



NOTICE OF MEETING

Meeting:	Overview and Scrutiny Committee
Date and Time:	Tuesday 12 July 2022 7.00 pm
Place:	Council Chamber
Enquiries to:	Committee Services committeeservices@hart.gov.uk
Members:	Dorn (Chairman), Axam, Butcher, Butler, Coburn, Davies, Engström, Farmer, Smith (Vice- Chairman), Wildsmith and Woods

Joint Chief Executive

CIVIC OFFICES, HARLINGTON WAY
FLEET, HAMPSHIRE GU51 4AE

**AGENDA
VERSION 3**

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

1 MINUTES OF PREVIOUS MEETING (Pages 4 - 6)

The minutes of the meeting of 14th June 2022 are attached to be confirmed and signed as a correct record.

2 APOLOGIES FOR ABSENCE

To receive any apologies for absence from Members*.

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

3 DECLARATIONS OF INTEREST

To declare disclosable, pecuniary and any other interests*.

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

4 CHAIRMAN'S ANNOUNCEMENTS

5 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

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

6 CRIME AND DISORDER JOINT COMMITTEE UPDATE

Feedback from members who attended the Crime and Disorder Joint Scrutiny Committee meeting in Basingstoke on 29 June 2022.

7 PROVISIONAL 2021/22 REVENUE AND CAPITAL OUTTURN POSITION (Pages 7 - 24)

To consider the Annual Report on outturn before consideration by Cabinet.

8 COMPLAINTS ANALYSIS APRIL-JUNE 2022 (Pages 25 - 29)

The report considers how the new complaint process is progressing across the Council and its shared services.

The report reviews the number and type of complaints across the service areas between April-June 2022.

RECOMMENDATION

1. The complaints report for April-June 2022 is noted.
2. Members suggest other indicators they would like to see as part of the ongoing performance monitoring for complaints.

9 CABINET WORK PROGRAMME (Pages 30 - 34)

To consider the Cabinet Work Programme.

10 OVERVIEW AND SCRUTINY WORK PROGRAMME (Pages 35 - 42)

To consider and amend the Overview and Scrutiny Work Programme.

Date of Publication: Monday, 4 July 2022

Public Document Pack Agenda Item 1

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: Tuesday 14 June 2022 at 7.00 pm

Place: Council Chamber

Present:

Dorn (Chairman), Blewett, Butcher, Coburn, Davies, Farmer, Kinnell, Makepeace-Browne, Smith and Wildsmith

In attendance: Lamb (substitute), Forster

Officers: Hughes, Joint Chief Executive
Lord, Committee & Member Services Officer

1 CYBER SECURITY TRAINING

This item was deferred until a later date and will be confirmed to the Members in due course.

2 ELECTION OF VICE CHAIRMAN

Councillor Smith was elected Vice-Chairman for the year 2022/23

3 MINUTES OF PREVIOUS MEETING

The minutes of 19th April 2022 were confirmed and signed as a correct record.

4 APOLOGIES FOR ABSENCE

Apologies had been received from

Councillor Axaam (substitute Councillor Makepeace-Browne)

Councillor Butler (substitute Councillor Kinnell)

Councillor Engström (substitute Councillor Lamb)

Councillor Woods.(substitute Councillor Blewett)

5 DECLARATIONS OF INTEREST

No declarations made.

6 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed everyone and outlined the duties of the committee in its role as 'Critical Friend' to Cabinet.

7 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

8 NOMINATIONS TO SERVICE BOARDS, PLANNING SCRUTINY PANEL, AND HOUSING COMPANY SCRUTINY

Members debated membership including a query regarding the previous Development Management and Peer Review Panel, and the Planning (Development) panel. A written response would be provided however it was understood that these would now be dealt with via the Service Panels.

Members agreed that as the Housing Development Opportunity Group is due to meet tomorrow, membership would stand as existing and membership would be reviewed at the next Overview and Scrutiny Meeting.

Membership of the Service panels was discussed.

Decision: The Service Panels would be as follows

Community - Councillors Butcher, Butler and Wildsmith
Corporate Services – Councillors Axam, Farmer and Smith
Place – Councillors Coburn, Davies and Engström
Environment and Technical Services – Councillors Axam, Farmer and Woods

Membership of the Housing Company Scrutiny Panel was discussed and confirmation provided that at present, they meet twice a year.

