBUTIONS TO EARMARKED RESERVES

6.1 Officers have requested that a number of unspent budgets in 2020-21 are carried forward to the current year to allow them to complete planned expenditure programmes. The amounts requested to be carried forward are detailed below:

Type of Expenditure	Amount £'000	Reason
Transfers to Reserves		
Edenbrook SANGS	705	SI06 receipts received in 2020/21.
Affordable Housing	700	SI06 receipts received in 2020/21.
Biodiversity SANGS	169	SI06 receipts received in 2020/21.
Bramshot SANGS	3,466	SI06 receipts received in 2020/21
Small SANGS Sites	1,582	SI06 receipts received in 2020/21
Open Spaces	15	SI06 Receipt received during 2020/21
Roundabout Sponsorship	28	Sponsorship Income received in 2020/21 not utilised.
NNDR Smoothing Reserve	5,146	Required to fund next year's collection fund from grants received in 2021-22
Covid Hardship Funding	319	Unspent Ringfenced Covid Grants from 2020/21

Covid 19 Reserves	414	Unspent Non-ringfenced Covid Grants from 2020/21
Total transfers to reserves	12,544	
Transfer from Reserves		
Housing Initiatives	26	Funding 2020/2021 work at Providence House
Fleet Pond Overflow Repair	35	Provision released as no longer required
Corporate Reserve	283	Funding 2020/2021 work on the New Settlement at Shapley Heath
Homelessness Grant	46	Funding 2020/2021 work on Social Inclusion and Partnership – Homelessness
Homelessness Trailblazer Grant	101	Funding 2020/2021 work on Social Inclusion and Partnership – Homelessness
Flexible Homelessness Grant	20	Funding 2020/2021 work on Social Inclusion and Partnership – Homelessness
Domestic Abuse	65	Funding Domestic Abuse Initiatives during 2020/2021
Dilly Lane Notice Boards	1	Dilly Lane Noticeboard works during 2020/2021
S106 Open Spaces	53	1/20th draw down for open spaces works in 2020/2021.

Type of Expenditure	Amount £'000	Reason
S106 Edenbrook SANGS	272	Funding work undertaken at Edenbrook in 2020/2021 – Bike track plus other works
SANG Affordable Housing	367	Correction in allocation of split of S106 receipts received in 2020/2021
SANG Biodiversity	89	Correction in allocation of split of S106 receipts received in 2020/2021
Bramshot Farm	1,978	£218k funding of Revenue, £100k funding of Capital, £850k credit note to S106 developer, £810k correction in allocation of split of S106 receipts received during 2020/2021
Small SANG Sites	115	Funding work undertaken at Small SANG Sites in 2020/2021
Council Chamber Audio, AV and Streaming	35	Funding work undertaken during 2020/2021
Fleet Pond Rural Payments Agency	7	Capital Financing of Fleet Pond works in error. Offset by reversal in transfers to reserves

Digital Transformation Reserve	230	£195k capital financing of IT upgrade in error. Offset by reversal in transfers to reserves. £35k financing of Rev Solutions Limited for consultant support to in-housing of exchequer services
<u>Total transfers from reserves</u>	<u>3,723</u>	
Budget Carry Forwards		
Bramshot Farm Revenue	2	Culvert Extension/Repair delayed due to Covid 19.
Tree Safety	4	Tree Safety Works at Fleet Pond
Odiham Common	8	Countryside Stewardship Funds received from Rural Payments Agency but not yet spent.
Environment Promotion Strategy	4	Water Safety Training, Tractor Training, Basic Tree Safety Inspection and Advanced Tree Safety Inspection for staff delayed due to Covid 19 restrictions.
Odiham Common	1	Dragon's Teeth installation at Vehicle Access Point delayed due to Covid 19
Hart Drainage	8	To cover MSc costs for new Flood Risk Management Officer.
Neighbourhood Planning	40	Neighbourhood Plans postponed due to Covid 19.
Type of Expenditure	Amount £'000	Reason
Fleet Pond Revenue	10	Security workshop for Countryside workshop delayed due to delay in supply of materials.
Environment Promotion Strategy	1	Greenkeeper Report
Hazeley Heath Grazing Project (Capital – HAY023)	24	Hazeley Heath Fencing works delayed due to increase in material costs.
<u>Total Carry Forwards</u>	<u>102</u>	

7 CONCLUSION

- 7.1 The Covid Pandemic has provided an unprecedented operating environment presenting a diverse range of challenges for budgeting, forecasting and delivering services.
- 7.2 A revised way of budget monitoring and forecasting will be brought in following the transfer of the waste contract client management role to Basingstoke and Dean Council to ensure that budgeting and forecasting are accurate and fully tested.

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

APPENDICES

Appendix 1 - Capital Variances for 2020/21

Appendix 2 - Details of Carry Forward Requests

Appendix 3 - Briefing Note; the effect of Covid on the revised budget 2020/21

Appendix I - Capital Variances for 2020/21

Directorate = Place Services				
<u>Cost Centre</u>	<u>Cost Centre Description</u>	<u>Narrative</u>	<u>Over - Performance - £'000</u>	<u>Under Performance - £'000</u>
HAY042	Dog Warden Vans	No in year expenditure to date against a total Budget of £24k.		£24
TOTAL			£0	£24
Net Performance for Place Services			£0	£24

Directorate = Community Services				
<u>Cost Centre</u>	<u>Cost Centre Description</u>	<u>Narrative</u>	<u>Over- Performance - £'000</u>	<u>Under Performance - £'000</u>
HAY001	Disabled Facilities Grant	£645k spend to date against a £500k Budget for 2020/21. Deficit to be funded from Reserves (Currently £913k)	£145	
HAY010	Private Sector Renewal	Only £4k of expenditure during 2020/21 against a Budget of £45k, this can largely be attributed to social distancing and Covid Restrictions.		£41
HAY016	CCTV	No expenditure incurred during 2020/21		£34
TOTAL			£145	£75
Net Performance for Community Services			£70	£0

Directorate = Environmental and Technical Services

<u>Cost Centre</u>	<u>Cost Centre Description</u>	<u>Narrative</u>	<u>Over-Performance - £'000</u>	<u>Under Performance - £'000</u>
HAY003	Odiham Common	Track expenditure costs, nothing in 2020/21 Budget to be funded from S106 Receipts	£6	
HAY006	Fleet Pond Visitor Enhancements	No expenditure during 2021/22 against a Total Budget of £106k		£106
HAY008	Bramshot Farm	Total spend on scheme during the year was £101k including £56 of Staff Salary Costs attributable against a Total Budget of £1m		£899
HAY012	Mill Corner, North Warnborough	Clearance of Wood Debris from the Dam against a Total Budget of £0	£2	
HAY013	Church Road Improvements	Other professional services for investigation into failure of the Car Park Surface in Church Road against a Total Budget of £0	£2	
HAY015	Kingsway Flood Alleviation Scheme	Stage 2 costs of £2k incurred against a Total Budget of £59k		£57
HAY017	S106 Leisure Parish	Payment to Fleet Town Council for the new playground from the S106 Leisure Parish against a £0 Budget - to be funded from S106 Reserves.	£287	

HAY018	Fleet Pond Nature Reserve	No expenditure incurred during 2020/21 against a Total Budget of £12k		£12
HAY023	Hazeley Heath Grazing Projects	Fence Cost accrued of £24k against a Total Budget available of £80k		£56
HAY024	Hazeley Heath Notice Boards	Net expenditure of £1k against a £0 Budget	£1	
HAY026	Hartley Wintney Common Access Improvements	No expenditure during 2020/21 against a Budget Available of £80k		£80
HAY028	Edenbrook CP - Play Tree	No expenditure during 2020/21 against a Budget Available of £30k		£30
HAY029	Edenbrook CP - History Walk	No expenditure during 2020/21 against a Budget Available of £20k		£20
HAY032	Edenbrook CP - Skate Park	Expenditure on preparation of the bike track of £50k against a total available Budget of £220k.		£170
HAY033	Edenbrook CP - Teen Health	No spend during 2020/21 against an available Budget of £65k		£65
HAY034	Edenbrook CP - Visitors Improvements	Expenditure on 6 benches at the site totalling £3k against a total budget available of £73k		£70
HAY035	Fleet Pond Fencing	Credit Balance relates to an Accrual Reversal from 2019/20. This was expected to Net Off; however there has been a dispute over the design over the fence and currently no invoice is expected.		£33

HAY039	Refuse Vehicles	Expenditure to date against £0 Budget for 2020/21 - Accounting correction to be made at Year End as this was an error from 2019/20		£81
HAY046	Fleet Pond Green Grid Engineering	Spend on professional services and Third Party Payments - Havant Borough Council preparation of Planning Application and Tender Documents totalling £56k against a total available budget available of £2.1m		£2,043
HAY047	Fleet Pond - Green Grid Ecology	No spend during 2020/21 against a total available budget of £720k		£720
TOTAL			£298	£4,442
Net Performance for Environmental and Technical Services			£0	£4,144

Appendix 2 – Capital Grants Carry Forward 2020-21

Service Area	Scheme	Original Budget 2020/21	Carried Forward 2019/20	Current Available Budget 2020/21	Actual Expenditure	Total Carry Forward
		£'000	£'000	£'000	£'000	£'000
Corporate	Upgrade to IT infrastructure	361	497	858	195	(663)
	Investment Property	0	0	0	43	43
	Investment - Frogmore Leisure Centre	0	35	35	9	(26)
	Acquisition Programme	16,300	0	16,300	0	(16,300)
	Total for Corporate Services	16,661	532	17,193	247	(16,946)
	Place Services	Dog Warden Van	11	13	24	0
Total for Place Services		11	13	24	0	(24)
Community Services	Disabled Facilities Grants	500	0	500	645	145
	Private Sector Renewal - Minor Works Grants (Home trust Loans)	30	15	45	4	(41)
	CCTV- Rushmoor	0	34	34	0	(34)
	Total for Community Services	530	49	579	649	70
Environmental and Technical Services	Odiham Common (S106)	0	0	0	6	6
	Fleet Pond Visitor Enhancements	0	106	106	0	(106)
	Bramshot Farm	0	1,000	1,000	101	(899)
	S106 Leisure Parish Funded Projects	0	0	0	287	287
	Fleet pond Nature Reserve	0	12	12	0	(12)

Visitor Strategy (SI06)					
Hazeley Heath Grazing Project	0	80	80	24	(56)
Hazeley Heath Notice Boards	0	0	0	1	1
HW Central Common Access Improvements	0	80	80	0	(80)
HW QEII Fields Improvements	0	0	0	1	1
Edenbrook CP Play Tree	0	30	30	0	(30)
Edenbrook CP History Walk	0	20	20	0	(20)
Edenbrook CP - Skate/Bike Park	0	220	220	50	(170)
Edenbrook CP - Teen Health	0	65	65	0	(65)
Edenbrook CP - Visitor Improvements	0	73	73	3	(70)
Fleet Pond Fencing	0	17	17	(16)	(33)
Fleet Pond Green Grid Engineering	2,100	0	2,100	56	(2,044)
Fleet Pond Green Grid Ecology	720	0	720	0	(720)
Mill Corner, North Warnborough	0	0	0	2	2
Church Road Improvements	0	0	0	2	2
Kingsway Flood Alleviation Scheme	0	59	59	2	(57)
Refuse Vehicles	0	0	0	(81)	(81)
Total for Environmental and Technical Services	2,820	1,762	4,582	438	(4,144)
TOTAL CAPITAL PROGRAMME	20,022	2,356	22,378	1,334	(21,044)

Appendix 3 - Briefing Note for Members on outturn at 31 March 2021.

The below table shows the draft outturn after Covid compensation received and accrued up until the 31st March 2021.

Controllable Costs by Service Area	Revised Budget - 2020/21	Revised Outturn - 2020/21	Variance Outturn v Revised Budget 2020/21
	£'000	£'000	£'000
Corporate Services	4,806	5,398	592
Community Services	1,015	904	(111)
Technical and Environmental Services	3,083	3,652	569
Place Services	2,180	1,914	(266)
Net Cost of Services	11,084	11,868	784

At Overview and Scrutiny Committee on the 15th June 2021, Members asked if a reconciliation could be provided of service underspends and overspends to enable Members to be able to understand where overspends or underspends had occurred that were not purely attributable to the Pandemic.

This has been done for each service area below with additional narrative

Corporate Services

Service Area	Covid / Non-Covid	Value (£'000)
Internal Audit	Covid Expenditure	27
Housing Benefit and Council Tax Benefit	Covid Expenditure	102
Leisure	Covid Expenditure	399
Revenues and Benefits – Court Fees	Covid Expenditure	64
Accountancy	Non-Covid Expenditure	273
Commercial – The Swan	Non-Covid Expenditure	85
Additional Covid Grants received	Covid Expenditure.	(358)
	Total	592

The material overspends and underspends have been detailed above. There has been additional expenditure on Housing Benefit and Council Tax Benefit, subject to the year end audit, housing benefit spend can be recovered. The Leisure Expenditure is the unrecovered spend required to maintain sustainability of the contract. Additional spend on Internal Audit is due to members of the in-house internal audit team being seconded to Business Grants payments. Due to a pause on recovery, Council Tax and Business Rates debts were not taken to court during the pandemic which

has led to an overspend of £64K. As detailed in the report there was a recharge error on the additional expenditure incurred as a result of the previous accountancy contract being terminated. The Council has had to incur significant costs on the Swan at North Warnborough. The scaffolding and hoarding has had to be replaced and a number of surveys have been carried out. There was no budget in place for this work. The above expenditure has been offset by additional Covid grants received which were not fully spent at year end.

Community Services

Service Area	Covid / Non-Covid	Value (£'000)
Community Safety	Non-Covid	(91)
Health and Wellbeing	Covid	(9)
Various low level underspends	Non-Covid	(11)
	Total	(111)

The key drivers of underspends for Community Services were savings derived from exiting the previous shared service community safety contract. There was also an underspend on Health and Wellbeing as various stakeholder engagement projects did not take place.

Technical & Environmental Services

Service Area	Covid / Non-Covid	Value (£'000)
Drainage	Covid	(88)
Waste Contract net overspend	Non-Covid	1088
Bramshot Farm	Covid	(22)
Environmental Promotion Strategy	Non-Covid	(249)
Various parking underspends	Covid	(41)
Street cleaning	Covid	(45)
Traffic Maintenance	Covid	(37)
Climate Change	Non-Covid	(10)
CCTV	Non-Covid	(9)
		569

A number of service areas in Technical and Environmental have underspent due to projects not being taken forward during the pandemic. Street cleaning staff provided by East Hants were furloughed and little traffic maintenance work was carried out. Environmental Promotion work was funded by SANGs and lower levels of work took place at Bramshot Farm. The revised CCTV contract has delivered savings and Climate change staff costs were lower than budget. This is all offset by an overspend on the Basingstoke Waste code. Independent investigations are being undertaken to understand this unforeseen cost.

Place Services

Service Area	Covid / Non-Covid	Value (£'000)
Land Charge Income	Non-Covid	(46)
Underspend EH staffing	Non-Covid	(46)
Planning Income	Non-Covid	(39)
Hackney Carriages	Non-Covid	(81)
Building costs and utilities	Covid	(34)
Building Control	Non-Covid	(20)
	Total	(266)

The main underspends in Place are driven by additional land charge income due to additional searches as people move before the Stamp Duty holiday ends. In addition Building Control income, Hackney Carriage Income and Planning delivered well against reduced income targets provided in the revised budget.

CABINET

DATE OF MEETING: 1 July 2021

TITLE OF REPORT: **APPROVAL OF REFRESHED COMMERCIAL
PROPERTY INVESTMENT STRATEGY**

Report of: **Head of Corporate Services and S.151 Officer**

Cabinet Portfolio: **Commercialisation**

1 PURPOSE OF REPORT

- 1.1. This report seeks Cabinet approval of a refreshed Commercial Property Investment Strategy.

2 OFFICER RECOMMENDATION

- 2.1 That Cabinet approves the refresh Commercial Property Investment Strategy (attached as Appendix 1).

3 BACKGROUND

- 3.1 The initial Hart Commercial Strategy was published in August 2018. This established that commercialisation can have a range of definitions.

However, in the local government realm, it is normally identified as an action or range of actions, which leads to

- an increase in income,
- a reduction in costs (e.g. overheads)
- improve efficiency of service which decreases current or future costs.

- 3.2 As the financial and economic environment changes however, it is important to reflect this and update any commercial strategy to ensure it remains fresh and responsive. And at a time of continuing uncertainty on future financing of Local Government a focused, clear strategy is required to improve the resilience of the Council's finances, to ensure front line services are protected for our communities.

- 3.3 Recent changes which must be borne in mind when considering the Commercial Strategy includes
- The Government's response to the 2020 Chartered Institute of Public Finance and Accountancy (CIPFA) consultation on the Public Works Loan Boards lending to Local Authorities
 - Changes in the economic climate and demand for commercial property.
 - The ability to achieve corporate goals by considering the wider benefits of investment.

3.4 Overview and Scrutiny Committee met on the 15th June and considered a draft of the Commercial Property Investment Strategy and supported it but asked that Cabinet consider that the refreshed approach at this time should be more simply focused on the immediate priority of secure long term financial revenue until such time as the necessary income generating targets had been met. The refreshed Strategy attached at Appendix 1 reflects these suggestions.

4 CONSIDERATIONS

4.1 The refreshed Commercial Property Investment Strategy (the Strategy) attached at Appendix better reflects the changes and differing challenges that lie ahead. Its aim is to provide a more cleared and structured approach to commercial property investments. Not only is it focused on the immediate short term need to generate income to support the delivery of services, but it also recognises the social and economic benefits to Hart residents through the creation of a balanced property portfolio.

4.2 Furthermore, the Strategy, provides a more detailed framework for the Council's approach to investment including the objectives, scope and priorities and the balance of risk and reward.

4.3 To aid transparency and comparison, the main changes from the previous Commercial Strategy are as follows:

- Emphasis on investment within the district, whilst still enabling investment in the wider Local Enterprise Partnership areas
- Provides greater clarity on the evaluation of investment opportunities, based on a range of performance indicators
- Reflects the change in Public Work Loan Board borrowing rules that prevent a Local Authority borrowing for yield and how investments will continue.

5 FINANCIAL IMPLICATIONS

5.1 The Council in 2018 set a challenging target of generating £2m in net revenue from commercialisation. In terms of property acquisition, it has been relatively successful and is now well on the way in meeting this target:

	2020/21 actual £'000	2021/22 budget £'000	2022/23 budget £'000
Property One – Office Commercial	383	383	383
Property Two – Residential		196	392
Pipeline opportunity (contracts exchanged)		500	700
Total	383	1,079	1,475

5.2 The proposed refreshed Strategy seeks to build on this sound progress.

5.3 Any investment opportunities arising from the draft strategy, will be subject of a separate business case and decision-making processes

6 ACTION

6.1 Subject to Cabinet's agreement, the refreshed Strategy will be implemented immediately.

Contact Details:

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APPENDICES

Appendix 1 – Proposed Commercial Property Investment Strategy

Hart District Council –

Commercial Property Acquisition and Investment Strategy

Introductio

1. This Commercial Property Acquisition Investment Strategy (“the Strategy”) aims to reinforce the current robust framework for the acquisition of property investments. It is to be followed as the Council strives to create a balanced Property Investment Portfolio, from which to derive a long term, sustainable revenue stream.
2. The key priority now is to ensure the Council’s uses its resources to generate short- and medium-term revenue income for the Council to support the funding and delivery of services to Hart residents. It seeks aims to generate a 3-4% revenue return¹ on investment when assessed as an average across the whole portfolio. There may however, be other investments where further flexibility is required, where the key objective is not necessarily yield and these cases are to be considered on a case-by-case basis where the S151 Officer and Monitoring Officer will require additional governance and approvals before investment is committed.
3. The target investment is to build a balanced portfolio with a capital value of up to £50M which will be financed where possible prudential borrowing in accordance with the Council’s Medium Term Financial Strategy (MTFS).
4. The priority will be to invest within Hart district (all residential acquisitions must be with the area of Hart) but the Strategy supports the need for flexibility in acquisition of commercial investment properties outside the district boundary as there are insufficient commercial property opportunities available within the Hart district that:
 - Will enable the investment of £50m within the parameters identified within the strategy
 - Will enable the mix of investment property types stipulated (to mitigate risk)
 - Will enable the Council to achieve the liquidity required from the investment portfolio
 - Will provide the substantial covenant strengths required for long term secure property investment.