DECISION: The Housing Company Scrutiny Panel would be as follows

Councillors Davies, Engström, Farmer and Smith

9 CABINET WORK PROGRAMME

Members identified that Overview and Scrutiny would not always have the ability to debate all reports that were due for consideration by Cabinet.

It was felt that this would be limit Overview and Scrutiny's ability to be a 'Critical Friend' and it would also be detrimental as Overview and scrutiny often requested more information that could assist Cabinet in the decision-making progress.

It was clarified that not all reports would routinely come to Overview and Scrutiny unless they were Key Decisions, or they had been requested by the Overview and Scrutiny Committee.

10 OVERVIEW AND SCRUTINY WORK PROGRAMME

Members debated the Overview and Scrutiny Work Programme including

- The County Deal and the all Member Briefing
- The timing of the UKSPF investment plan submission
- Odiham Common Management Plan
- Cross Party Working Groups was raised and the ability to raise issues with respective Group Members on those working groups, or directly at Cabinet meetings and that for transparency, their minutes are published, to Cabinet
- Whilst noting Overview and Scrutiny does not control the work programme of Cabinet, it noted that if reports on the following subjects were coming forward, they would like to see them in advance of Cabinet, Civic Quarter Regeneration, The Green Grid, Climate Change, Off Street Parking, Hart Housing (a mid-term review as well as an annual review) which as noted would be facilitated by two Housing Company Scrutiny Panel meetings

DECISION: The work programme with the above additions was agreed

The meeting closed at 7.56 pm

OVERVIEW & SCRUTINY

DATE OF MEETING: 12JULY 2022

TITLE OF REPORT: PROVISIONAL 2021/2022 REVENUE AND CAPITAL OUTTURN POSITION

Report of: Section 151 Officer

Cabinet Portfolio: Finance

Key Decision: No

Confidentiality: Non-Exempt

PURPOSE OF REPORT

1. This report presents the provisional revenue outturn for the year ended 31st March 2022 comparing it with the approved budget and providing explanations of any significant variances. Whilst year-end closing work continues, carry forward requests have now been finalised by service managers and Finance, and are presented here for review and approval by Cabinet.
2. The report also contains the provisional capital outturn for the year ended 31st March 2022
3. These provisional service outturn numbers will be scrutinised by Ernest and Young LLP, the external auditors and may be subject to normal accountancy changes.

RECOMMENDATION

- A. The provisional revenue outturn position of an underspend of £57k is noted (shown in Table 3).
- B. The capital outturn position on 31st March 2022 is noted.
- C. That unspent capital budget is carried forward into the Capital programme for 2022/2023.
- D. That Overview and Scrutiny committee recommends to Cabinet, the contributions to and from earmarked reserves detailed in Tables 6 and 7 are approved.

PROVISIONAL REVENUE POSITION

4. The Council set its 2021/22 balanced budget in February 2021. The pressures identified and incorporated into this budget included: increased costs from contract changes, a reduction in recycling credits from Hampshire County Council and decreased income caused by the pandemic.
5. Throughout the year Cabinet have been informed of any changes through quarterly reporting of our budgetary position. These reports have also been scrutinised by Overview & Scrutiny Committee
6. As part of this process forecasts have been closely monitored and when last reported to Cabinet in March 2022, there was an anticipated overspend of £488k before the anticipated drawdown of earmarked reserves. When the proposed, end of year drawdown from earmarked reserves is applied, this projection reduced to £87k underspend. The provisional outturn position is broadly in line with the forecast provided in March 2022. See table below.

Table 1: Outturn Figures

	Q3 Position	Outturn Position
	£000	£000
Projected Outturn before Reserves	488	518
Earmarked Reserves	*(575)	*(575)
Outturn Position after Reserves	(87)	(57)

*Excluding S106 transfers to reserves as these are taken to reserves when received.

7. Due to the exceptional circumstances associated with Covid-19, compensation has been provided by the Government for lost sales, fees and charges income between April and June 2021. Approximately 75% of irrecoverable losses were recovered through this process. The Government has also provided a support grant to support services where required.
8. Table 2 details the final allocation of those grants received.

Table 2 Covid Compensation and Support Grant Allocation

Service Area	2021/22
	£'000
Corporate Services	73
Community Services	23
Technical and Environmental Services	101
Place Services	47
Total	243

The provisional revenue outturn is shown in table 3.