Borrowing and Risk

5. In making any decision to invest in property, the Council will consider the statutory investment guidance issued this year from the Ministry of Housing, Communities and Local Government (MHCLG), and CIPFA’s Prudential Code, which sets the governing framework for borrowing for commercial return.

¹ This strategy is intended as a guide and any values or % are provided as indicators to the underlying principle of the policy and are not specific requirements.

6. While allowing for flexibility, both set out as a matter of prudence that local authorities need to consider the long-term sustainability risk implicit in becoming too dependent on commercial income, or in taking out too much debt relative to net service expenditure.
7. Borrowing in advance of need purely for commercial purposes is not consistent with the Code or with the guidance.

Background

8. The Council agreed a Commercialisation Strategy in August 2018. It has since worked on procuring a modest property portfolio made up of operational assets, investment assets (both residential and commercial) and community assets. A review of operational assets has already been undertaken to ensure the efficient use of Council property and an action plan is included in the recently updated Asset Management Plan.
9. The Council is looking to progress an approach to commercialisation, set out by this updated property acquisition and investment strategy, that aims to promote investments that will generate net additional income and improve efficiency of services to decrease current or future costs. It is recognised however, that given the current commercial climate, the number of commercial opportunities with short term gain may be limited and returns on investments are unlikely to significantly increase in the short term.

Objectives

10. The objectives of the Strategy are to:
 - Secure long-term additional commercial income through strategic property investment/asset-based investments that support the Council's Corporate Plan.
 - Achieve a balanced investment portfolio of acquisition, retention and management of good quality asset-based investments that together deliver an effective, stable and significant income return to the Council.
 - Make more efficient use of assets in order to reduce the costs of Council owned and occupied assets.
 - Make investments that contribute to the improvement, development or regeneration of the district to the benefit of its residents²;
 - Make investments that support climate emergency targets and promote those which reduce carbon emissions, support renewable energy, water and energy efficiency or any other objectives as set out in the Climate Emergency Action Plan.
 - Achieve a consistent approach to considering investment opportunities, enable prioritisation of investment opportunities that meet council priorities and provide an ethical framework to support decision making
 - Maximise income return whilst minimising risk through the governance and monitoring processes as outlined in this strategy

² This Strategy is not in itself intended to be a regeneration strategy. It is a property investment and acquisition strategy. Regeneration projects fall outside this strategy and delegation process:

- Support delivery of the Council's strategic goals as articulated in the Corporate Plan and 'Vision 2040' for the district, the Council's Corporate Property Strategy and Asset Management Plan, Economic Development Strategy and Climate Emergency Action Plan.

Scope

11. This Strategy promotes a programme of investment, using a range of opportunities to build a portfolio of investments that generate income and reduce costs, to meet council priorities and objectives.
12. It is planned that up to £50 million will be invested over 5 years.
13. The Council intends to make investments in three key areas:
 - **Income generation:** Increase income through strategic property investment / asset-based investments
 - **"Invest to Save" via:**
 - **Cost Reduction:** Reduce the costs of Council owned assets
 - **Efficiency:** Improve the efficiency of services to decrease current or future costs
14. The strategy also promotes opportunities for co-investment with partner organisations of good financial and reputational standing. The options of local joint venture opportunities that meet the objectives of the Strategy should therefore be supported subject to approval of Council.

Priorities

15. The Council will promote investments in **priority sectors** and **geographic areas**, by **property type** and in order to create **economic and social value** to Hart residents and business albeit recognising that some of these benefits may be realised by investing functional economic areas outside of Hart's immediate boundaries.
16. The Council will also look at "Invest to Save" opportunities whereby a clear case can be made for savings achieved from a more efficient provision of services or use of current assets.
17. Proposed investments will be assessed to ensure that they meet the objectives of the strategy and support delivery of the Council's strategic objectives.

Priority Sectors

18. Investment will focus on **priority sectors** where investment is needed, targeting projects that support business growth and regeneration and there is alignment with broader objectives, specifically:
 - Digital Technology, particularly telecommunications, data processing and specialist electronics
 - Professional Services
 - Hospitality
 - SMEs and Micro Businesses
 - Farm diversification
 - Rural tourism, culture and heritage

Priority Geographic Areas

19. Over time, opportunities will arise to acquire commercial property investments within Hart District. Such acquisitions can bring opportunity to safeguard the economic vitality of locations within the district as well as present regeneration opportunities and/or income generation. Properties adjacent to existing Council holdings could be of particular interest where potential gains can be identified, either immediately or at a future date, by combining ownership interests. However, acquisitions beyond the district boundary on a case-by-case basis must be considered. This could broaden the opportunity to acquire good quality investments covering the range of types and locations.
20. The priority **geographic areas** are:
- **Hart District** - Hart would be the preferred location for investment opportunities including acquisitions so that reinvestment is directly retained within the local economy and any additional capital expenditure is made in the local area. All residential acquisitions will be within Hart District's administrative area.
 - **Local Area** - Commercial asset-based investment should be within the local region as defined within the local LEP area(s). The M3 Enterprise LEP area, Solent LEP or Thames Valley Berkshire LEP area should be considered for fresh acquisitions as there is evidence (such as travel to work information for example) that demonstrates that investment in these areas has a positive impact on Hart's economy.

Priority Property Types

21. Investment will target **priority property types** for acquisitions, retention, and improvement:
- Office, predominantly small flexible and start up business premises
 - Industrial/warehouse, light industrial premises to support rural enterprises and SMEs
 - Flexible, grow on space to support micro firms
22. The following property types may also be desirable if investment aligns with strategic priorities, objectives and/or other investment priorities:
- Leisure and mixed use
 - Residential
 - Retail

Other Priorities

23. Investments that create the following economic, environmental, and social value will be prioritised:
- Create opportunities for local businesses
 - Create jobs and training for residents
 - Attract inward investment into Hart district

Sources of Funding

24. All investments must be fully funded, and this should be assessed as part of the governance process for investment decision making.
- Investment will be funded from a variety of source Improves the affordability and availability of housing
 - Improve energy consumption and reduce carbon emissions and carbon footprint

- Support delivery of the objectives of the Climate Change Action Plan and recent declaration of the Climate Emergency.

Types of Investment

25. The types of investment that the commercial strategy is promoting are:
- **Acquisitions** of assets of priority types, in priority sectors or geographic areas where the acquisition will generate additional commercial income to the Council
 - **Asset Improvement** to maximise the income generation/return on investment from new and existing Council owned assets
 - **“Invest to Save”** where a clear case can be made for savings achieved from a more efficient provision of services or use of current assets
 - **Partnerships and/or joint venture opportunities** to leverage additional private sector resources (skills or finance).
 - The Strategy also promotes other approaches that contribute towards achieving savings/reducing costs and improving buying through smarter contracts with more robust performance management frameworks tied to outcomes.
 - The disposal of assets will also be promoted where holding and retention of that asset is not generating or increasing income return and its disposal will reduce costs, improve efficiency and/ or meets the aims of achieving a balanced investment portfolio
26. Where possible, internal borrowing will be utilised in the first instance, as this is currently more cost effective than external borrowing.

Investment Criteria

27. All investments will be assessed against its strategic alignment and whether it meets financial, and economic and social value criteria albeit that the overriding objective in the short term is to secure sufficient revenue to support continuous service delivery on behalf of Hart’s residents.
28. Investments are not expected to meet all (or any of) the economic and social criteria so long as the strategic objectives are met **AND** the financial metrics are met.
29. A decision to invest will depend on the balance of performance against the following criteria. All investments will be assessed against the following:
- Level of income generation
 - Maximising return on investment
 - Optimising utilisation of land and buildings
 - Reducing costs of Council owned assets
 - Making a positive impact on the portfolio – providing diversification/balance
 - Growing and stabilising business rates income

Economic, Environmental and social criteria

30. Investments should also be considered using the following criteria to ensure that the maximum economic, environmental, and social benefit is achieved. Investments should also aim to:
- Make a positive impact on Hart's economy, which should be assessed via the value of Gross Value Added (GVA) uplift to the district and improving the district's productivity
 - invest in the redevelopment or improvement of the Council's own landholdings for these purposes.
 - Improve the affordability and availability of housing
 - Support the achievement of climate emergency targets and seek to reduce carbon emissions, support renewable energy, water and energy efficiency or any other objectives as set out in the Climate Change Action Plan.
31. No targets have been set against these criteria as the extent to which they are achieved will depend on the actual investments.

Governance & Decision Making

32. The commercial market is very quick and decisive, and the Council has recognised that decisions made to procure and invest in commercial opportunities will not necessarily suit standard local authority decision making processes. Where commercial decisions have to be made, the Council has in place strong governance arrangements that allow quick, transparent, and accountable decision-making processes.
33. All decisions in respect of property acquisitions and disposals are determined to the Joint Chief Executive, in consultation with the Portfolio Holder for Commercialisation, the Chairman of Overview and Scrutiny Committee, and the Section 151 Officer, irrespective of value (albeit this is already limited by the Council's Constitutional limit on borrowing to £30m in total). Once a decision has been reached this will be reported to Cabinet at the earliest opportunity.

Performance and Monitoring

34. The Strategy has been prepared for a 5 year period 2021 – 2026. During this period, the Council will undertake regular monitoring of the Strategy and the portfolio of investments, including the investment property portfolio, to ensure visibility of budget spend.
35. Progress in delivering against the objectives of this Strategy will be monitored and annually reported to Overview and Scrutiny Committee and Cabinet.
36. The Council will take action to ensure the portfolio of investments continues to perform against the objectives of the Strategy. This will include exiting an investment (should it be non-performing or to limit losses) or the disposal of assets where holding and retention of that asset is not generating or increasing income return and its disposal will reduce costs, improve efficiency and/ or meets the aims of achieving a balanced investment portfolio.

Risks

37. The Council acknowledges there are risks involved in pursuing a commercialisation approach and in investing in commercial investment opportunities. This Strategy provides a framework for the appraisal of

investment opportunities and the governance and decision making proposed will allow risks to be identified, assessed, and minimised as far as possible.

38. By creating and assessing investments as a portfolio, this will allow the Council to manage risk and give it the ability to invest in some higher risk activities that have higher potential returns, where these risks are offset against some lower risk opportunities across the portfolio.
39. The key risks and mitigation measures are set out in the table below. Detailed risk registers following the standard format of the Council’s risk register will be provided as part of annual monitoring reports to Overview and Scrutiny Committee.

Risk	Mitigation
Investment opportunities do not meet the investment criteria	A portfolio approach will offer the ability to invest in a range and variety of investment opportunities. Both financial and non-financial criteria are to be used in the assessment of investment opportunities.
Legislative framework - Recent guidance from CIPFA on deterring borrowing for investment purposes to seek to generate a yield	The Strategy includes both financial and non-financial criteria for the assessment of investment opportunities and a business case will seek to show alignment with both to demonstrate that any borrowing will not be solely for investment purposes
The Political environment – recent guidance has suggested that Local Authorities should be more considered when making investment decisions, with the preference from Central Government seemingly to be against a commercial investment approach	A business case is to be prepared for each individual investment decision and this will flag or consider any commercial or political constraints on the proposed investment opportunity
The continued restrictions in place on access to Public Works Load Board (PWL).	To be monitored and considered by the Council. Internal borrowing to be utilised in the first instance.
COVID 19 & the Economy – the impact on the local economy and likely recession may reduce the viability of investment proposals	The strategy will operate on a commercial basis and will not therefore be investing into financial unviable schemes. However, the strategy will promote investment to support economic growth and aid economic recovery post COVID 19.

Risk	Mitigation
Resources and Skills – A lack of available or suitable resources could result in delays sourcing of investment opportunities	A Senior Responsible Officer to be identified with suitable skills who is responsible for sourcing and identifying investment opportunities
Benefit Realisation	Regular monitoring of performance and benefit realisation through the life of the investment and clear exit strategy in place.
Reputation - concerning liability surrounding investments, public perception of investments made and adhering to responsible and sustainable practice.	A communication & engagement strategy may be required to manage the public perception of the Strategy.

Annex A – Example SIFT document

The purpose of this document is to provide an overview of the investment opportunity so it can be sifted initially by the Section 151 Officer, before detailed work is undertaken on a Business Case that is then presented to the Joint Chief Executive, Chairman of Overview and Scrutiny Committee and Portfolio Holder for Commercialisation.

This template is to be completed to outline the potential opportunity at a high level

Key information overview

Name of Investment Opportunity	<i>Name of investment scheme/opportunity</i>
Total Value of Investment Requirement	£
Source of the Investment	<i>Add name/source</i>
Date of Submission	<i>Enter date</i>
Investment Opportunity Overview	<i>Add text describing the scheme or investment opportunity</i>
Does the proposal align with the Investment Strategy?	<i>Outline how the investments meets the Investment Strategy objectives, criteria, priority sectors, property types and priority geographic areas</i>
Could the proposal bring economic and social benefit to the district?	<i>Outline the potential economic benefits of the investment in reference to the priorities in the Investment Strategy</i>
Are there environmental and/or sustainability benefits from the proposal?	<i>Outline the potential environmental benefits of the investment in reference to the objectives of the Climate Change Action Plan</i>
Does the investment in itself provide a 4% return individually or will it ensure the portfolio return remains at least at 3-4% after borrowing costs?	<i>Outline the potential level and type of return to the extent known</i>
What are the potential funding source(s)?	<i>Describe main source(s) of funding</i>
What is the duration of the investment?	<i>Enter timescales</i>
What is the exit strategy?	<i>Describe outcome at end of investment period RAG rating to be given to assess ease of exit</i>
What are the potential risks	<ul style="list-style-type: none"> <i>Describe key risks</i>

	<ul style="list-style-type: none"> • xxx
--	---

Recommendation

RECOMMENDATION	xxx
Is the total Investment Value within delegated authority limits?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Considerations	<ul style="list-style-type: none"> • Describe any other considerations needed in making the investment decision Xxx

Alignment with Priorities

<u>Objectives</u>	Alignment
Secure long-term additional commercial income through strategic property investment / asset-based investments that support the Council's Corporate Plan;	
Achieve a balanced investment portfolio of acquisition, retention and management of good quality asset-based investments that together deliver an effective, stable and significant income return to the Council;	
Make more efficient use of assets in order to reduce the costs of Council owned and occupied assets;	
Make investments that contribute to the improvement, development or regeneration of the district to the benefit of its residents;	
Make investments that support climate change targets and promote those which reduce carbon emissions, support renewable energy, water and energy efficiency or any other objectives as set out in the Climate Change Action Plan;	
Achieve a consistent approach to considering investment opportunities, enable prioritisation of investment opportunities that meet council priorities and provide an ethical framework to support decision making;	
Maximise income return whilst minimising risk through the governance and monitoring processes as outlined in this strategy;	
Support delivery of the Council's strategic goals as articulated in the Corporate Plan and 'Vision 2040' for the district, the Council's Corporate Property Strategy and Asset Management Plan, Economic Development Strategy and Climate Emergency Action Plan	
<u>Priority Sectors</u>	Alignment
Digital Technology, particularly telecommunications, data processing and specialist electronics	✓
Professional Services	
Hospitality	
SME's and Micro Businesses	
Farm diversification	
Rural tourism, culture and heritage	✓
<u>Geographic Areas</u>	Alignment

Hart District	✓
Local LEP area(s) including the M3 Enterprise LEP area, Solent LEP or Thames Valley Berkshire LEP	
Property Types	Alignment
Office, predominantly small flexible and start up business premises	✓
Industrial/warehouse, light industrial premises to support rural enterprises and SMEs	
Flexible, grow on space to support micro firms	
The following property types may also be desirable if investment aligns with strategic priorities, objectives and/or other investment priorities:	
• Leisure and mixed use	
• Residential	
• Retail	
Economic, Environmental and social value potential	Alignment
Create opportunities for local businesses	✓
Create jobs and training for residents	
Attract inward investment to Hart district	
Improves the affordability and availability of housing	✓
Support delivery of the objectives of the Climate Emergency Action Plan	

CABINET

DATE OF MEETING: 1 JULY 2021

TITLE OF REPORT: CIVIC CAMPUS REGENERATION GOVERNANCE

Report of: Joint Chief Executive, Patricia Hughes

Cabinet member: Cllr Richard Quarterman, Portfolio Holder for Commercialisation

1 PURPOSE OF REPORT

- 1.1 This report sets revised Terms of Reference as a framework for the development of regeneration opportunities for the civic campus, to take the project forward. A key element of the process will be meaningful and on-going effective engagement with the Civic Centre Regeneration Working Group and this paper seeks to ensure the appropriate skills, knowledge and expertise remain within this group as the project moves onto the next stages.

2 OFFICER RECOMMENDATION

- 2.1 That Cabinet agrees to refreshed Terms of Reference for the Civic Centre Regeneration Working Group (as set out in Appendix 1) to enable the consideration, evaluation and delivery of the regeneration of the civic campus.

3 BACKGROUND

- 3.1 The Hart District Corporate Plan 2017-2022, which was subject to public consultation ahead of adoption in January 2018 includes a requirement for the Council to become a more efficient and effective Council. Within this it specifically identifies
- Maximising income opportunities, and identifying new opportunities for income generation
 - Maximising Council income through effective asset management and collection services

Specifically in relation to the Civic Campus, it also includes a priority to

- Work with Fleet Town Council to deliver a new or refurbished Harlington
- 3.2 On this latter priority, Members will be aware of the very considerable efforts made by Fleet Town Council to take forward an approach for a new Harlington. However, in August 2019, with no solution in sight, Cabinet approved the creation of a Civic Campus Regeneration Working Group to enable the strategic consideration of the opportunities available, for one of the assets of highest value in the ownership of the Council
- 3.3 This cross party working group was established with the objectives of investigating the opportunities of
- Regeneration of the civic centre, a key part of the town of Fleet

- Effective and efficient use of Council assets within the civic campus, including commercialisation and other income generation
- Ensuring effective use of existing facilities (including but not exclusive to consideration of short or long term lease arrangements on the Harlington)
- The underpinning philosophy for any future use of these facilities

3.4 Meetings have been held regularly and in keeping with the governance adopted by Cabinet in August 2019, have included such key stakeholders as Hampshire County Council and Fleet Town Council. These meetings have been reported to Cabinet at the next available opportunity with all such minutes being placed in the public domain.

4 CONSIDERATIONS

4.1 The Working Group has regularly reported outcomes to Cabinet; this has included discussions relating to:

- The changes and challenges in the economic position and the use of Public Works Loan Board funding with regards to driving a commercial opportunity
- Constraints and opportunities and critical success factors for redevelopment of the site
- The different mechanisms, such as joint ventures which could be used to bring together requisite knowledge, skills, expertise and funding to deliver a civic centre regeneration
- Commissioned consultants who have helped us consider how the existing buildings work in context with each other and engaging with the key stakeholders on the ambitions for the future
- Opportunities to refresh/update unoccupied council office space for the purposes of letting in the future
- Ensuring any future design is developed in tandem with sustainability objectives
- Public consultation and engagement and how to capture the requirements post Covid-19
- Sketching out high level financial outcomes and viability based on those ambitions

4.2 Having established a firm foundation of knowledge regarding the ambitions and aims for a civic centre regeneration, as set out above, key to delivery will be the financial and economic environment which has changed since the Working Group was established in 2019.

4.3 As part of this changed context, Cabinet is considering a review of its commercialisation strategy and adoption of a more focussed Draft Commercial Property Investment Strategy which emphasises

- Investment within the district, whilst still enabling investment in with wider Local Enterprise Partnerships area
- Broader and more explicitly detailed range of objectives including community value
- Greater clarity on the evaluation of investment opportunities based on a range of performance indicators and

- The change in Public Work Loan Board borrowing rules that prevent the Local Authority borrowing for yield and how investments will continue.
- 4.4 Moving into the next phase of the work of the Civic Centre Regeneration Working Group, it is timely to reconsider leadership and membership of the group, with a view to continuing the enthusiasm, dedication and drive to see a successful conclusion.
- 4.5 In recognition of the high level evaluation which has been carried out, the opportunity to provide a commercial benefit to the Council (which would then be used to pay for vital services for our residents) appears within the current context to be limited.