Table 3 Provisional Revenue Outturn v Budget 2021/22

Controllable Costs by Service Area	Budget 2021/22	Prov. Outturn 2021/22	Reserves	Prov. Outturn v Budget 2021/22
	£'000	£'000	£'000	£'000
Corporate Services	3,686	3,909	(162)	61
Community Services	2,530	1,972	75	(483)
Technical and Environmental Services	3,660	1,758	1,912	11
Place Services	2,427	1,830	81	(516)
*Accounting Adjustments	(1,509)	1,268	(1,907)	870
Net Cost of Services	10,794	10,737	0	(57)

*Accounting adjustments are costs incurred and income received that are not service specific, this includes transactions that relate to capital assets, pensions transactions, movements in reserves and financial instruments.

- The significant variances in each service area are explained below and a more detailed view of the variances by cost centre are shown in Appendix 1. All the variances are inclusive of Covid compensation and the application of proposed reserves.

Corporate Services

- Leisure Services: Between March 2020 and April 2021 leisure centres were required to close in order to limit the spread of Covid-19. Unfortunately, membership and leisure visits have yet to return to pre-pandemic levels.
- This has had a negative impact on the levels of income usually received from our leisure provider. For the year 2021/22 this impact has been £1,060k less income in Leisure Services after the allocation of COVID compensation and after the proposed allocation of reserves. Cabinet has previously agreed that the anticipated shortfall in management fees can be met by earmarked reserves.
- For this year Basingstoke Waste Contract was under spent by £245k, this related to the over provision of prior year indexation costs. In addition, we were able to increase the income from glass recycling and our mixed recyclables. That, and a small saving of a staff member moving into Climate Change, led to a positive budget position of £136k saved in the Waste Client Team.

Community Services

13. In previous years the Council has been the administering authority for a Domestic Abuse Grant which covered several counties in the South of England, the budget was set on this basis. During the year, the service was transferred to Hampshire County Council, which meant that the allocated budget was not required for this service. This resulted in a budget saving of £407k.
14. The Community Safety Service budget was originally set based on the then shared service with Basingstoke and Deane Council and Rushmoor Borough Council. However, since bringing the service back in-house, a saving of £85k has been made.

Technical and Environmental Services

15. As has been reported throughout the year, the pandemic impacted both off street and on street parking income: This has led to a reduction in anticipated income of £220k for Off-street income and £7k for on-street income.
16. There have been several staff vacancies in Environmental Services during the last twelve months, which have been difficult to recruit to, particularly in the parking and tree teams. This has led to a vacancy saving of £130k. This under spend is compensated by an overspend in staff costs in the Countryside team cost centres.
17. Additional income of £118k has been received in highways management from an increase in Traffic Management Orders.
18. Street Cleaning and Grounds maintenance exceeded its budget by £85k. The actual cost of providing this service is reconciled post year end, a rebate is expected which will align the costs with the budget.

Place Services

19. Outsourcing the Dog Warden service (an agreed Tier 2 saving) has saved £34k in controllable costs from the original 2021/22 budget set for this service.
20. The Business Support team is underspent by £90k which is mostly associated with staff vacancies during this period.
21. Due to the pandemic the number of Hackney carriage licence applications reduced resulting in a reduction in income of £31k. In addition, an invoice relating to the prior year was cancelled which further reduced income by £68k, this invoice had been incorrectly calculated (this related to a surplus of £78k which had been recorded in 2020/21).

Accounting Adjustments

22. Financing and investment income was £460k greater than original budget due to the purchase of Centenary House.
23. Movement in reserves was £1.4m greater than budget. This is primarily due to developer contributions which are moved into ear marked ring fenced reserves for future utilisation.

CAPITAL POSITION

24. Total capital spending in 2021/22 was £21.4m against a Budget of £29.4m, an underspend of £8.0m.
25. The following table summarises the outturn position by service area. Detailed information is shown in Appendix 2. It should be noted that this budget contained a provision for commercial investments of £16.3m, the investment during the year for Centenary House was £12.3m. Commercial investments will only be made when an opportunity meets the objectives in the commercialisation strategy.