With this in mind the proposed updated Terms of Reference for the Civic Centre Regeneration Working Group sees the leadership of that group moving from the Portfolio Holder for Commercialisation, to the Deputy Leader and Portfolio Holder for Finance and Corporate Services, as the Portfolio which includes leadership on asset management.

- 4.6 Viability will however, remain a key factor in the opportunity to deliver regeneration within the Civic Centre, as such the Portfolio Holder for Commercialisation will remain a vital representative on that group.
- 4.7 Moving forward, there is a clear desire to ensure the local democratic voice is heard, with greater engagement from those within the Fleet area as representing the views of the local electorate will become increasingly important. Based on this, the anticipation under the newly revised terms of reference is to move from one representative from the local ward members (from Fleet Centre, the electoral ward within which the Civic Centre is based) to up to three representatives, subject to the criteria in 4.9.
- 4.8 Other Membership will remain the same, providing consistency and continuity to the project, and recognising the strategic importance of the project, this will include the continued inclusion of the three Political Group Leaders.
- 4.9 More broadly, as adopted by the Civic Centre Regeneration Working Group when it considered its terms of reference in October 2019, the revised terms of reference makes clear that there should be a maximum of two representatives from each political party. In order to prevent any conflict of interest, Councillors who also sit on stakeholder bodies (such as Hampshire County Council and Fleet Town Council) would not be eligible to attend in their own right, or as substitutes.

5 FINANCIAL AND RESOURCE IMPLICATIONS

- 5.1 The project may require the use of consultants, for instance to identify a range of options for the future of the civic campus. The Council will continue to seek opportunities for external funding sources to fund this work, however if specific funding is required it may be established via separate report with business case to Cabinet

6 ACTION

- 6.1 Subject to approval of this report future meetings will be established based on the refreshed Terms of Reference.

Contact Details: Patricia Hughes, Joint Chief Executive Ext: 4450
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APPENDICES

Appendix 1 – Civic Centre Regeneration Working Group Updated Terms of Reference

Appendix 1 – Draft proposed updated Terms of Reference



Civic Centre Regeneration Working Group Terms of Reference

1. Purpose

The Civic Centre Regeneration Working Group is a forum for Members to discuss and explore a range of strategic matters that might provide opportunities

- for the civic centre regeneration
- for the effective and efficient use of Council assets associated with the civic campus, including commercialisation and other income generation.
- Ensuring effective use of the existing facilities (including but not exclusive to consideration of short or long term lease agreements on the Harlington)
- The underpinning philosophy for any future use of these facilities.

2. Membership

The Group is not required to be democratically representative of the current electoral membership of the Council but attendees will be:

- Deputy Leader and Portfolio Holder for Finance and Corporate Services (Chairman)
- Portfolio Holder for Commercialisation (Deputy Chairman)
- Political Group Leaders
- Up to three Ward Members from the Fleet Wards (Fleet East, Fleet West, Fleet Central)
- Representation from Hampshire County Council
- Representation from Fleet Town Council

The group is considered quorate if five of the representatives are available, in that one of the representatives is the Chairman or Deputy Chairman.

The membership structure does not permit the presence of more than two representatives from any Political party.

In order to prevent any conflict of interest, Councillors who also sit on stakeholder bodies (such as Hampshire County Council and Fleet Town Council) are not eligible to be members, nor would they be eligible to attend as substitutes. These meetings are operated in accordance with standard practice for Working Groups at Hart District Council and are not open to visiting Members.

In addition to the above, Officers of Hart District Council will be present, as appropriate to help support the group in its considerations, bringing the most appropriate officers for the discussion.

3. Meetings

Meeting will be held broadly every six weeks to two months or ahead of key project deadlines/reporting timelines.

Any documents for consideration should be circulated to all participants **5 working days** in advance of the meeting.

4. Reporting

Minutes of the meetings will be reported to Cabinet and recommendations of the Working Group made to Cabinet for consideration and approval as appropriate.

5. Governance and Confidentiality

A RAG status approach will be used in the sharing of information within the Working Group, Council, consultants and the public based on the adopted process outlined to Cabinet in November 2019

CABINET

DATE OF MEETING: 1 JULY 21

TITLE OF REPORT: TERMS OF REFERENCE FOR THE CLIMATE EMERGENCY WORKING GROUP

Report of: Head of Environment & Technical

Cabinet Portfolio: Environment

Key Decision No

Confidentiality Non Exempt

1 PURPOSE OF REPORT

1.1 To seek Cabinet approval to amend the Terms of Reference for the Climate Emergency Working Group.

2 OFFICER RECOMMENDATION

2.1 That the amended terms of reference for the Climate Emergency Working Group attached at Appendix A are approved.

3 BACKGROUND

3.1 At its meeting in September 2019 Cabinet approved the following recommendations:

- *Recognises the serious impact of Climate Emergency globally and agrees that there is a need for urgent action; and*
- *Agrees that a cross party Climate Emergency Member Working Group be established and that the Terms of Reference for that Group as set out in Appendix 1 be agreed in principle; and*
- *That a Climate Emergency Strategy and Action Plan led by the Member Working Group be prepared by January 2020 based on Hart District Council becoming a net zero carbon emitter by 2040 at the latest.*

3.2 Since September 2019 the Working Group has met regularly to monitor delivery of the council's Action Plan. Copies of the minutes from the group meetings are reviewed by Cabinet at their next meeting.

3.3 The council budget for 2020 included funding for a full time Sustainability Officer. Appointment to this post was confirmed in September 2020.

3.4 At the meeting of Full Council in April 2021, the following motion was approved:

Following the successful adoption of Hart's Action Plan, 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:

1. 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

2. 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. Page 70CL.71

3. 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.

4. Actively work with Hampshire County Council and the Government to provide the additional powers and resources needed to meet the 2040 target.

5. 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 MAIN ISSUES

- 4.1 To prioritise delivery of the Action Plan it is proposed that the terms of reference for the Working Group should be amended.

The proposed changes to the terms of reference include:

- The Leader of the Council will be the Champion and Chairman of the Group.
- Friends of the Earth will be invited to have a representative on the group.

- 4.2 A copy of the amended terms of reference, showing the proposed changes highlighted is attached at appendix A.

5 ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- 5.1 The option of not altering the terms of reference for the working group was considered and rejected as this would not assist with delivery of the Action Plan.

6 CORPORATE GOVERNANCE CONSIDERATIONS

- 6.1 Amendment of the terms of reference for the working group will assist in prioritising delivery of Hart's Action Plan and contribute to achievement of one of the Corporate Plans key priorities of delivering “A Clean, Green and Safe Environment”. It will also contribute to priority identified in the Hart Vision

2040 of “Reducing the impact of by building in sustainability and using new technologies to mitigate the impact of ”.

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 There are no legal or constitutional issues associated with this reports recommendation.

Financial and Resource Implications

6.4 There are no financial or resource implications associated with this reports recommendation.

Risk Management

6.5 There are no risk management implications associated with this reports recommendation.

7 EQUALITIES

7.1 There are no equality implications associated with this reports recommendation.

8 IMPLICATIONS

8.1 Amendment of the terms of reference for the Working Group will provide greater focus and delivery on the Council’s Action Plan.

9 ACTION

9.1 The terms of reference of the Working Group will be amended following approval of this reports recommendation.

Contact Details: John Elson – Head of Environment and Technical Services/e-mail: john.elson@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 1of Schedule of the Local Government Act 1972 by ticking the relevant</i>						
		1	2	3	4	5	6	7
A	Revised terms of reference for the Working Group.							

Background papers: - None

N:B – Revisions to TOR are highlighted



Climate Emergency Working Group Terms of Reference September July 201921

1. Purpose

The Climate Emergency Working Group is a forum for Members to explore issues of climate change.

2. Objectives

The Working Group Objectives are:

- to understand the opportunities in delivering and setting a Council wide net zero carbon emission target;
- Consider initiatives based on social, environmental and economic benefits and contribution to sustainable development in Hart;
- to identify the scope of and prepare, a costed Hart Climate Emergency Strategy and Action Plan by January 2020;
- to identify resources required to implement the Strategy and Action Plan;
- to set a regular (no less than annual) review and monitoring process.

3. Membership

The Group is not required to be democratically representative of the proportionality of the electoral membership of the Council but attendees will be:

- Leader of the Council (Chairman of the Group)
- Portfolio Holder for Environment;
- One representative of the respective political groups;
- Group leaders of the political groups;
- Friends of the Earth representative
- Officer representation: Corporate Strategy and Policy Development Manager and/or the Head of Environmental and Technical Services and other officers as required.

The group is considered quorate if three Members are available. The Working Group will establish at its first meeting whether substitutions (where the above mentioned Members are not available) are to be accepted.

4. Meetings

Meeting will be held broadly every month leading up to adoption of the Climate Emergency Strategy and then every two months once the Strategy is agreed, or ahead of key project deadlines/reporting timelines.

N:B – Revisions to TOR are highlighted

Any documents for consideration should be circulated to all participants **5 working days** in advance of the meeting.

5. Reporting

Minutes of the meetings will be reported to Cabinet and recommendations of the Working Group made to Cabinet for consideration and approval as appropriate.

DRAFT

CABINET

DATE OF MEETING: 1 July 2021

TITLE OF REPORT: Environmental Health & Licensing Local Enforcement Plan

Report of: Head of Place

Cabinet member: Councillor Sara Kinnell, Regulatory

1 PURPOSE OF REPORT

1.1 For Members of the Cabinet to consider the Environmental Health & Licensing Local Enforcement Plan.

2 OFFICER RECOMMENDATION

2.1 Cabinet is recommended to:

2.2 Adopt the Environmental Health & Licensing Local Enforcement Plan; and

2.3 Authorise the Head of Place in consultation with the Portfolio Holder for Regulatory to make minor alterations and typographical corrections to the document before it is published

3 DETAILS

3.1 The existing Regulatory Enforcement Plan was adopted in 2014. In line with good practice, it should be reviewed and updated with changes in legislation and guidance.

3.2 The Council is required by the Regulator's Code to publish its enforcement policy explaining how it responds to regulatory breaches. It is recognised as an important document in meeting the Council's responsibility as set out in Section 21 of the Legislative and Regulatory Reform Act 2006.

3.3 The policy provides guidance to Officers, Councillors, businesses and members of the public. It sets out the principles and the standards the service will work to and the range of choices that are available to achieve compliance with legislation enforced by the Council's Environmental Health & Licensing teams. It outlines enforcement objectives; methods for achieving compliance; and the criteria considered when deciding the most appropriate response to a breach of legislation.

3.4 The draft Environmental Health & Licensing Local Enforcement Plan was considered by the Overview & Scrutiny Committee at its meeting on 16 March 2021. Overview & Scrutiny Committee resolved to endorse the draft Environmental Health & Licensing Local Enforcement Plan for adoption by Cabinet.

4 FINANCIAL IMPLICATIONS

4.1 There are no direct financial impacts associated with this report.

5 CLIMATE CHANGE IMPLICATIONS

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

6 EQUALITIES IMPACT

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

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Mark Jaggard Email: mark.jaggard@hart.gov.uk

APPENDICES

Appendix 1 – Draft Environmental Health & Licensing Local Enforcement Plan -
July 2021



Environmental Health & Licensing

Local Enforcement Plan

DRAFT July 2021

DRAFT

Environmental Health & Licensing Enforcement Plan

1. Introduction

- 1.1 Hart District Council is responsible for enforcing a wide range of legislation within the District. This Plan deals with the Council's Environmental Health and Licensing functions and sets out the principles and the standards the service businesses and members of the public should expect. It outlines our enforcement objectives; methods for achieving compliance; and the criteria we consider when deciding the most appropriate response to a breach of legislation.
- 1.2 This Plan sets out the framework by which Hart District Council's authorised Officers will make decisions in respect of the Council's compliance and enforcement activities. It summarises how we prioritise our work, the enforcement tools available, and how complaints are investigated. The Council is committed to ensuring that all Officers abide by this policy.
- 1.3 The Council seeks to promote an efficient and effective approach to enforcement, which improves outcomes without imposing unnecessary burden.
- 1.4 In Hart the enforcement functions are carried out under the Scheme of Delegation to Officers. The Head of Place has delegated authority to investigate and to take enforcement proceedings relating to environmental health and licensing functions. Many of these functions are further delegated to Officers according to their qualifications and competency. These delegations are regularly updated and published at:
www.hart.gov.uk/EHdelegations

2. Key Principles

- 2.1 The Council follows the principles of the central and local government Concordat on Good Enforcement (the Concordat). The Concordat sets out the principles of good enforcement practice. These are:

Standards: to publish clear standards of service and performance.

Openness: to provide information and advice in plain language, to discuss problems with anyone experiencing difficulties and to be transparent in decision making processes.

Helpfulness: to work with all parties to advise on and assist with compliance. To provide contact details for further information.

Consistency: to carry out duties in a fair, equitable and consistent manner.

Proportionality: to take action in proportion to the risks posed and how serious the breach is.

Complaints about the Service: to provide well publicised, effective and timely complaints procedures.

2.2 The Legislative and Regulatory Reform Act 2006 sets out the following regulatory principles:

- a) regulatory activities should be carried out in a way that is transparent, accountable, proportionate and consistent; and
- b) regulatory activities should be targeted only at cases in which action is needed.

2.3 The Council will apply the principles of the Regulators' Compliance Code to promote an efficient and effective approach to enforcement, improving the outcome without imposing unnecessary burdens on businesses by being:

Transparent – we will provide clear information, guidance and advice in plain language on the rules that we apply so that those whom we regulate can understand what is expected of them and why. Our guidance will reflect guidance and codes of practice issued by government and other relevant bodies.

Accountable – we will provide a well publicised, effective and easily accessible complaints procedure. In cases where disputes cannot be resolved, any right of complaint or appeal will be explained, with details of the process.

Proportionate – we will allow businesses and others to meet their legal obligations and enforcement requirements without unnecessary expense by ensuring that any action we require is proportionate to risk. We will consider the circumstances of the case, the harm or potential harm caused, and the attitude and history of the business or person when considering formal action. Firm action, including prosecution and other legal or enforcement action will, however, be taken where appropriate against those who flout or persistently fail to comply with the law.

Consistent – we will carry out our duties in a fair, equitable and consistent manner. While Officers are expected to exercise judgement in individual cases, we will have arrangements in place to promote consistency, including effective arrangements for liaison with other enforcement bodies.

Targeted - we will prioritise our resources according to risk, through intelligence-led activities, and focused on those least likely to comply with the law. The Council will consider past compliance records and potential future risks, presence of good systems for managing risks, evidence of recognised

external accreditation, management competency, and willingness to comply with the law.

2.4 The Council has adopted a long term Vision to 2040. The Vision is for Hart 'To become the best place, community and environment to live, work and enjoy'. This is considered under these four themes:

- a) A Thriving Local Economy;
- b) A Clean, Green and Safe Environment;
- c) Healthy Communities and People; and
- d) An Efficient and Effective Council.

2.5 Our 2040 Vision provides a clear direction for Hart and will help to improve our use of resources and align our strategies to reach the outcomes our communities deserve.

2.6 Hart District Council has adopted the HART Core Values of:

Helpful – we will really listen to what our citizens, customers and residents want to achieve and help them reach their goals.

Approachable – we will be open, friendly and fair, working with others and helping others to succeed.

Responsive – we will strive to do things well and look for ways to innovate and improve.

Take Ownership – we will take responsibility, do what we say we will and see things through. People and teams will be required to work collaboratively with others both inside and outside the organisation and actively share learning and best practice.

2.7 The Council's vision is a District that appreciates and celebrates its diversity, challenges intolerance and discrimination, and positively promotes equality. It also, through the effective delivery of services and activities, is a District where all residents have the opportunity to contribute towards and benefit from the district's success. The Council is committed to working towards the elimination of discrimination, and to achieve equality of opportunity and outcomes for the residents and communities of Hart, and all employees of the Council.

2.8 The Council is committed to ensuring equality of opportunity for all. We will:

- Ensure equality of opportunity for all
- Ensure fair treatment of all
- Ensure equal access to services, to information and to employment
- Eliminate unlawful discrimination on the grounds of the protected characteristics of our employees and service users
- Promote good relations between different groups and individuals within our community

- Actively seek to address inequality, taking a lead where necessary, to ensure quality services for everyone in the community

2.9 In all enforcement activity it is important that Council adopts the legal concept that the guilt of an accused person cannot be presumed and that they must be assumed to be innocent until proven otherwise. All enforcement investigations will be kept confidential.

2.10 In designing this Plan we have sought to embed these principles and ensure our enforcement activities are undertaken in a way that supports businesses and people to comply and grow.

3. What We Deal With

3.1 The Council's Environmental Health & Licensing Enforcement Plan applies to the following functions:

- a) Animal welfare
- b) Dog fouling
- c) Environmental Health including statutory nuisance, food safety, health and safety, public health, infectious diseases, and contaminated land
- d) Environmental Permitting
- e) Fly Tipping
- f) Hackney Carriage and Private Hire Vehicle Licensing (Shared Service with Basingstoke & Deane BC)
- g) Pest control
- h) Premises Licensing (Shared Service with Basingstoke & Deane BC)
- i) Scrap Metal Dealer Licensing
- j) Street trading
- k) Registration of Special Treatments

3.2 A list of some of the relevant legislation and guidance is included in the Annex to this Plan.

4. How to Make Contact with Us

4.1 If you are concerned with an environmental health or licensing matter, please inform us through one of the following channels:

Webform: www.hart.gov.uk/environmental-health-reporting-form

Email: eh@hart.gov.uk

Post: Hart District Council
Civic Offices
Harlington Way
Fleet
Hampshire

4.2 You will need to provide:

- The address of the site
- Your own contact details, including your name and address
- Details of the alleged breach, including the start date, if known
- An indication of what harm is being caused, and to whom
- Any details you have about the persons responsible

4.3 Complaints can be made by telephone but will not be dealt with unless sufficient information is provided to allow the Officer to undertake an initial investigation. To enable the complaint to be investigated the source of the alleged nuisance should be provided by the complainant. We may ask the complainant to assist in our investigation procedure, for example by keeping a diary or allowing us to install noise monitoring equipment where appropriate.

4.4 Complainants may be asked to provide information, evidence, or written statements in prescribed formats to allow for investigations to be progressed. Where evidence is withheld, or not provided in a required/ admissible format enforcement options may be restricted.

4.5 If the information given is found to be false, the enquiry will not be continued unless the breach is seriously harmful to the area. Similarly, anonymous complaints will not be investigated unless they are of a very serious nature, it is in the public interest to do so and the investigation is not reliant on the evidence of the complainant.

4.6 The identity of a complainant will be treated as confidential. However, if the complaint results in a court case, the success of that case may rely on evidence being given by the complainant. In such a case, the Council will discuss this with any potential witnesses before taking a decision about whether to prosecute an offender.

5. How we Prioritise our Investigations

5.1. Although we appreciate that all allegations of breaches of control are important to those they affect, to make the most effective use of the resources available, cases will be prioritised, taking into account the significance of the incident and the level of likely harm caused.

5.2 Any enforcement taken will aim to produce the highest reasonable standards of compliance within the shortest time. Officers will consider the following factors when determining the most appropriate enforcement action:

- a) Seriousness of the breach;
- b) Options for remedying the breach;
- c) Degree of risk;

- d) Circumstances of each case and the likelihood of recurrence;
- e) Age and circumstances of the offender;
- f) Date of offence;
- g) Likelihood of achieving a satisfactory outcome;
- h) Precedent effect;
- i) Legal imperatives, e.g. statutory requirement to serve a notice;
- j) Relevant guidance and codes of practice;
- k) Weight and admissibility of evidence;
- l) Public Interest; and
- m) Prevalence of the offence locally or nationally.

5.3 Our first response times are outlined as follows:

Priority 1 High Priority	<p>Investigation commenced (site visit where appropriate) up to 2 working days</p> <ul style="list-style-type: none"> • Major accident • Notification of infectious disease • Public health emergency • Service of notice from date of witness of serious / urgent breach • Stray dog • Notification of premises with imminent risk of health
Priority 2	<p>Investigation commenced (site visit where appropriate) up to 5 working days</p> <ul style="list-style-type: none"> • All other cases

5.4 These timescales are the longest period in which we intend to respond to a complaint and in all instances the service will seek to visit as soon as possible.

6. Our Approach to Enforcement

6.1 We recognise that most people want to comply with the law. We want to cooperate with businesses and individuals to achieve compliance. If there is a problem, we want to resolve it by communicating clearly and encouraging people to behave responsibly. We will follow the “4 Es” approach to enforcement:



6.2 We will engage and explain how we think the person or business are not complying with the law and encourage them to change their behaviour to reduce the risk to public health, safety, welfare or to the environment.

- 6.3 Formal enforcement action is always a last resort. The Council consider facts of the case and assess them against the Regulators' Code in determining whether it is expedient to take formal enforcement action.
- 6.4 The Council is committed to fair and objective enforcement ensuring that all its policies are applied in a non-discriminatory manner and aimed at promoting good community relations. This policy is applied in accordance with the principles of the Council's Equality Policy.
- 6.5 Hart District Council is a public authority for the purposes of the Human Rights Act 1998. The Council will, therefore, apply the principles of the European Convention for the Protection of Human Rights and Fundamental Freedoms.
- 6.6 Should the Council conclude that a provision in this policy does not apply or is outweighed by another provision, it will ensure that any decision to depart from the policy will be properly reasoned, based on material evidence and documented.
- 6.7 Anonymous complaints, under normal circumstances, will not be actioned unless they are of a very serious nature and it is in the public interest to do so.

7. Enforcement Options

- 7.1 A variety of enforcement options available to the Council are set out below:

a. Advice

In the first instance, consideration will be given to whether advice regarding a breach or potential breach of legislation is appropriate. When advice is given it will normally be put in writing unless the breach is very minor or the matter is rectified on the spot.

b. Warning Letters

In certain circumstances it may be appropriate to issue a warning letter highlighting alleged offences to the person responsible for the alleged breach on how to avoid committing similar offences in the future. A warning letter will set out what should be done to rectify the breach and the timescale required for compliance. There must be sufficient admissible evidence available to substantiate the offence before a warning letter is issued.

c. Voluntary Undertakings

The Council may accept voluntary undertakings that breaches will be rectified and/or recurrences prevented. The Council will take any failure to honour voluntary undertakings very seriously and formal enforcement action is likely to result to secure compliance.

d. Statutory Notices

Subject to the specific rules governing the use of different statutory notices, they would generally be used where: there is a clear breach of the law, the degree of risk or environmental impact or harm from the situation is significant, and a remedy needs to be secured within a set period of time. In some instances, the service of a notice will be mandatory, for example, abatement notices under the Environmental Protection Act 1990. Subject to consideration of the evidence, it is likely that the negligent or wilful non-compliance with a statutory notice will result in prosecution.

Statutory notices may also be used to escalate enforcement action where a warning letter has been issued in relation to a breach but has not been complied with.

e. Seizure and Detention of Property, Documents and Equipment

Officers will, on occasion, require evidence for their investigation and will use their statutory powers to seize property, documents, samples and/or equipment. A receipt will always be given to the relevant person detailing what has been taken and why.

f. Fixed Penalty Notices

Fixed Penalty Notices (FPNs) can be issued for a variety of different offences. Prior to service, the officer must have sufficient evidence to support a prosecution should the FPN not be paid. The FPN provides the offender with an opportunity to pay a financial penalty as an alternative to being prosecuted and receiving a criminal conviction. If a fixed penalty is not paid, the Council will commence criminal proceedings or take other suitable enforcement action in respect of the breach. FPNs will not normally be considered where the breach is more serious or recurrent, for example, the offender has already received a FPN for the same offence in the same year.

g. Simple Caution

The Council may issue a Simple Caution where there is sufficient evidence to prosecute but where the public interest is not served by prosecution. A caution can only be administered where the offender consents to the caution and admits the offence. It will be formally recorded and may be cited in subsequent court proceedings.

h. Prosecution

The Council will take into account the criteria set down in the Code for Crown Prosecutors, when deciding when to prosecute. The Council will also consider whether there is a reasonable prospect of conviction based on the strength of the evidence against any statutory defence, mitigation and any other factors which may preclude a successful conviction.

i. Criminal Behaviour Orders (CBOs)

The Council has the power to apply to the court for a CBO where there has been successful conviction of a breach under the Anti-social Behaviour, Crime and Policing Act 2014. A CBO is an order designed to tackle the most serious

and persistent anti-social individuals where their behaviour has brought them before a criminal court. The court can issue a CBO where it is satisfied that the offender has engaged in behaviour that caused or was likely to cause harassment, alarm or distress to any person, and it considers that making the order will help in preventing the offender from engaging in such behaviour in future.

8. Implementation

- 8.1 When considering formal enforcement action the Officer will discuss the circumstances with those suspected of a breach and take these into account when determining the best approach. This will not apply where immediate action is required to prevent or to respond to a serious breach or where to do so is likely to defeat the purpose of the proposed enforcement action.
- 8.2 The Officer will give clear reasons for any formal enforcement action to the relevant person or business at the time of the action. The reasons will be confirmed in writing at the earliest opportunity. The complaints and relevant appeals procedure for redress will also be explained.
- 8.3 If a business has a Primary Authority, the Officer will contact the Primary Authority before enforcement action is taken, unless immediate action is required because of imminent danger to health, safety or the environment. Officers will abide by OPSS guidance to Local Authorities in relation to the Primary Authority scheme.
- 8.4 When the Officer takes the view that enforcement action is required this will be discussed with their line manager who will decide on the appropriate action to be taken. This discussion should be recorded on the case file. Implementation will then be monitored by the Head of Place. The Council's Scheme of Delegation specifies the extent to which enforcement powers are delegated to Officers and is available at www.hart.gov.uk/EHDelegations

9. What you can expect from the Council

- 9.1 You are entitled to expect our Officer to:
 - a) Be courteous, helpful and efficient.
 - b) Be consistent, transparent and accountable.
 - c) Identify themselves by name and show identification.
 - d) Provide a contact point for any communication.
 - e) Give clear advice in plain English.
 - f) Confirm advice in writing on request, explaining the action required and the time-scale for compliance.
 - g) Clearly distinguish between what you must do to comply with the law and what is recommended as best practice.
 - h) Minimise the cost of compliance by requiring action that is proportionate to the risk.

- i) Give you reasonable time to comply (unless immediate action is necessary in the interests of public health or to prevent evidence being lost).
- j) Notify you if the matter is to be escalated to legal proceedings.
- k) Advise you how to make a complaint or representation in cases of dispute about our actions.
- l) Maintain confidentiality, except where there is a legal obligation to disclose information.
- m) Deal with applications for approval of establishments, licenses, registrations, etc. will be dealt with efficiently and promptly.
- n) Ensure that, wherever practicable, our enforcement services are effectively co-ordinated to minimise unnecessary duplication and delay.
- o) Coordinate enforcement activities, share data and good practice with other enforcement agencies to support compliance and to ensure consistency of approach.

10. What to do if you are not satisfied with our service

- 10.1 We make every effort to provide good customer service and to follow correct procedures at all times. However, we are only human and make mistakes. If you are still not satisfied, the Council has a Complaints Procedure. Full details on how to make a formal complaint can be found at: www.hart.gov.uk/feedback
- 10.2 Please note that the Complaints Procedure only deals with processes and procedures in making a decision, it does not deal with matters where we have followed proper procedures, relevant legislation and guidance but came to a decision that you disagree with, i.e. that it was not expedient to take enforcement action or to serve an enforcement notice.
- 10.3 In some cases, there will be a legal right to appeal an enforcement decision, such as the right to appeal a legal notice. Where such a right exists, it will take precedence over Hart District Council's Corporate Complaints Procedure.
- 10.4 If, having gone through the formal Complaints Procedure, you remain dissatisfied, you may refer your complaint to the Local Government Ombudsman. Details of how to do this are on the Council's website at the link above, or on the Ombudsman's website www.lgo.org.uk

11. Review of Policy

- 11.1 This policy will be reviewed and updated with changes in legislation, guidance or other circumstances which may impact on the principles set out in this document. It will be routinely reviewed every 5 years.

Annex

All enforcement activities, including investigations and formal actions, will be conducted in compliance with delegated statutory powers and in accordance with formal procedures and codes of practice made under this legislation in so far as they relate to the Council's enforcement powers and responsibilities.

Legislation and guidance include, but is not limited to:

- [Anti-Social Behaviour, Crime and Policing Act 2014](#)
- [Code for Crown Prosecutors](#)
- [Co-ordination of Regulatory Enforcement \(Procedure for References to LBRO\) Order 2009 SI670/2009 \(The CRE LBRO Order\)](#)
- [Crime and Disorder Act 1998 – community safety](#)
- [Criminal Justice and Police Act 2001 – Community Safety](#)
- [Criminal Procedure and Investigations Act 1996](#)
- [Data Protection Act 2018](#)
- [The Enforcement Concordat: Good Practice Guide for England and Wales](#)
- [Human Rights Act 1998](#)
- [Legislative and Regulatory Reform Act 2006 \(LRRRA\)](#)
- [Legislative and Regulatory Reform \(Regulatory Functions\) Order 2007](#)
- [Police and Criminal Evidence Act 1984](#)
- [Primary Authority: A guide for Local Authorities](#)
- [Protection of Freedoms Act 2012 \(Code of Practice – Powers of Entry December 2014\)](#)
- [Regulation of Investigatory Powers Act 2000](#)
- [Regulators' Code, 6 April 2014](#)
- [The Regulatory Enforcement and Sanctions Act 2008 \(The RES Act\).](#)
- [Regulatory Reform Co-ordination of Regulatory Enforcement \(Enforcement Action\) Order 2009SI665/2009 \(The CRE Enforcement Order\).](#)

CABINET

DATE OF MEETING: 1 July 2021

TITLE OF REPORT: Renewal of the Shared Licensing Service with Basingstoke & Deane Borough Council

Report of: Head of Place

Cabinet member: Cllr Sara Kinnell, Regulatory

1 PURPOSE OF REPORT

- 1.1 To agree to the renewal of the Shared Licensing Service between Hart District Council and Basingstoke & Deane Borough Council.

2 OFFICER RECOMMENDATION

- 2.1 Cabinet agrees that the renewal of the Shared Licensing Service between Hart District Council and Basingstoke & Deane Borough Council; and
- 2.2 The Head of Place in consultation with the Portfolio Holder for Regulatory Services be authorised to agree the details of a refreshed deed associated with renewal of the Shared Licensing Service between Hart District Council and Basingstoke & Deane Borough Council.

3 CONSIDERATION

- 3.1 Hart District Council and Basingstoke & Deane Borough Council entered into a Shared Licensing Service (SLS) on 1 July 2015. This arrangement was set out in a legal deed with an initial term of five years plus 1 year, ending in July 2021. Appendix 1 to this report sets out the licensing functions covered by the SLS, and those covered by Hart District Council.
- 3.2 The arrangement has The SLS has provided greater resilience for both Councils who previously had comparatively small teams. Over the 6 years there have been considerable improvements to the licensing functions to the benefit of public safety for both Councils. This has been achieved through updating relevant policies, creating efficiency in procedures, increasing use of the electronic case management system, and introducing effective compliance and enforcement checks.
- 3.3 In October 2019 the SLS moved to a single hub based in Basingstoke. This change has provided greater staff support and service reliance. This has been critical over the last 18 months in ensuring that residents and businesses have continued to receive high standards of service and support throughout the challenging periods of lockdown and reopening.
- 3.4 The last 15 months has seen the SLS focus on the delivery of key services and supporting the licensed trades all of which have been badly affected by the Covid restrictions.

4 CONSULTATION WITH LICENSING COMMITTEE

- 4.1 Licensing Committee c at its meeting on 1 June 2021 considered the proposed renewal of the SLS. Members discussed:
- The proposed length of the Shared Service renewal
 - The net cost of the Shared Service
 - The improved resilience by operating a Shared Service
 - Performance against a set of key performance indicators (KPIs), and while this was a matter for Overview & Scrutiny, asked for a note on KPIs be circulated to Licensing Committee prior to the next meeting
 - Whether there was a sustainability issue in relation to the Climate Emergency due to taxi drivers needing to travel to Basingstoke. Officers outlined that now most of the process elements are done online and plates are sent in the post, so there is a reduced need to travel to Basingstoke; but the efficiencies of the shared service would not work if the service was operated from both Hart and Basingstoke.
 - The Portfolio Holder asked if any Members had complaints about the service which had not been raised with Officers that they be raised with the Portfolio Holder and copied to the Chairman of the Licensing Committee.
- 4.2 The Committee agreed that the following comments should be passed on to Cabinet:
- The current service was very efficient and did not generate complaints
 - Licencing Hearings were always well run
 - The shared licensing service had led to increased resilience compared with a small team in Hart previously
 - Cabinet should consider the appropriate timeframe for the renewed shared service to get most efficiency and price
 - Cabinet should consider the cost of the service and be satisfied it is value for money

5 CORPORATE POLICY

- 5.1 The Corporate Plan states that as a Council we are committed to ensuring that we embed the following values in all that we do:
- Putting our residents first
 - Providing real opportunities for engagement with residents and other stakeholders
 - Being open to change
 - Taking responsibility for our actions
 - Being fair, open and transparent.
- The SLS has these values at its heart as has been demonstrated over the past five years.
- 5.2 The SLS also accords with the Hart values of being helpful, approachable, and responsive, and taking ownership in the delivery of the service to its customers in both Council areas. It is a particularly well managed and customer focused operation.

4 ALTERNATIVE OPTIONS CONSIDERED

- 3.7** The alternative to the continuation of the SLS would be for each authority to revert to providing its own licensing team with the attendant costs, and the lack of critical mass. The continuation of the SLS with Basingstoke & Deane Borough Council seems the most logical and cost-effective way forward and gives the service the resilience needed in a competitive market.

4 FINANCIAL IMPLICATIONS

- 4.1** The Council chose the option of entering into the SLS because in itself there was insufficient resource or capacity to provide a robust and effective Licensing Service. The annual cost of the arrangement is £87k but the Council has agreed to invest a further £20k in an agreed and necessary data transfer from Hart to Basingstoke so that it obviates the need to operate two separate Uniform iDox licensing modules. This will improve efficiency and effectiveness of service delivery. The renewed SLA would not change the current arrangement or cost.

Contact Details: **Mark Jaggard: Head of Place**
mark.jaggard@hart.gov.uk

Appendices

Appendix 1 – Licensing Functions

Appendix 1

Licensing functions included in the Shared Licensing Service:

Alcohol and Entertainment Premises Licensing
Hackney Carriage and Private Hire Vehicle Licensing
Street Trading
Gambling Act
Door to Door and Charity Collections
Temporary Events

Licensing functions covered by Hart District Council

Animal Welfare Licensing - EH Team
Special Treatment Registrations (skin piercing and tattooing) - EH Team
Scrap Metal Dealer Licensing - EH Team
Part B Processes - EH Team
HMO Licensing - Private Sector Housing
Camping and Caravan Licensing - Private Sector Housing
Pavement Licensing - Highways Team

CABINET

DATE OF MEETING: 1st JULY 2020

TITLE OF REPORT: WELCOME BACK FUND

Report of: Joint Chief Executive

Cabinet Member: Leader of the Council

I PURPOSE OF REPORT

1.1 This report provides details of four applications for funding, which have been submitted to the Council in connection with the Government's Welcome Back Fund.

2 RECOMMENDATIONS

2.1 That Cabinet

- Decides which of the applications will progress to the next stage of the Welcome Back Fund process (For reference, the next stage is to submit a detailed Action Plan and Service Level Agreement for consideration by the Ministry of Housing, Community and Local Government (MHCLG). If the application is approved by MHCLG, then the proposed scheme(s) can then commence.)

3 BACKGROUND

3.1 The Government's Welcome Back Fund has provided councils across England a share of £56 million from the European Regional Development Fund (ERDF) to support the safe return to high streets and help build back better from the pandemic.

3.2 As businesses benefit from visitors so ensuring safe public spaces in general is beneficial for trade. The Welcome Back Fund will therefore help Councils boost tourism, improve green spaces and provide more outdoor seating areas, markets and food stall pop-ups – giving people safer options to reunite with friends and relatives.

3.3 The funding can be used by Councils to:

- Boost the look and feel of their high streets by investing in street planting, parks, green spaces and seating areas to make high streets as beautiful and welcoming as possible
- Run publicity campaigns and prepare to hold events like street markets and festivals to support local businesses
- Install signage and floor markings to encourage social distancing and safety

- Improve high streets and town centres by planting flowers or removing graffiti

3.4 The fund cannot be used to support:

- Activity that provides no additionality - This funding is intended to be additional funding on top of that existing activity; it should not be replacing the source for already committed expenditure.
- Capital expenditure –This is a revenue only funding project intended to help local authorities address the longer-term impact of Covid-19 on local economies. This can include activities that last as long as restrictive measures are in place as well as activities that help future proof high streets. Permanent changes are therefore not permitted. The cost of purchasing items should be reasonable and demonstrate value for money and not result in ‘assets’ or ‘major assets’.
- Grants to businesses – Funding cannot provide direct financial support to businesses to make adaptations to premises, purchase PPE, purchase goods or equipment or off set wages or other operating costs.

It should also be noted that support for privately owned spaces is not within scope of the Welcome Back Fund.

3.5 Hart District Council has been allocated **£86,003** for the Welcome Back Fund.

3.6 Parish and Town Councils, Business Improvement District or other relevant stakeholders have been given the opportunity to identify projects, which would meet the Welcome Bank fund criteria listed above. Suggested projects should focus on the centres within the district with shops and a clear public realm, such as in Fleet, Hook, Hartley Wintney, Yateley, Blackwater and Odiham, however proposals from any parishes which meets the Governments requirements would be welcome.

4 APPLICATIONS TO THE WELCOME BACK FUND

4.1 To date, the Council has received four applications to the Welcome Back Fund:

	Applicant	Proposal	Cost
1	Fleet BID with the backing of Fleet Town Council	The temporary installation of up to three parklets on wider pavement sections of Fleet Road within the shopping area between the Oatsheaf roundabout and Church Road. Parklets are small areas that are converted into pleasant seating spaces with softening elements such as planting.	£15-16,000 each Total cost requested up to £48,000
2-3	Odiham Parish Council	Production of a two-sided leaflet with a map of the area and local attractions on one side and a list	£1,908

		of local shops, eating establishments and businesses on the other Creation of picnic areas - Hiring 10 picnic benches from June to September, the provision of bins, bin emptying and associated wayfinding signage and promotion	£3,898.80
4	Hart District Council	Creation of a district wide retail e-commerce platform, which will provide an online shopping facility for our retailers as well as raising the profile of the district, tourist designations and events.	£12-30,000
Combined Total Cost of the above applications			Between £65,806.80 to £83,806.80
Hart's Welcome Back Fund allocation			£86,003
Remaining Welcome Back Fund			Between £20,196.20 to £2,196.20

APPLICATION 1: PARKLETS ALONG FLEET ROAD

- 4.2 This application is submitted by Fleet BID, and following their Extraordinary Meeting on the 6th May 2021, Fleet Town Council have expressed their support in principle for this application. Please find Fleet BID's application attached at **Appendix 1**.
- 4.3 The application by the BID states that *“during the recent pedestrianisation, it was clear that a high percentage of the population welcomed the events organised by Fleet BID and a number of restaurants extended their offering by obtaining licences for tables and chairs on the highway. Although the pedestrianisation was temporary, it did show that there was a real need for more open space to be used by visitors to our town to meet friends, enjoy outdoor seating space and extend dwell time, whilst still allowing for the free access to traffic along the A road that runs through Fleet town centre.”*
- 4.4 The application therefore proposes the temporary installation of up to three parklets on wider pavement sections of Fleet Road within the shopping area between the Oatsheaf roundabout and Church Road. The suggested locations are:
- At the junction of Victoria Road and Fleet Road
 - At the junction of Branksomewood Road and Fleet Road
 - Outside the Sainsbury supermarket.
- 4.5 The application explains *“parklets are small areas that are converted into pleasant seating spaces with softening elements such as planting. They are*

often used in layby areas but there is also an increasing precedent for them to be used on urban pavements. They will help to meet the growing demand for more open space in our towns and provide much needed spaces for all age groups to stop and chat, meet friends or to simply rest during their visit.”

- 4.6 In accordance with the procurement rules, three quotes have been sort for the parklets. The quotes are between £15,000 - £16,000 for each parklet and the application applies for up to £48,000 of the Welcome Back Fund.
- 4.7 In terms of monitoring and evaluating the scheme, two surveys are proposed in the initial 6 months of the installation of the parklets. *“The surveys will ask both businesses and members of the public to comment on the advantages or disadvantages that they felt the parklets brought to the high street; how they fitted within the street scene; and whether they would wish to see them continue in place.”*

APPLICATIONS 2 AND 3: PROMOTIONAL LEAFLET AND PICNIC AREAS IN ODIHAM

- 4.8 Odiham Parish Council have submitted two applications to the Welcome Back Fund for the following:
- Promotional leaflets
 - Picnic areas

Please find Odiham Parish Council’s applications attached at **Appendix 2**.

Promotional leaflets

- 4.9 Following last year’s local campaign *“Your Odiham – Eat Local, Shop Local, Support Local”* which supported Odiham’s high street businesses, the application proposes to develop the brand to attract visitors and shoppers to Odiham and North Warnborough with the production of 3,000 leaflets. The leaflets will be distributed to information points in surrounding towns and villages to attract visitors from outside the area.
- 4.10 The application confirms that the leaflets would *“contain a map of the area and local attractions on one side and a list of local shops, eating establishments and businesses on the other. The map will also direct visitors to nearby green spaces and walking routes. This would be in the “Your Odiham” theme and replace a “Visit Odiham” leaflet produced several years ago which became out of date some time ago”*.
- 4.11 In accordance with the procurement rules, three quotes have been sort for the leaflets, which has been costed at £1,908.
- 4.12 In terms of monitoring and evaluating the scheme, high street businesses will be contacted regularly asking for feedback on the project.
- Picnic Areas

- 4.13 The application states that the Odiham High Street area *“is a focal point for visitors providing access to local walks, heritage routes and access to green spaces such as the Deer Park and Basingstoke Canal”* but the area lacks seating provision particularly in the centre of the village. The application identifies *“the 9 eating and drinking establishments on the High Street, only two have outside seating and one further business, the Fountains Coffee Shop, has just one communal bench”*. The Parish Council receives frequent requests for additional seating on the High Street.
- 4.14 In order to provide residents and visitors safer, outdoor meeting places during the COVID pandemic, the application proposes installing 10 temporary picnic areas with seating and bins across Odiham Parish Council’s greenspaces from June to September. The application also proposes signposting from the High Street businesses to the picnic areas.
- 4.15 In accordance with the procurement rules, three quotes have been sort for the picnic equipment. The picnic benches would be hired and additional wheelie bins purchases, in addition to signage, for £3,898.80.
- 4.16 In terms of monitoring and evaluating the scheme, the application proposes to monitor all sites at least once per week to record the number of people using the seating and bin usage. High Street businesses will also be surveyed at the end of each month asking for feedback on the project and whether and changes are necessary.

APPLICATION 4: CREATING A DISTRICT WIDE RETAIL E-COMMERCE PLATFORM

- 4.17 The Economic Recovery Team at the Council have also identified a potential scheme, which would met the criteria of the Welcome Back Scheme and potentially have benefits across the district. Please find the Economic Recovery Team’s application attached at **Appendix 3**.
- 4.18 The application proposes the creation of an e-commerce platform which would promote the district as a whole, showcasing the safe environment for local trade and tourism, as well as promoting safe events. An e-commerce platform is software that enables the commercial process of buying and selling over the internet. An e-commerce platform includes a search feature that lets customers find a specific product, a cart feature that lets them manage their order and a payment feature.
- 4.19 E-commerce platforms support businesses to go digital whilst capitalising on the increase in online retail sales and the renewed interest in buying local. Hart’s e-commerce platform could provide an online shopping facility for our retailers as well as raising the profile of the district, tourist designations and events.
- 4.20 Working with an existing e-commerce platform that currently offers this service to other town and cities, every participating business would be provided with its own branded virtual shop window, access to training and on-going support

to make the most of the platform. The Council will also provide support with marketing, by providing local information, contacts and use of the Council social media pages.

4.21 The platform offers the opportunity to blend online and offline sales, with retailers being able to update their offering to encourage physical visits for special promotions or being able to switch to a uniquely engaging online-only mode. It will also be beneficial to new/emerging businesses that are starting out without a digital presence. This could help offer low risk and no costs to businesses signing up for the first year.

4.22 In accordance with the procurement rules, three quotes have been sort for the e-commerce platform and these are listed below for consideration:

Click It local	Cost for 12 months	Uniqueness
Click it local	Standard Option - £2,500 +VAT per month (For 12 months, total £30,000.)	<ul style="list-style-type: none"> • Hire local people to be drivers • 7.5% store fee • Marketing and social support for stores and the launch • Started in March 2020 - have around 15 places signed up – supported over 300 businesses in 2020
ShopAppy	£12,000+VAT	<ul style="list-style-type: none"> • Live in over 100 places • Started in 2016 • Hosting of online events such as pop-up makers / artists and fairs • Home traders and local online businesses are able to join during this period at no extra cost.
The Borough Basket	£5,000 setup fee; £750 per month for support; (For 12 months, total £14,000)	<ul style="list-style-type: none"> • Stripe charges 1.4% commission + 20p p/t • Basingstoke worked with a local web designer to build this • Around 40 businesses have signed up this includes shops, classes and restaurants. • Can create own branding • More involvement within the Council to help manage the site

4.23 If the Cabinet were minded to approve this application, a preferred platform would need to be selected.

4.24 Neighbouring Authorities with an e-commerce product:

- Basingstoke – The Borough Basket
- Rushmoor – MyTown (Launching in July)
- Winchester
- Waverley
- Test Valley – InAndover (Run by the BID)

4.25 The Welcome Back Fund could cover the first 12-months of use. It would then be necessary to assess its success and benefits, prior to determining whether to continue funding the platform outwith of the Welcome Back Fund.

4.26 In terms of monitoring the platform, reports from the e-commerce platform provider will be provided on a monthly basis. The reports will assess how the site is performing with reference to the number of businesses signed up, orders and visitors to the site. This will help to analyse the success of the platform month on month. Also, the Council can engage with businesses through a survey asking questions on a quarterly basis to get regular feedback.

5 NEXT STEPS

5.1 Successful applicant(s) will work with the Council to submit a detailed Action Plan and Service Level Agreement for consideration by the Ministry of Housing, Community and Local Government (MHCLG). If the application(s) are approved by MHCLG, then the proposed scheme(s) can commence.

6 FINANCIAL AND RESOURCING IMPACT

6.1 Funding has been provided by National Government and we do not anticipate, at present, the need for an increased revenue budget.

6.2 Applicants will be supported by officers under the Council's Recovery programme.

7 LEGAL AND EQUALITIES IMPACT

7.1 Applicants will need to adhere to the rules of the Welcome Back Fund which are available on the Government's website:
<https://www.gov.uk/government/publications/welcome-back-fund>

7.2 Equalities impact assessments may need to be carried out for any successful scheme.

8 ACTION

- 8.1 Subject to the decision by Cabinet, Officers will administrate the fund on behalf of the applicants.

CONTACT: Patricia Hughes – Joint Chief Executive
EXTENSION: 4450 EMAIL: patricia.hughes@hart.gov.uk

APPENDICES

- Appendix 1 - Fleet BID's application
- Appendix 2 - Odiham Parish Council's applications
- Appendix 3 - Economic Recovery Team's application

Welcome Back Fund Application Fleet Business Improvement District

Introduction

Fleet Business Improvement District are grateful to Hart District Council for making us aware of the Government's Welcome Back Fund and the £86,003 which has been allocated to our District from these funds. We would like to put forward the following application for funding to be spent in Fleet Road (otherwise known as Fleet high street) and also inform you that, following their Extraordinary Meeting on the 6th May, 2021, Fleet Town Council expressed their support in principle for this application.

As we are all aware, Fleet high street is a long, linear road with little or no public open space along its length. Gurkha Square is the only sizeable open area currently available that is immediately adjacent to the shopping area. This is located at one end of the road and is currently used predominantly as an HDC car park, although there is a small Saturday Market held there each week. This area is also available for one-off events such as the Remembrance Service and the Fleet Christmas Festival.

During the recent pedestrianisation, it was clear that a high percentage of the population welcomed the events organised by Fleet BID and a number of restaurants extended their offering by obtaining licences for tables and chairs on the highway. Although the pedestrianisation was temporary, it did show that there was a real need for more open space to be used by visitors to our town to meet friends, enjoy outdoor seating space and extend dwell time, whilst still allowing for the free access to traffic along the A road that runs through Fleet town centre.

The Proposal

Although the town centre is blessed with areas of wide pavement, these spaces are not currently serving our residents and visitors in the most effective way and the recent pandemic has made this very obvious.



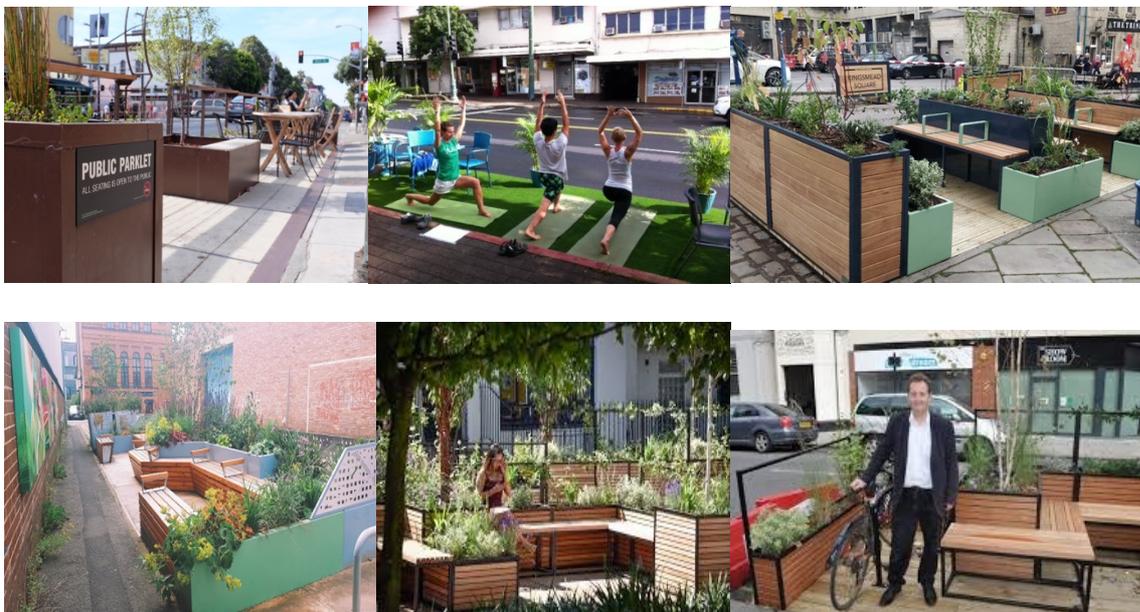
One of the things that has been noticed and remarked upon is the number of people who are walking up and down the high street, in groups, with take-away coffee cups but with nowhere to stop, sit and chat on warmer days.

In meeting the requirements laid down by the Welcome Back Fund, we wish to put forward a proposal that will improve the look and feel of the high street by investing in the provision

of more seating, open spaces and planting to make our high street attractive and welcoming.

Fleet BID wish to apply for funding to install up to three “parklets” on wider pavement sections of Fleet Road within the shopping area between the Oatsheaf roundabout and Church Road. Parklets are small areas that are converted into pleasant seating spaces with softening elements such as planting. They are often used in layby areas but there is also an increasing precedent for them to be used on urban pavements. They will help to meet the growing demand for more open space in our towns and provide much needed spaces for all age groups to stop and chat, meet friends or to simply rest during their visit.

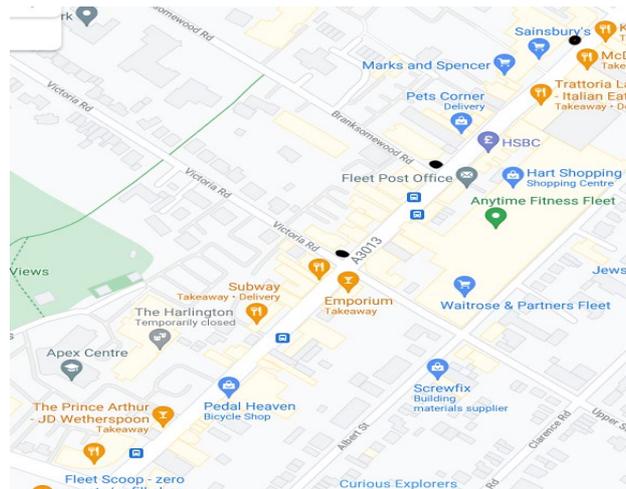
The COVID-19 pandemic has seen a widespread surge in parklets and far-ranging benefits are starting to emerge about how these small pockets of green space could play a pivotal role in Fleet town centre’s future by not only providing areas to socialise, but encouraging cycling and bringing nature into our town to reduce some of the effects of climate change. Some examples of parklets are shown below:



Fleet BID suggest that up to three parklets should be installed on the wider pavement areas in Fleet high street. The suggested locations are at the junctions of Victoria Road and Brankenswood Road, with a third outside the Sainsbury supermarket.

The proposed size of the parklets would be 4m x 4m and it is hoped that Fleet BID, Hart District Council and Hampshire Highways (the licensing authority for structures on the highways), can work together to agree the most appropriate design and siting to meet all legal requirements.

(The map below indicates with black dots the suggested sites for the three parklets)



It is important to note that the construction of the parklets is such that they can, if required, be moved to new locations at any time, either to different points in the high street or to other open spaces around Fleet town centre. This meets the criteria stipulated within the Welcome Back Fund.

This proposal will require several organisations to work together to achieve a successful implementation. Hampshire County Council as the Highways authority to provide the relevant licensing agreement for the installation, Hart District Council as the administrators of the funding and (in case any items of existing street furniture might need to be removed/relocated to accommodate the parklets in the optimum position) Fleet Town Council as the owner of the existing benches.

Fleet BID feels strongly that, in conjunction with the District Council's proposed plans to regenerate the Civic Quarter, the parklets will provide a real boost to the town as we recover from the pandemic. They meet all the criteria for the Welcome Back Fund and can be speedily installed (with suitable permissions and licensing agreement with Hampshire Highways).

In discussion with the suppliers listed below, the cost of the parklets is estimated to be between £15,000 - £16,000 each (installed and planted). Fleet BID would therefore wish to apply for up to £48,000 of the Welcome Back Fund.

Three Suppliers who have been approached for initial costings:

Meristem Design, [Meristem Design | Turning the Grey Green | Urban Greening | Living Walls | Parklets | Green Screens](#). Contact: Habib Khan, E: habib@meristemdesign.co.uk, T: 020 3137 6971 M: 07946 708445

Broxap [Parklets | Broxap Modular Parklet Solutions | Street Furniture | Broxap](#) Contact: Bill Mountford E: bill.mountford@broxap.com, DDI: 01782 571701, MOB: 07760 173695

Cyclehoop <https://www.cyclehoop.com/case-studies/2017-hammersmith/> T: +44 208 699 1338

Monitor and evaluate

Fleet BID will undertake two surveys in the initial 6 months of the installation of the parklets. The surveys will ask both businesses and members of the public to comment on the advantages or disadvantages that they felt the parklets brought to the high street; how they fitted within the street scene; and whether they would wish to see them continue in place.

Maintenance

Three suppliers were approached, as listed in the original submission. All were asked to provide details related to the maintenance of the parklets. Only one of the companies, Meristem Design, offered a maintenance contract as part of the procurement. The cost of this maintenance contract, to include planting and structure for the three parklets, would be £150 x 30 visits pa = £4,500 + VAT. Neither Broxap nor Cyclehoop offer a maintenance service, nor do they supply soil and plants as part of their installation cost. Broxap did stress that all their parts are protected by a 12 months' Warranty and are readily available as individual parts, should replacements ever be required. Cyclehoop also confirmed that they provided a call out service if any part of their parklet structures failed.

Who would take ownership

Initially, it is proposed that the BID would take ownership of the parklets. As the BID will be moving to a second Ballot in May 2022, it cannot be guaranteed that the ownership would remain within the BID's hands after that date. The BID will enter into discussions with Fleet Town Council which currently owns and maintains the benches in the high street. It would be hoped that this discussion could lead to the parklets being maintained long term within the terms of Fleet Town Council's Ground Maintenance Contract. In addition, the Town Council also organise an annual Action Day when volunteers clean and treat the wooden slates and paint the frames of the existing seating. As you will be aware, all Fleet Town Councillors will be up for election in May 2022 so it is not possible to commit a new Council to future action or expenditure but, current councillors are supportive and if the surveys are positive, some confidence could be given to the projects' continuation.

Application for the Welcome Back Fund from Odiham Parish Council (OPC), 01.06.21

Promotion and publicity

Overview of project

Late 2020, OPC worked with a local design consultancy to develop the “Your Odiham – Eat Local, Shop Local, Support Local” branding to support the High Street businesses when coming out of the second lockdown <https://odihamparishcouncil.gov.uk/visit-odiham/business-directory>. The branding was used to run a series of advertisements in the Herald newspaper in the run up to Christmas aimed at reminding people to support local as well as attracting visitors to the area. The publicity material was well received and strongly supported by local businesses.

Earlier this year, the branding was used on the “Visit Odiham” pages on OPC’s new website <https://odihamparishcouncil.gov.uk/visit-odiham> and also for the Odiham Book Exchange which is due to open soon <https://odihamparishcouncil.gov.uk/visit-odiham/library>.

We would like to develop the brand even further to attract visitors and shoppers to Odiham and North Warnborough but no budget provision is currently available. The local area has a lot to offer but its rural location means it is often overlooked by shoppers and tourists who chose to visit nearby towns.

What is funding requested for?

We would like to produce a two-sided leaflet with a map of the area and local attractions on one side and a list of local shops, eating establishments and businesses on the other. The map will also direct visitors to nearby green spaces and walking routes. This would be in the “Your Odiham” theme and replace a “Visit Odiham” leaflet produced several years ago which became out of date some time ago.

We plan to produce 3,000 leaflets which will be distributed to information points in surrounding towns and villages to attract visitors from outside the area. We will also put a quantity in local shops and businesses to encourage visitors to enjoy another local amenity they may not have planned to visit. The artwork will be replicated in a full page advertisement in the Herald, proposed June and July.

Who will benefit?

The primary aim of this project is to increase tourism and increase High Street footfall to support local retailers, businesses and local attractions. Separately we are developing a Village Centre Area Action Plan which has identified the importance of the High Street to local residents in a rural community. By promoting tourism and supporting small business sustainability, this projects is in line with local views.

Costs

Design costs	£775
Updating map https://odihamparishcouncil.gov.uk/visit-odiham/map	£200
Printing costs (£288 + £45 revision costs)	£333
Herald advertisement (£300 x 2)	£600
Total funding requested	£1,908

All prices are excluding VAT and funding is not required.

Timings

OPC staff are ready to start this work as soon as funding is secured.

Monitoring and Evaluation

OPC is in regular contact with High Street businesses through a WhatsApp group and will use this to gain feedback from retailers.

The map and associated will be published on OPC's website and Facebook page which is set up to receive public comments and record the number of hits.

OPC will provide a grant monitoring report to Hart DC at the end of the project.

Application for the Welcome Back Fund from Odiham Parish Council (OPC), 01.06.21

Temporary Picnic Areas/Seating

Introduction

Odiham village centre focusses around Odiham High Street which runs from east to west through the parish and has direct links to surrounding green spaces. The High Street itself comprises of a mix of residential, retail, eating and drinking establishments and businesses, predominantly buildings of heritage importance.



The High Street attracts residents and visitors to its local shops, eating establishments and services and is an important meeting place for socialising and events, all of which were cancelled during 2020. The High Street area is a focal point for visitors providing access to local walks, heritage routes and access to green spaces such as the Deer Park and Basingstoke Canal. Businesses also benefit from passing traffic from M3 or Alton to Farnham.

From the 9 eating and drinking establishments on the High Street, only two have outside seating and one further business, the Fountains Coffee Shop, has just one communal bench.



Welcome back to Odiham.

Come and enjoy our wonderful independent shops and restaurants.




Eat local. Shop local. Support local.

<p>Eating & Drinking</p> <p>Pickled Pepper Delicatessen 77 High Street</p> <p>Red Lion 102 High Street</p> <p>La Creperie 101 High Street</p> <p>El Castello 83 High Street</p> <p>Kings Chinese Restaurant 76 High Street</p> <p>Odiham Spice Restaurant 65 High Street</p> <p>Fountains Coffee Shop Fountains Mall</p> <p>Co-op Store 56 High Street</p> <p>Bel & Dragon 100 High Street</p> <p>Health & Beauty</p> <p>The Optician 113a High Street</p> <p>Beautique Beauty & Nail Salon Fountains Mall</p> <p>The Odiham Clinic 2 High Street</p> <p>Hadley Simmons 103 High Street</p>	<p>A Touch of Beauty 103 High Street</p> <p>Odiham Dental Care 45 High Street</p> <p>Transformations</p> <p>Hair Salon Fountains Mall</p> <p>Let's Face It 66 High Street</p> <p>Charlie's Barbers 45 High Street</p> <p>Barbers 85 High Street</p> <p>Lloyds Pharmacy 138 High Street</p> <p>King Street Dental King Street</p> <p>Professional Services</p> <p>Bates Solicitors 59 High Street</p> <p>Walker & Walker Interior & Architectural Design 78 High Street</p> <p>Odiham Post Office and Stationers 45 High Street</p> <p>The Oast Garage King Street</p> <p>Goddard & Co Chartered Accountants 3 Church Street</p>	<p>McCarthy & Holden, Estate Agents 95 High Street</p> <p>Strutt & Parker, Estate Agents 82 High Street</p> <p>Homes and gifts</p> <p>The Frame Gallery Ltd 81 High Street</p> <p>Katharine Jane Fountains Mall</p> <p>All Sorts 75 High Street</p> <p>Odiham Hardware Fountains Mall</p> <p>Moutan Flower shop 99 High Street</p> <p>Cottage Hospital Shop 71 High Street</p> <p>Odiham Card Shop 115 High Street</p> <p>Clothes & Fashion</p> <p>Sophie Rose Bespoke Bridal Shop 65 High Street</p> <p>Libelula 74 High Street</p>
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<https://odihamparishcouncil.gov.uk/visit-odiham/business-directory>

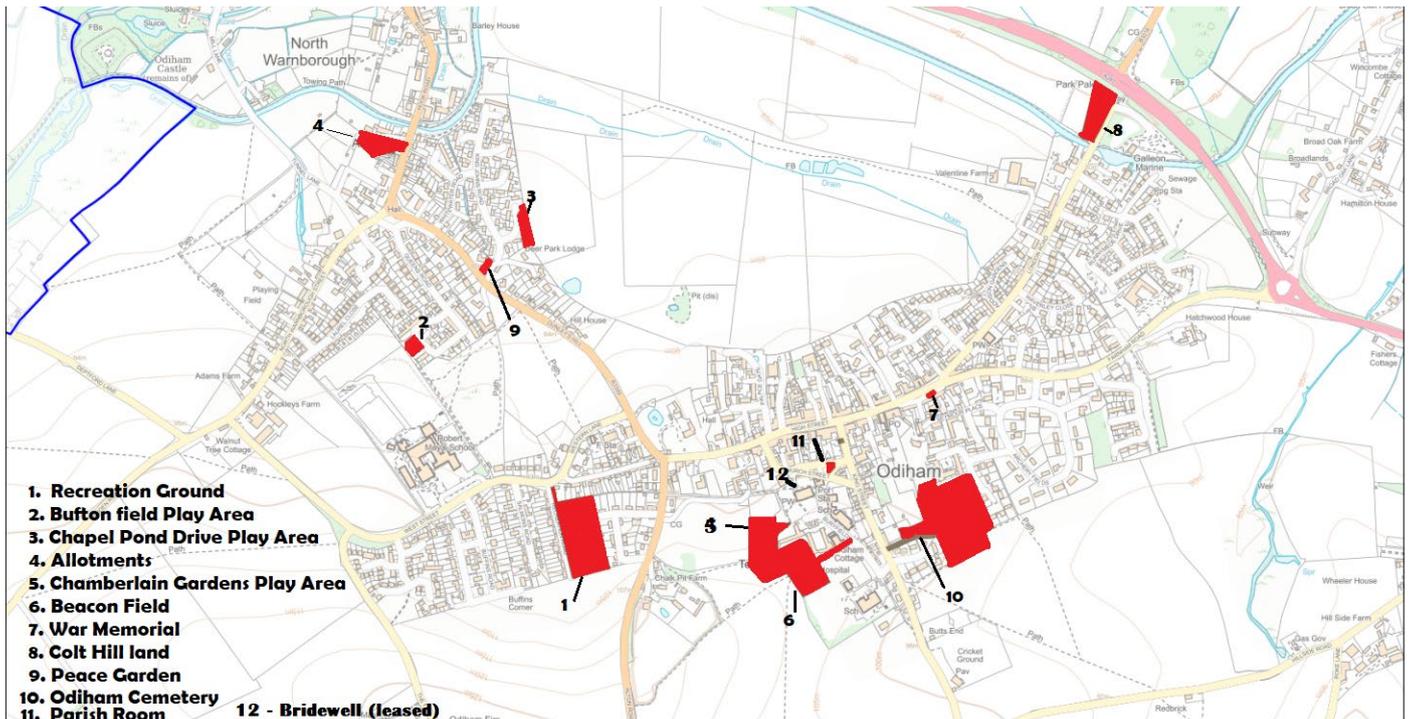
Follow us on Facebook and Instagram.
Search "Your Odiham"

The Council receives frequent requests for additional seating on the High Street. This is supported in the draft Odiham Village Centre Area Action Plan and further supported through the Council's networking with High Street businesses via a WhatsApp group.

Overview of project

We would like to encourage residents and visitors to make better use of OPC's greenspaces and provide safer, outdoor meeting places during Covid by installing temporary picnic areas with seating, bins and signposting from the High Street businesses.

OPC owns the sites shown in red and it is proposed sites 1, 3 and 5 are suitable for picnic sites.



Site 1 – Recreation Ground

Site 3 – Chapel Pond Drive Play Area



Site 5 – Chamberlain Gardens Play Area and Beacon Field



What is funding requested for?

Funding is requested for hiring 10 picnic benches* from June to September, the provision of bins, bin emptying and associated wayfinding signage and promotion which will be published online and supplied to the High Street businesses.

*We have considered the cost of purchasing picnic benches but ruled this out as permanent seating would need to be secured on to a concrete plinths which would restrict alternative use in the future. Also, OPC does not own and suitable storage or have a repairs and maintenance budget.

Costs

Hire of 10 x picnic benches for 15 weeks + delivery	£2,648.80 (quotation received)
Purchase of 5 x black 240L wheelie bins plus 5 x blue 240L recycling bins	£525.00 (known cost)
Weekly bin emptying through OPC’s current contractor, 15 weeks	£525.00 (known cost)
Wayfinding signage and promotion to High St businesses	<u>£200.00</u>
Total funding requested	£3,898.80

All prices are excluding VAT and funding is not required.

Comparative Costs

Comparative costs have been researched for the picnic benches as follows:

[Wooden Picnic Bench - L1830 x W1460 | Event Hire UK](#)- £4,226

www.beeventhire.co.uk £3,192

Who will benefit?

All residents, families with young children who want to use the playparks, parents, people working in Odiham, visitors, walkers.

This project also aims to support the High Street businesses

This seating will also support a low key, Sunday afternoon music event which OPC is arranging separately due to the 2021 Armed Forces Day celebrations being cancelled.

Timings

Odiham Parish Council staff are ready to place the relevant orders, arrange wayfinding and promotion as soon as funding is secured.

Monitoring and Evaluation

OPC inspects all sites at least once per week. When on site, staff will record the number of people using the seating.

OPC will also estimate usage by monitoring bin usage and litter.

This project will be promoted on OPC's website and Facebook page, both of which are set up to receive public comments.

OPC will liaise with High Street businesses at the end of each month asking for feedback on the project and whether and changes are necessary.

OPC will provide a grant monitoring report to Hart DC at the end of the project.

Welcome Back Fund Application Creating a district wide retail e-commerce platform

As part of the Hart's Economic Recovery and supporting businesses, we would like to put forward the following idea for funding to be spent on creating an e-commerce platform to enable high streets across the district to become digital.

Creating this e-commerce platform will be a promotion of the district as a whole, showcasing the safe environment for local trade and tourism, as well as promoting the safe events.

An **e-commerce platform** is software that enables the commercial process of buying and selling over the internet. An **e-commerce platform** includes a search feature that lets customers find a specific product, a cart feature that lets them manage their order, and a payment feature.

In summary, the purpose of the e-commerce platform is to support businesses to go digital whilst capitalising on the increase in online retail sales and the renewed interest in buying local.

Research on the Future of eCommerce reveals

- 40 percent of consumers are buying more online than they had previously done (*Forrester Consumer Technographics*)
- eCommerce growth outpaces overall retail growth at 14.1 percent versus 4 percent (*Adobe Digital Insights*)
- In the next 5 years, **marketplace platforms** could account for more than 30 percent of global corporate revenues (*McKinsey & Company*)
- 75% of consumers plan to **support local merchants** post COVID (*smallbiztrends.com*)

What is involved and how would it work?

We would like to create a Hart District focussed e-commerce platform providing an online shopping facility to independent retailers. This platform will aim to celebrate and raise the profile of the great things the district has to offer. To do this, we would need to partner up with an existing e-commerce platform that currently offers this service to other town and cities.

Every participating business will be provided with its own branded virtual shop window. By working with an existing e-commerce platform, this will give businesses access to training and on-going support to make the most of the platform. Furthermore, by working with an existing e-commerce platform, they will help drive traffic to the platform and support the wide-ranging marketing campaign. However, support from the Council staff will be required to help with the marketing, by providing local information, contacts and use of the Council social media pages.

The platform is the perfect way to blend online and offline sales, with retailers being able to update their offering to encourage physical visits for special promotions or being able to switch to a uniquely engaging online-only mode.

The overall aim of this initiative is to complement the other measures aimed at supporting town centre recovery through diversifying the way consumers can shop locally and enabling businesses to use digital tools to raise their profile, reach new customers and generate additional sales; as well as it being a more ethical, eco-friendly and convenient alternative to existing online market places such as Amazon. Furthermore, it will also be beneficial to new/emerging businesses that are starting out without a digital presence. This could help offer low risk and no costs to businesses signing up for the first year.

In addition, a placemaking website brings personality, culture and provides an offering to residents and visitors on what is happening in the district.

How to fund this project

An initial 12-month agreement to be funded through Welcome Back Fund. The e-commerce platform can set up the Hart District page in two weeks, after this it will then be getting the message out to businesses about be part of the website. After this time, a decision would need to be made regarding what happens with the cost of maintenance and how existing and new businesses would be charged.

Quotes gathered identified the lowest price as being £12,000 and the highest as £30,000, as expressed in the table below. The turnaround to get this set up can be done very quickly.

This is within scope strand 5 of the WBF. As this website will be able to provide information on promoting a safe environment for local trade and tourism and promoting safe events.

This is within scope strand 5 of the WBF. The production of websites would need to be directly in line with scope of the WBF and focused on the provision of information relating to the creation and promotion of a safe environment for local trade and tourism. This includes, but is not limited to, Click and Collect /Virtual High Streets and websites promoting safe celebration events.

The benefits of a one-stop e-commerce platform will offer businesses, residents and visitors:

- A space to promote and advertise the local offer.
- About the town (history, map/directions)
- Safety information/updates
- News/Blogs/articles (imagery, copy and links)
- Listings for local businesses/retailers
- Event listings (what's on)
- Things to do (local attractions/trails)
- Links out to an e-commerce platform
- Social media feed: Hooking up the local council social media

Matters to consider

- Working with an existing e-commerce platform provider will help to manage the content site. But it will require a level of engagement and commitment from the local businesses and retailers to provide relevant and engaging content and for this to be kept up to date. There will be the Economic Development Officer and Communications Team time to consider in helping support the marketing campaigns, provided key local information & contacts and use of the Council's social media pages.
- A risk could be there is little or no take up from businesses but we would have committed to 12 months
- There will be an ongoing cost associated for management and support of the site after the initial 12 months period.
- Having a digital presence could attract new visitors looking for days out and who have come across the platform online. It may not necessarily be the answer to actually getting people back to the town, but broadens the exposure of existing and new retailers to promote their goods and services.
- An initial 12-month agreement to be funded through WBF. After this time, a decision would need to be made regarding what happens with the cost of maintenance and how existing and new businesses would be charged.

Click It local	Cost for 12 months	Uniqueness
Click it local	Standard Option - £2,500 +VAT per month (For 12 months, total £30,000.)	<ul style="list-style-type: none"> • Hire local people to be drivers • 7.5% store fee • Marketing and social support for stores and the launch • Started in March 2020 - have around 15 places signed up – supported over 300 businesses in 2020
ShopAppy	£12,000+VAT	<ul style="list-style-type: none"> • Live in over 100 places • Started in 2016 • Hosting of online events such as pop-up makers / artists and fairs • Home traders and local online businesses are able to join during this period at no extra cost.
The Borough Basket	£5,000 setup fee; £750 per month for support; (For 12 months, total £14,000)	<ul style="list-style-type: none"> • Stripe charges 1.4% commission + 20p p/t • Basingstoke worked with a local web designer to build this • Around 40 businesses have signed up this includes shops, classes and restaurants. • Can create own branding • More involvement within the Council to help manage the site

HDC would therefore apply for the funding and commission the chosen supplier for the first 12-month period. It would then be necessary to assess its success and benefits, prior to determining how to continue.

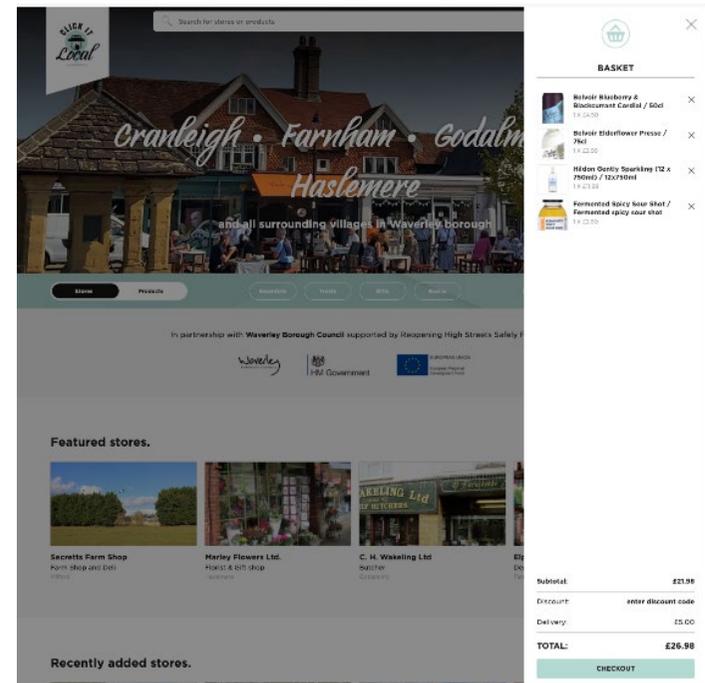
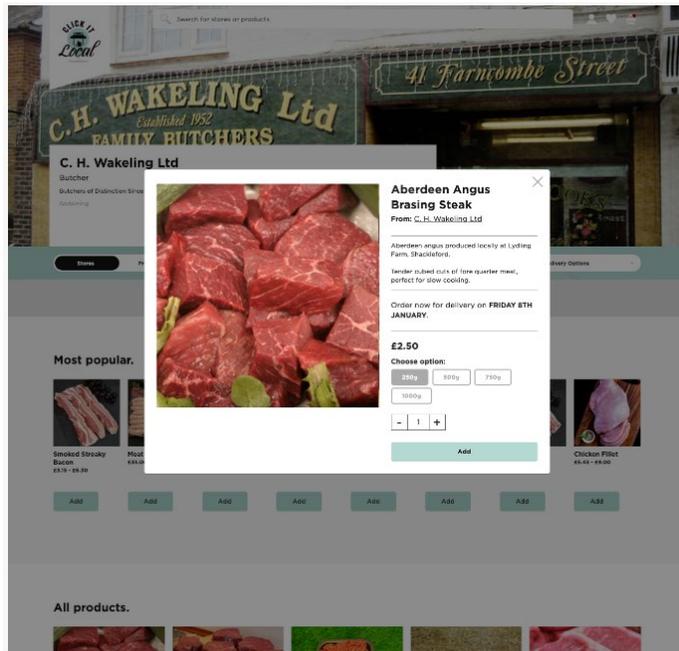
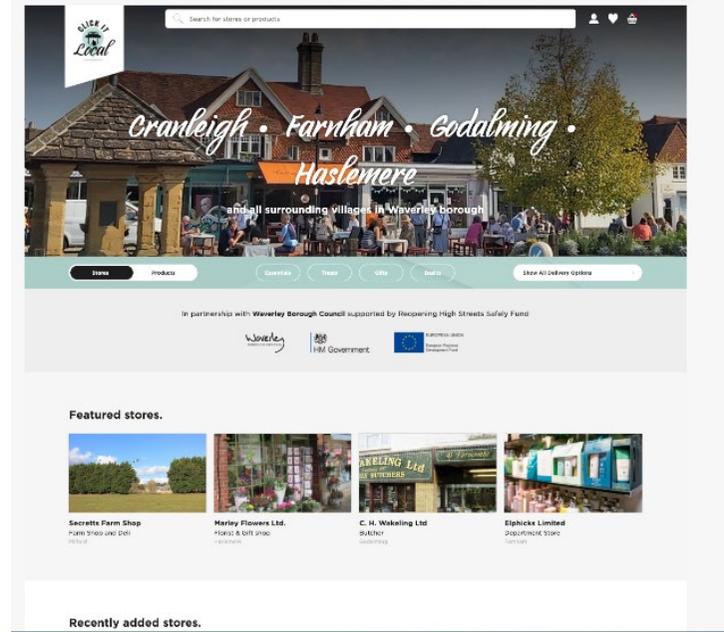
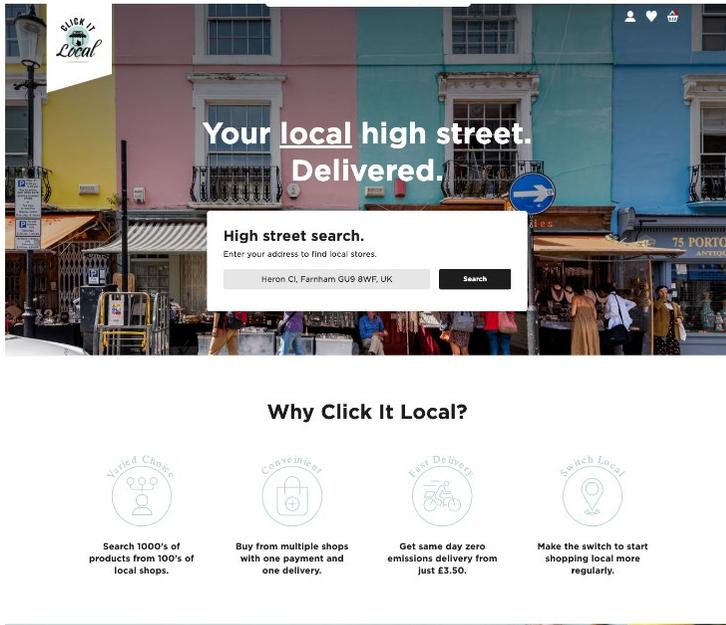
Neighbouring Authorities with an eCommerce product:

- [Basingstoke – The Borough Basket](#)
- Rushmoor – MyTown (Launching in July)
- [Winchester](#)
- [Waverley](#)
- [Test Valley – InAndover](#) (Run by the BID)

Monitoring the platform

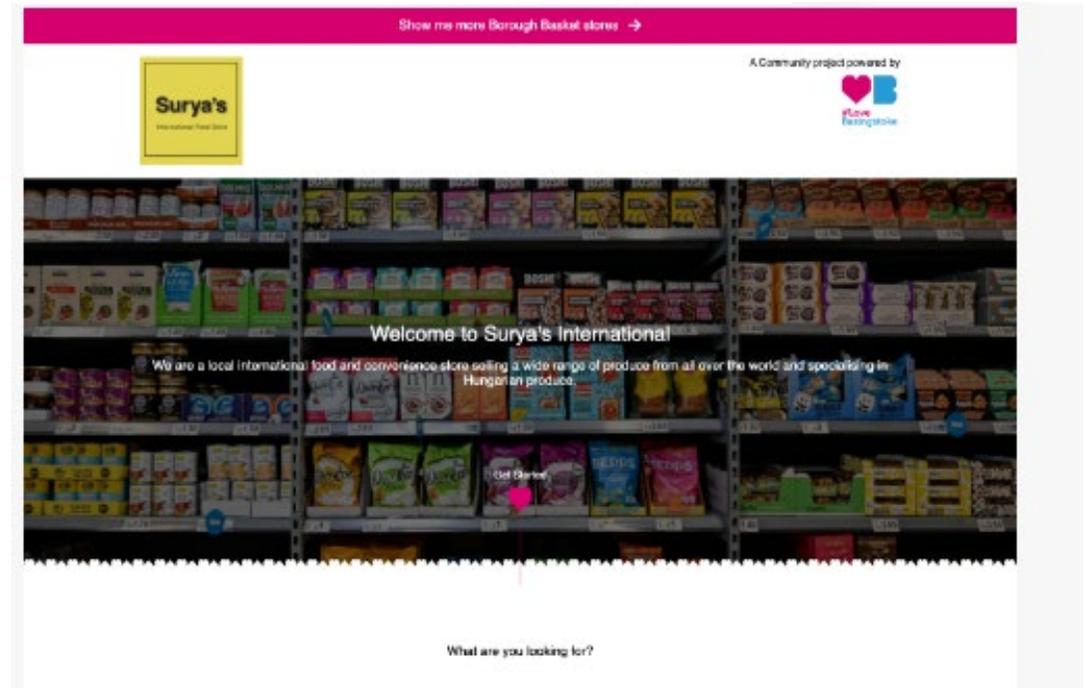
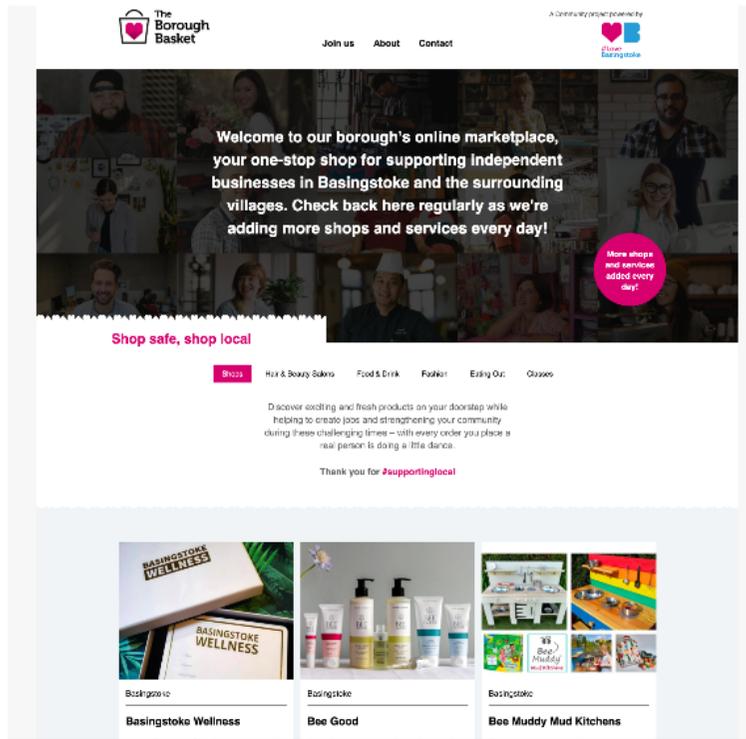
In terms of monitoring the platform, we will get reports from the e-commerce platform provider on a monthly basis, on how the site is performing in terms of the number of businesses signed up, orders, visitors to the site. This will help to analyse if the site is improving from month to month or declining. This will help to determine the success of the platform. Also, the Council can engage with businesses through a survey asking questions on a quarterly basis to get regular feedback.

Images of web pages from the different suppliers:



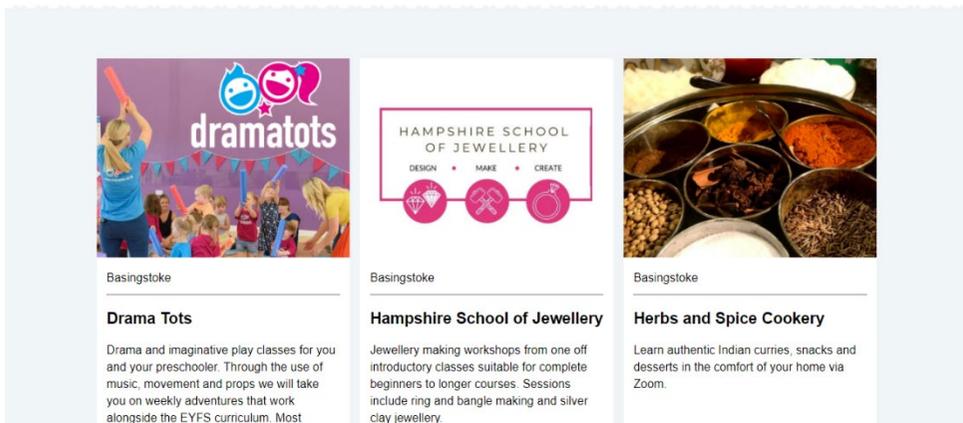
Screenshots of The Borough Basket

Page 186



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CABINET

DATE OF MEETING: Thursday 1st July 2021

TITLE OF REPORT: **NOMINATIONS TO OUTSIDE BODIES 2021/2022**

Report of: **Joint Chief Executive**

Cabinet Member: **Councillor David Neighbour, Leader**

1. PURPOSE OF REPORT

1.1 To seek nominations to Hart's approved list of Outside Bodies

2. OFFICER RECOMMENDATION

2.1 The Cabinet

- Approve the list of outside bodies to be appointed to as shown at Appendix 3
- Nominate and approve representatives to the Outside Bodies as shown at Appendix 3

3. BACKGROUND

- 3.1 Annually, a specified number of representatives are nominated to sit on Hart's approved list of Outside Bodies.
- 3.2 At the end of each year, each representative is requested to prepare a short report outlining the role of the organisation; the benefit to the Council of providing a representative to that organisation; and how the priorities of the organisation link with the Council's corporate priorities.
- 3.3 Due to the Covid-19 pandemic, and no elections, Cabinet decided to 'roll over' representation on the Outside Bodies from the previous year, allowing Members to remain appointed representatives of the Council. These are shown in Appendix 1
- 3.4 This approach provided a level of continuity during a period of upheaval for those representative bodies, whilst the Council continued to take an active role in engaging with key partners. Feedback from the respective representatives and their views on the continued engagement with that organisation are set out in Appendix 2
- 3.5 Overview and Scrutiny Committee considered at their meeting on the 15th June, the detail provided in Appendix 2 with a request for any recommendations to Cabinet on any Outside Bodies that were missing from the list but which should be considered, or the continuance of engagement with the outside bodies noted, based on the information provided. Overview and Scrutiny Members discussed the summary of Members work as

representatives with particular focus on Blackbushe Metals and the Hampshire Partnership. Members were also asked to consider further Outside Bodies for inclusion in future.

- 3.6 A list of outside bodies, subject to Cabinet approval, requiring nominations for 2021/22 are in **Appendix 3**.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications.

5. ACTION

- 5.1 Subject to adoption and nomination to Outside Appointments, the respective members will be advised.

Contact Details: Patricia Hughes, Joint Chief Executive
Patricia.hughes@hart.gov.uk (01252) 774450

APPENDICES

Appendix 1 – 2020/2021 Appointed Outside Bodies

Appendix 2 – 2020/2021 Summary of Comments from Representatives

Appendix 3 – List of Outside bodies requiring nominations for 2021/2022

HART REPRESENTATIVES ON OUTSIDE BODIES 2020/21

Outside Bodies are external organisations that have invited Hart to nominate a representative to participate in meetings etc.

Outside Bodies	No. of Representatives	Nominee(s)
Basingstoke Canal Joint Management Committee	2 Councillors (normally taken from Wards that include the line of the Canal)	1. Makepeace-Browne 2. Ambler
Blackbushe Airport Consultative Committee	2 Councillors 1 Reserve	1. Crisp 2. Harward Reserve: Quarterman
Blackbushe Metals Liaison Panel	2 Councillors	1. Crisp 2. Harward
Blackwater Valley Advisory Committee for Public Transport	2 Councillors 1 Reserve Councillor	1. Quarterman 2. Oliver Reserve: Radley
Blackwater Valley Recreation & Countryside Management Committee	2 Councillors (1xCabinet Member)	1. Kinnell 2. Neighbour
Citizens Advice Hart	1 Councillor (1xCabinet Member)	Bailey
Crookham Almshouse Charity (Trustee)	1 Councillor	Butler
District Councils Network	1 Councillor (Leader)	Neighbour
District Health and Wellbeing Forum	1 Councillor	Bailey
Enterprise M3 Leaders Board	1 Councillor (Leader)	Neighbour
Farnborough Aerodrome Consultative Committee (FACC)	2 Councillors 1 Reserve Councillor	1. Radley 2. Axam Reserve: Ambler
Fleet Business Improvement District	1 Councillor	Oliver
Fleet Pond Society	1 Councillor 1 Reserve Councillor	1. Wheale Reserve: Wright
Hampshire Partnership	1 Councillor, 1 Reserve (Leader & Deputy Leader)	1. Neighbour Reserve: Radley
Hampshire Police and Crime Panel	1 Councillor	Radley
Hart Voluntary Action	1 Councillor (1x Cabinet Member)	Bailey
Inclusion Hampshire	1 Councillor	Bailey
LGA General Assembly (Annual Event)	1 Councillor (Leader or Deputy Leader)	Neighbour Reserve: Radley

Appendix 1

Local Government Association HIOW	1 Councillor (Leader) 1 Reserve	Radley Reserve: Oliver
Military Community Covenant	1 Councillor 1 Reserve	Dorn Reserve: Clarke
North East Hampshire CPRE	1 Councillor (Observer)	Clarke
North Hampshire Road Safety Council	1 Councillor 1 Reserve	Oliver Reserve: Wheale
Project Integra Strategy Board	1 Councillor 1 Reserve Councillor (2xCabinet Members)	Oliver Reserve: Neighbour
Safer North Hampshire Community Safety Partnership	1 Cabinet Member	Radley
South East England Councils (SEEC)	1 Councillor (Leader & Deputy Leader)	Neighbour Reserve: Radley
Thames Basin Heaths – Joint Strategic Partnership	1 Councillor 1 Reserve Councillor	Radley Reserve: Cockarill
Thames Basin Heaths – Strategic Access Management and Monitoring Project Board	1 Councillor 1 Reserve Councillor	Radley Reserve: Cockarill
The Vine Day Centre	2 Councillors	Bailey
Vivid Housing Association	1 Councillor (Observer)	1. Bailey 2. Head of Community Services

HART REPRESENTATIVES ON OUTSIDE BODIES 2020/2021

SUMMARY OF COMMENTS FROM REPRESENTATIVES – June 2021

Outline of Organisation	Input from Representative	Benefit to Council	Comments
Basingstoke Canal Joint Management Committee			
Management of the canal facilities, upkeep and infrastructure throughout Surrey and Hampshire	(2) This organisation met twice in 2020/21 is still active and as a representative are part of decision-making process with voting rights. Meetings have been more restricted due to Covid-19 limitations.	Representation does strengthen partnerships with other riparian authorities, the two County Councils as well as Hart Parish Councils and commercial users. The canal is important both ecologically and as a leisure facility. Much of the work either carried out directly by the Canal Authority or by volunteer groups. The work is led by the two County Councils, but there is ample opportunity for input from member representatives who have equal voting rights at the meetings.	Recommend continuing.
Blackbushe Airport Consultative Committee			
Consults local Councillors and residents on business development and operational management of Blackbushe airport.	(R) Normally meet half-yearly, in March and September. During Covid meetings were via Zoom, but face to face meetings are expected to restart in September. Councillor Quarterman attends both in his capacity as Hart reserve but also as chair of the Yateley, Darby Green and Frogmore Neighbourhood Plan Steering Group. The March 2021 meeting was attended by Councillor Quarterman, plus Councillors from Hampshire CC, Rushmoor BC, Sandhust and Blackwater Town Councils and Hartley Wintney Parish Council. There was no formal voting on any matters. The main part of the meeting is hearing reports from the airport manager and taking the opportunity to ask questions and scrutinise their performance.	The benefit to the Council is being informed on ongoing development and performance of the airport, which is a major employer in the District and also controls an important property asset.	Recommend continuing.

Blackbushe Metals Liaison Panel			
To check environmental issues.	This panel meets only when required, when there are concerns or issues associated with environmental factors arising from Blackbushe Metals. It is a reactive meeting, set up urgently when such issues arise, so whilst it is appropriate to nominate representatives to attend urgently, should such circumstances arise, meetings of this panel may not occur in any particular year.		
Blackwater Valley Advisory Committee for Public Transport			
Works with other local Councils to coordinate liaison with public transport providers in order to improve services and address other matters of interest and concern, such as climate change.	(1) The meeting normally meets quarterly, but one meeting was cancelled due to the Covid-19 pandemic. Therefore, there were three meetings this year. There have been three meetings. The Chair rotates around the participating Councils, and in the year 2020/21 it was Hart's turn to chair. Therefore, Cllr Quarterman chaired the meetings, and Cllr Oliver attended all three. This Committee is very active and strengthens the Council's partnerships, provides positive community leadership. Although there was no formal voting on any matters. The main part of the meeting is hearing reports from the service providers and taking the opportunity to ask questions and scrutinise their performance.	It is important that Hart attends and provides input so that we can work successfully in partnership with our neighbouring Councils. County Councils are also represented on this committee, and the Hampshire County Council representative is also a Hart District Councillor.	Recommend continuing.

Blackwater Valley Recreation and Countryside Management Committee			
<p>This is a Partnership project between HCC, local authorities, and community organisations, working to maintain and improve the River Blackwater and the open greenspaces alongside.</p>	<p>(1) The committee meets once a year and remains active. We have voting rights at the AGM and are informed and consulted with as part of the decision-making process. Additionally, we receive a quarterly bulletin/update via email, which includes budgetary information along with works and activities that have taken place around the valley by both the rangers and the volunteers.</p>	<p>This is an example of partnership working at its best where both bodies benefit from the work that's carried out. The Northeast of the District has, for many years, benefited considerably from the work of the BVCP.</p>	<p>Recommend continuing.</p>
Citizens Advice Hart			
<p>Citizens Advice Hart is an independent charity and part of the Citizens Advice network across England and Wales. People come to CAB with all sorts of issues including money, benefit, housing, or employment problems. CAB advisers will research client's issues and provide them with information about your options. This will allow clients to decide the path for them to take to resolve your issues.</p>	<p>(1) This organisation held 4 full formal board meetings this year. I attended none, but a meeting with CEO and board members has taken place during the year plus other regular meetings between management and Hart officers.</p> <p>The local CAB is undertaking a review of the most appropriate operating model in the post covid world which delivers the best value for money and reaches the greatest number of those needing to access their services.</p>	<p>Hart has a service level agreement with CAB which comes to an end this year. In the coming year we will be working closely with CAB to agree the best SLA for the future and contribute to how we can best support the emerging operating model that the CAB will be using.</p>	<p>Recommend continuing.</p>
Crookham Almshouse Charity			
<p>The charity "provides almshouse accommodation for poor persons of good character" who are inhabitants of the district of Hart, with preference for those residents in Crookham</p>	<p>(1) The committee meet twice a year but as Chair of trustees I have regular, ad hoc contact with the Clerk and residents when issues arise. The Clerk, Chairman and Treasurer undertake the bulk of the day to day running of the Almshouses, relaying their</p>	<p>On a personal level, it gives me the opportunity to be directly involved (for instance in interviewing applicants for vacant units) and to make a positive contribution to the running of the Almshouses. All our residents are vulnerable in some shape or form and it is hugely satisfying to be able to give them a roof over their head and security. They are all</p>	<p>Council input is positive and should be continued.</p>

<p>Village, Ewshot, Church Crookham, Pondtail, Courtmoor and Fleet West.</p>	<p>decisions via email and at committee meetings. More significant decisions are made at committee. I have voting rights. I am involved in interviewing applicants when a unit becomes vacant.</p> <p>Representation on this body provides an important link with a well-established and long-standing local charity which offers a help in hand to vulnerable people in our community. It enables a group of local trustees and Hart officers to work together to provide much needed housing in this part of the district, particularly as housing is so expensive here.</p> <p>The charity provides a link between the local authority and a little piece of history.</p>	<p>extremely grateful for the accommodation they have at the Almshouses.</p> <p>The last 12 months have been busy, as always for this charity, with the added twist of dealing with a pandemic. The clerk has been the single point of contact for the residents, keeping in regular touch by phone, reassuring them and communicating the latest government guidance. All the residents have remained well, with the exception of one, who works in a role which does expose him to other individuals. He has recovered nicely. The clerk has also worked with individuals who lost their jobs or were furloughed and had a difficult time with their Universal Credit payments.</p> <p>There has been little movement amongst residents over the past 12 months, with just two moving out after securing accommodation through the private sector.</p> <p>As soon as the first lockdown ended, garden furniture was bought for a newly created open space on site, so that residents could enjoy the outdoors and each other's company in a safe manner. Raised beds have been built and are tended to by residents. Fleet Lions and the Welfare Trust kindly donated parcels of food to all residents at Christmastime, which went down a storm.</p>	
<p>District Councils' Network</p>			
<p>Forum utilised to lobby central government and to disseminate emerging best practice.</p>	<p>(1) It met twice this year including the AGM and I have attended one meeting. This organisation remains active.</p>	<p>Our involvement ensures that our voice is heard and that our financial contribution is used wisely. The DCN has many officer working groups which both aid the member councils and offer opportunities to develop officer skills.</p>	<p>We should maintain our Representation.</p>

District Health and Wellbeing Forum			
The council co-ordinates and facilitates a district health and wellbeing forum which brings together representatives of statutory bodies, local GP surgeries, charities, and community groups. In addition, the council supports a Hampshire wide health and wellbeing forum. The council also facilitates Ageing well and Starting Well groups with input from community groups across the District.	(1) This organisation has met once in person during the year plus virtual meetings and remains active. The council plays an important and key role in looking to improve health and wellbeing across the district.	In addition to the forum the council has a voice in the wider consultations on changes to the structure of health care provision.	Recommend continuing.
Enterprise M3 Leaders Board			
The Leaders Board is the main forum for communication between the LEP and the local authorities within the LEPs boundary in Hampshire and Surrey.	(1) They have met 6 times this year and all 6 have been attend by either myself and/or a senior officer of HDC and remains active.	Our involvement ensures that our voice is heard. It also aids joint working on economic projects such as the Fleet Pedestrianisation trial and the purchase of the SANG at Bramshott.	We should maintain our Representation.
Farnborough Aerodrome Consultative Committee (FACC)			
The FACC is a body designated to scrutinise the operation of Farnborough Aerodrome in respect to its impact on local residents and business community. It is made up in equal ratio of aviation stakeholders, public organisations and local authorities.	(1) It meets 3 times a year.	Aircraft movements in and out of Farnborough can have an impact on residents across a wide range of the district but by far it affects more those directly under the flight path in Ewshot and Church Crookham. This is an ideal forum to raise their concerns and to maintain a constructive dialogue with the airport operator. There is also an educational element to these meetings in that the committee invite industry experts to come and give presentations on noise, safety and airspace regulation. A new owner has recently taken over the aerodrome. It will be interesting to see if they are as	Yes, but representatives should continue to be selected from wards which sit directly under the flight path.

		open as TAG had been in recent years. Important for HDC to build a relationship with the new operator MacQuarie Infrastructure and Real Assets (MIRA).	
Fleet Business Improvement District (BID)			
Formal BID funded by levy on businesses (within BID area) to promote and support Levy Payer activity. Constituted through BID legislation and formed through Referendum in 2016	(1) This organisation has held 12 board meetings this year and we have attended 10 of these virtually. Fully informed and consulted, with voting rights, and involved in developing action plans and events to promote and support the Fleet BID objectives.	To ensure co-ordination and advice on events and activities within the BID area. Key partnership for the Fleet business community. BID are open to ideas and advice from HDC, similarly HDC gain from understanding the issues and opportunities for partnership working with Fleet BID levy payers A stakeholder in any Regeneration scheme for the Fleet Town Centre. Voting Rights are from becoming a Director of the BID. HDC representative does not need to become a Director of the BID to still attend Board meetings. Preparing for rebalot in 2022.	Recommend continuing.
Fleet Pond Society			
Works in partnership with HDC to maintain and improve Fleet Pond	No update received.		
Hampshire Partnership			
A County led forum whose agenda is set by HCC	(1) Meets quarterly but most have been cancelled due to covid and no business and no meetings attended the last year. This organisation isn't dormant yet.	Our involvement ensures that our voice is heard. The agenda for each meeting is uncertain and it is not unusual for a meeting to contain little of value to HDC.	I am ambivalent as to if we should maintain our Representation.
Hampshire Police and Crime Panel			
A forum to look into improving the safety on North Hampshire's roads. Promoting and encouraging road safety through campaigns and education.	(1) Only 2 meetings held this year and attended one. Still remains active. These meetings are informative and offer the opportunity to influence and lobby for specific programmes to be implemented in our district. It is useful to receive updates and reports from the various council members and a forum for	The Road Safety Council meetings are intended to help promote and raise awareness of countywide road safety education campaigns delivered by HCC, Hampshire Police and the Hampshire Fire and Rescue Service. Meetings include officers from those organisations plus county and district members, together with other representatives, including representatives from cycling groups, driving	Recommend continuing.

	discussion on national road safety statistics. Members of the council do have voting rights but rarely have the need to make decisions.	organisations, pedestrians, and equestrians. We mainly receive updates on work done by HCC Road Safety, Hants Fire and Rescue and the Police.	
Hart Voluntary Action			
Hart Voluntary Action is a local charity which supports the voluntary and community sector in Hart District by offering one-to-one information and guidance, training, information updates, networking opportunities and volunteer recruitment. Its aim is to support voluntary and community organisations with their capacity to deliver services and activities for the local community. HDC currently has 2 service agreements for the delivery of services in the district.	(1) This organisation has held 4 full formal board meetings and weekly review informal board meetings during lockdown. I have attended 2 full board meetings and numerous weekly informal meetings. HVA has played an invaluable role in the local community over the last 12 months	HVA has played an invaluable role in the local community over the last 12 months I attend board meetings as Hart DC representative. The relationship with HVA is a partnership with very regular contact between HDC officers and members of HVA. HVA have played an invaluable role during the pandemic in coordinating volunteers to support those shielding and supporting vaccination centres. This has taken place alongside the regular work programme.	Recommend continuing.
Inclusion Hampshire			
Inclusion Hampshire specialise in offering mental health and well-being support to learners, as well as an academic and skill enhancing curriculum, tailored to meet young people's individual needs.	(1) This organisation has had 4 full formal board meetings this year, but we have not attended any due to no invite or details being provided of board meetings. This is likely to be due to the pressures of Covid pandemic. This is still active. Inclusion Hampshire provides an important service to some of the most vulnerable members of our community. The level of engagement between the council and the Inclusion Hampshire will be strengthened during 2021/2.	There are a number of organisations in the District that provide valuable services to those who are most disadvantaged where the council is not represented. Our representation will be reviewed during the current year to assess the particular value of formal representation.	Recommend continuing.

Local Government Association (HIOWLA)			
A Countrywide forum for discussing sector level issues.	(1) The Chair has a seat on the LGA executive. Meets 6 times a year but most have been cancelled due to covid and no business. Most meetings have been attended by either myself or a Chief Executive and remains active.	Our involvement ensures that our voice is heard. There are many working groups which are ancillary to this body and it is of vital importance to HDC.	Recommend continuing.
LGA General Assembly (Annual)			
The Confederation of Local Government. This is an umbrella organisation for Local Government in England.	(1) They hold an AGM every year during the annual Local Government Conference. As well as the AGM, I am on the Audit Committee, The Commercial Advisory Board as well as being a director of the two property companies and the Commercial Services Company. It remains active.	Our involvement ensures that our voice is heard. There are many working groups which are ancillary to this body and it is of vital importance to HDC. The association has an established relationship with central government.	Recommend continuing.
Military Covenant Group			
Draws together local authorities (Hart, Rushmoor, Basingstoke & Deane) local (serving) military, NHS (Clinical Commissioning Groups) and local veterans organisations to promote welfare issues and provide a locally co-ordinated framework to support the delivery of the Armed Forces Covenant.	(1) This organisation held 4/5 all virtual meetings during the municipal year and all have had a HDC representation. It is very active and effective. As a coordination group there are no hard decisions, only agreement to take matters further within the council processes and extensive minutes are produced. Most input is based on sharing experiences, issues, initiatives and local activity within HDC. The members gain understanding from each other and receive briefings from the military teams to facilitate mitigating issues within the community.	Representation on the body ensures coordinated approaches across the local authorities, allows for risk/problem mitigation and reduction actions across those broader areas (as military personnel are spread across a range of sites and live at dispersed locations). The links to HDC services help to provide better outcomes for serving personnel <i>and veterans</i> in need. Representation on this body demonstrates the Council's commitment to the Hart Community Covenant which was signed in 2011. It enables a coordinated effort with partners, to encourage integration between military and civilian communities and ensure support is available for those with complex need related to military service and the armed forces community as a whole. Through representation on this body, HDC can help to influence issues which impact on those living and	Yes

		<p>working in Hart (civilian and military). This was particularly important during the various lockdowns, not only for veteran’s mental health, but also to ensure some ceremonial duties were safely accomplished – the Remembrance Day events being a prime example.</p> <p>Ideas and solutions for issues are shared along with good practice and information about projects and services available to support the local armed forces community. “heads-up” briefing enables HDC to prepare for future issues.</p> <p>The work is collaborative and hence inputs are a core part of the function. Much of the Cllr involvement has been through Cllr Dorn who has made point of close liaison with local Royal British Legion. Liz Glenn has worked tirelessly on this issue and should be thanked and appreciated.</p> <p>The team has looked at the impact of the Future Accommodation Model [FAM] (to enable serving personnel the opportunity to seek privately let accommodation) and how that might affect the local housing rental market. Work has continued in the Employer Recognition Scheme to enable Hart to be recognised as a Forces friendly employer (the Council achieved a Bronze Award from this national scheme and is working towards Silver). Meetings regularly consider issues associated with: Children and Education, Housing, Health & Wellbeing, Environment & Infrastructure, Veterans</p>	
North East Hampshire CPRE			
<p>The CPRE aims to ‘enable people to recognise and enjoy the diverse natural</p>	<p>(1) There are monthly ‘Planning’ group (daytime) meetings which were cancelled during lockdown. There was one Zoom</p>	<p>HDC rep is an observer with no voting rights. I am normally copied minutes. It gives an opportunity to understand perceived issues and clarify questions of</p>	<p>Should be continued.</p>

<p>environment by protecting exceptional countryside assets'. The NE Hants Planning group, mainly focused on the Winchfield and Hartley Wintney area, assesses the progress of planning related matters to potentially use its national profile to make representations on major proposals and appeals.</p>	<p>meeting in December. No meetings are currently scheduled and none this year. There has been no communication.</p>	<p>a planning or policy nature, or to explain my understanding of the council's position.</p>	
North Hampshire Road Safety Council			
<p>A forum to look into improving the safety on North Hampshire's roads. Promoting and encouraging road safety through campaigns and education.</p>	<p>No update received.</p>		
Project Integra Strategy Board			
<p>Partnership with all the local Councils in Hampshire, including HCC, to ensure a combined approach to waste disposal and recycling (marketing, education and innovation).</p>	<p>(1) This organisation has held 4 meetings which have been attended and remains active. Fully informed and consulted, with voting rights, and involved in developing strategies such as fly tipping, replacement/ refurbishment of MRFs and responding to Central Government consultations on waste strategy.</p>	<p>Sharing information on industry evolution permits us to innovate our service and agree strategies with partnering councils. Hart officers also help to develop key new strategies on recycling and education. Provides a forum for officers to share best practice. This is critical to services delivered to all residents and to delivering cost effective services - plus initiatives to reduce waste, increase recycling and reduce fly tipping.</p> <p>It is also an essential body to develop a Hampshire response to DEFRA's imminent new Environment Bill that will require major changes to current waste and recycling practices.</p>	<p>Recommend continuing.</p>

Safer North Hampshire Community Safety Partnership			
The Partnership oversees community safety issues across Hart, Rushmoor and Basingstoke.	No update received.		
South East England Councils (SEEC)			
This is the umbrella organisation for Local Government in the South East.	(1) Holds an AGM every year. All meetings were cancelled due to COVID but remains active. As a representative we are part of the decision making process and are consulted on decisions.	Our involvement ensures that our voice is heard. As well as the member involvement there is the opportunity for officers to network and access unique information sets.	Recommend continuing.
Thames Basin Heaths – Joint Strategic Partnership			
A body set up to advise on mitigation measures for protecting the SPA from the adverse effects of development. In particular regard to managing SANGS policy and monitoring the effectiveness of SANGS.	(1) This organisation has meets once or twice per year depending on need – it can meet more often if there are issues to be resolved. It also spins out a number of working groups to tackle particular issues. Hart have (throughout my involvement) been an active positive contributor to this body. There is also a parallel officer's committee again in which Hart have made a major contribution. Not least because of the extensive SPA & SANG lands which we own and manage.	SANGS are vital to the effective delivery of housing in this district, without them all housing would need to be rammed into the southwestern corner of the district. SANGS also provide a wonderful in perpetuity resource of much needed public open space. Engagement in the TBH-JSPB is of strategic importance to Hart.	Yes – most definitely.
Thames Basin Heaths – Strategic Access			
Management and Monitoring Board - This is the body tasked with monitoring the use made by communities of SPA land which may have a deleterious effect on the ecology.	No update received.		

Vivid Housing Association			
Vivid Housing Association is a registered social landlord and developer of social housing in Hampshire and neighbouring counties. It currently manages over 32,000 homes and has plans to build a further 17,000 homes over the next 10 years. Hart Housing Association became part of Vivid some years ago and the councils previous housing stock is managed by Vivid.	(1) This organisation has held 4 full formal board meetings, but I have not attended these. Meetings with officers and senior management of Vivid did take place during the year. We have observer status at board meetings as a result of the historic relationship with Hart Housing Association. Involvement has been focussed on looking at ways of collaborative working within the District.	The Board meetings take place in Portsmouth on the last Thursday evening of a month and so clash with council meetings. It is useful to retain observer status into the future although the annual review meetings with senior management provide a good avenue of exploring ways of working together.	Recommend continuing.
The Vine Day Centre			
The Vine Centre has been in existence since 1987 and developed from its humble beginnings as a soup kitchen to an organisation which now provides a broad range of services to the most disadvantaged members of our community (aged 18+). These services are delivered Monday to Friday addressing the immediate physical & mental health needs of clients, as well as their longer term needs.	(1) This organisation has held 4 full formal board meetings this year, but we have not attended any due to no invite or details being provided of board meetings. This is likely to be due to the pressures of Covid pandemic. This is still active The Vine provides an important service to some of the most vulnerable members of our community. The level of engagement between the council and the Vine will be strengthened during 2021/22.	There are a number of charities in the District that provide valuable services to those who are most disadvantaged where the council is not represented. Our representation will be reviewed during the current year to assess the particular value of formal representation.	Recommend continuing.

(1), (2) etc - Indicates first or second member's comments

(R) – indicates reserve

HART REPRESENTATIVES ON OUTSIDE BODIES 2021/22

Outside Bodies	No. of Representatives	Nominee(s)
Basingstoke Canal Joint Management Committee	2 Councillors (normally taken from Wards that include the line of the Canal)	1. 2.
Blackbushe Airport Consultative Committee	2 Councillors 1 Reserve	1. 2. Reserve:
Blackbushe Metals Liaison Panel	2 Councillors	1. 2
Blackwater Valley Advisory Committee for Public Transport	2 Councillors 1 Reserve Councillor	1. 2. Reserve:
Blackwater Valley Recreation & Countryside Management Committee	2 Councillors (1xCabinet Member)	1. 2.
Citizens Advice Hart	1 Councillor (1xCabinet Member)	
Crookham Almshouse Charity (Trustee)	1 Councillor	
District Health and Wellbeing Forum	1 Councillor	
Enterprise M3 Leaders Board	1 Councillor (Leader)	
Farnborough Aerodrome Consultative Committee (FACC)	2 Councillors 1 Reserve Councillor	1. 2. Reserve:
Fleet Business Improvement District	1 Councillor	
Fleet Pond Society	1 Councillor 1 Reserve Councillor	1. Reserve:
Hampshire Partnership	1 Councillor, 1 Reserve (Leader & Deputy Leader)	1. Reserve:
Hampshire Police and Crime Panel	1 Councillor	
Hart Voluntary Action	1 Councillor (1xCabinet Member)	
HARAH (Hampshire Alliance for Rural Affordable Housing)	2 x Cabinet Members	1. 2.
Inclusion Hampshire	1 Councillor	
LGA General Assembly (Annual Event)	1 Councillor (Leader or Deputy Leader)	

Appendix 3

Local Government Association H10W and District Councils Network	1 Councillor 1 Reserve (Leader & Deputy Leader)	1. Reserve:
Military Community Covenant	1 Councillor 1 Reserve	1. Reserve:
North East Hampshire CPRE	1 Councillor (Observer)	
North Hampshire Road Safety Council	1 Councillor 1 Reserve	1. Reserve:
Project Integra Strategy Board	1 Councillor 1 Reserve Councillor (2xCabinet Members)	1. Reserve:
Safer North Hampshire Community Safety Partnership	1 Cabinet Member	
South East England Councils (SEEC)	1 Councillor 1 Reserve Councillor	1. Reserve:
Thames Basin Heaths – Joint Strategic Partnership	1 Councillor 1 Reserve Councillor	1. Reserve:
Thames Basin Heaths – Strategic Access Management and Monitoring Project Board	1 Councillor 1 Reserve Councillor	1. Reserve:
The Vine Day Centre	1 Councillor	
Vivid Housing Association	1 Councillor	1. Reserve:

CABINET

KEY DECISIONS/ WORK PROGRAMME, AND EXECUTIVE DECISIONS MADE

July 2021

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

Report Title	Date item agreed for report	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Outside Bodies	Annual	To approve representation from the Council on identified outside bodies	Jun 21	Jul 21		DN	JCX	
Fit & Proper Person Test Preparations (F&PPT)	Jul 21	Post consideration by Overview & Scrutiny Committee, approval required for setting fees and creating a new statutory function	Jul 21			SB	CSF	
Revenue and Capital Outturn 2020/2021	Annual	Post consideration by Overview & Scrutiny Committee, to consider the Annual report on outturn	Jul 21			JR	F	

Report Title	Date item agreed for report	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Commercialisation Strategy	Jun 21	Post consideration by Overview & Scrutiny to review the refreshed strategy to commercial property investment.	Jul 21			RQ	CS	
Update of Terms of Reference for Climate Change Working Group	Jul 21	To consider and approve amendments to the Terms of Reference for the Climate Change Working Group.	Jul 21			AO	JCX	
Update of Terms of Reference for Civic Centre Regeneration Working Groups	Jul 21	To consider and approve amendments to the Terms of Reference for the Civic Regeneration Working Group.	Jul 21			RQ	JCX	
Frogmore Day Care Centre	Jan 21	Verbal update to Cabinet on the current position	Jul 21			JR	JCX	
Debt Recovery Policy	Nov 20	Post consideration by Overview & Scrutiny to update Cabinet on the Debt Recovery policy	Jul 21			JR	F	

Report Title	Date item agreed for report	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Welcome Back Fund	Jul 21	Approval required to progress to the next stage of the Welcome Back Fund	Jul 21			DN	ALL	
COVID-19 Update	Jul 21	Post consideration by Overview and Scrutiny, for Cabinet to note the final decisions taken under emergency provisions as required within the Constitution and progress on the Recovery Action Plan	Jul 21			JR	JCX	
Regulatory Services Enforcement Policy	Apr 21	Post consideration by Overview & Scrutiny Committee, to consider the adoption of an enforcement policy as recommended by the Government	Jul 21			SK	P	
Shared Licensing Service	Mar 21	Approval required for new deed for the shared Licensing Service with Basingstoke and Deane which expires July 2021	Jul 21			SK	P	

Report Title	Date item agreed for report	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Customer Care Standards and Unreasonable Customer Behaviour Policy	Aug 21	Post consideration by Overview & Scrutiny, to consider the updated Customer Care Standards and Unreasonable Customer Behaviour Policy	Aug 21			DN	JCX	
Community Trigger Policy	Jun 21	Post consideration by Overview & Scrutiny to update Cabinet on the Community Trigger Policy & Procedure for adoption.	Aug 21			SB	CSF	
Budget and Medium Term Financial Strategy	Annual	To give an early consideration of the emerging budget for 2021/22 and the MTFS	Aug 21			JR	F	
Treasury Management 2020/2021 (Annual Report)	Annual	Post consideration by Overview & Scrutiny Committee, to consider the Annual report on Treasury Management Activities 2020/21	Aug 21			JR	F	
Revised Safeguarding Policy & Procedure	Apr 21	Post consideration by Overview & Scrutiny to update Cabinet on the Safeguarding Policy & Procedure and Modern Slavery Transparency Statement for adoption.	Aug 21			JR	CSF	

Report Title	Date item agreed for report	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Food and Health and Safety Service Plan	Annual	Recommend to Council that the annual Food Safety Plan be adopted	Sep 21			SK	P	
Quarterly Budget Monitoring - Outturn	Quarterly	Post consideration by Overview & Scrutiny Committee, to consider a report on Quarterly Budget Monitoring	Sep 21 Dec 21 Mar 22			JR	F	
Homelessness Strategy	Nov 21	Post consideration by Overview & Scrutiny Committee, to consider a new Homelessness Strategy 2022-2027	Nov 21			SB	CSF	
Treasury Management 2021/22 (Half Year Report)	Annual	Post consideration by Overview & Scrutiny Committee, to consider a Half Year review report on Treasury Management Strategy 2020/21	Dec 21			JR	F	
Budget and Medium Term Financial Strategy	Annual	To give an early consideration of the emerging budget for 2021/22 and the MTFS	Dec 21			JR	F	

Report Title	Date item agreed for report	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Draft 2021/22 Revenue Budget, Capital Programme and Council Tax Proposals	Annual	Post consideration by Overview & Scrutiny Committee, to agree to recommend to Council the 2021/22 Revenue Budget, Capital Programme and Council Tax Proposals	Feb 22			JR	F	
Draft 2021/22 Capital Strategy, Treasury Management Strategy Statement and Asset Management Plan	Annual	Post consideration by Overview & Scrutiny Committee, to agree to recommend to Council the 2021/22 draft Capital Strategy, the 2021/22 Treasury Management Strategy Statement and Asset Management Plan	Feb 22			JR	F	
Service Plans	Annual	Post consideration by Overview & Scrutiny Committee, agree the 2021/22 Service Plans	Apr 22			DN	ALL	

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	SA	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