Table 4 Provisional Capital Outturn v Budget 2021/22

Service Area	Approved Budget	Actual Expenditure	Variance
	£000	£000	£000
Corporate Services	23,811	19,024	(4,787)
Community Services	396	875	479
Technical and Environmental Services	5,198	1,526	(3,672)
Place Services	24	0	(24)
Total capital programme	29,429	21,425	(8,004)

26. Capital expenditure in 2021/22 has been funded as follows:

Table 5 Capital expenditure funding source 2021/22

Financed By:	£'000s
Useable Capital Receipts	2
Developers' Contributions	171
Disabled Facilities Grant	873
Local Enterprise Partnership Grant	900
Earmarked Reserves	373
Internal Borrowing	12,306
PWB Borrowing	6,800
Total	21,425

REVENUE BUDGET CONTRIBUTIONS TO AND FROM EARMARKED RESERVES

27. To enable the continued delivery of key projects it is requested that several unspent budgets in 2021/22 are carried forward to the current year to allow completion of planned expenditure programmes.

The amounts requested to be carried forward are detailed below.

Table 6 Revenue budget contributions to earmarked reserves

Type of Expenditure	Amount	Reason
	£'000	
Transfers to Reserves		
Affordable Housing	253	S106 receipts received in 2021/22.
Bramshot SANGS	1,861	S106 receipts received in 2021/22
Roundabout Sponsorship	51	Sponsorship Income received in 2021/22 not utilised.
Solar Panels Civic Office	62	Carry forward from 2021/22
Building Control indexation	19	Carry forward from 2021/22
Cyber Security Grant	124	Grant received in 2021/22 to be used in 2022-23
Total transfers to reserves	2,371	

It is also requested that the following Earmarked Reserves are drawn down to support the Revenue Outturn in 2021/22. These Earmarked reserves have previously been agreed by Cabinet

Table 7 Revenue budget contributions from earmarked reserves

Initiative	Value £000	Reference/Reserve GF = General Fund, EMR = Earmarked Reserve
Commercialisation	60	The Swan £25k (EMR), Frogmore Day Centre £25k (Cabinet Jan 22 - Commercialisation), Regeneration £10k (EMR)
Leisure Centre COVID support	227	Cabinet decision – Oct 21 (Leisure Centre VAT reserve)
New Settlement	367	To close EMR
Here for Hart project	124	Cabinet decision – Nov 21 (not all agreed funds used in 2021/22) - multiple EMRs
New Housing IT system	54	Cabinet decision Apr 21 - Housing EMR – not all agreed funds used in 2021/22
Edenbrook SANG	54	From Edenbrook SANG reserves
Small SANGs	61	From Small SANG reserves
Bramshot Farm	27	From Bramshot SANG reserves
Total transfers from Reserves	974	

Net Movement	1,397	Increase in Reserves
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28. In September 2021 Cabinet agreed to conclude all work on Shapley Heath. At the end of the 2021/22 financial year there was a £367k Shapley Heath earmarked reserve of which £69k will be utilised within the budget period 2021/22 budget for the allocated purposes with £298k proposed to be released back into the General Fund for future initiatives.

TIMETABLE

29. The provisional Statement of Accounts is due to be published on the website on the 31st July 2022. Ernst and Young LLP will commence their audit in September 2022.
30. The outturn statement confirmed as a result of the external audit with final outturn anticipated to be confirmed at Cabinet on the 3rd November 2022 after any audit adjustments.
31. 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 23rd March 2023.

EQUALITIES

32. There are no impacts to equality from the recommendations of this paper

CLIMATE CHANGE IMPLICATIONS

33. There are no direct carbon/environmental impacts arising from the recommendations of this paper

CONCLUSION

34. The Covid Pandemic continued to impact the income that the Council was able to generate in 2021/22. Effective financial management in prior years had built reserves which are able to be drawn down, as an exception to support services.

ACTION

35. Committee to review the provisional Revenue and Capital Outturn and make a recommendation to Cabinet

Contact Details: joanne.rayne@hart.gov.uk

Appendices

- A. Projected Revenue Outturn by Cost Centre
- B. Projected Capital Outturn by Project
- C. Capital Carry Forward Requests

CORPORATE SERVICES

Provisional Revenue Budget Outturn 2021/22

Cost Centre	Variance	£000 Over Spend	£000 Under Spend
Clinical and Bulky			5
Corporate Finance	Staff vacancies back-filled with agency staff pending Corporate re-structure	52	
Civic Function & Chairman			3
Commercialisation	Staff re-organisation from Corporate Communications to Commercialisation	65	
Corporate Communication			67
Covid19		9	
Housing/Council Tax Benefits	Move from Council Tax Rent allowances to Universal credit		150
Hart Election Costs		6	
HR Contract	Budget did not include full year cost for HR Business Partner.		13
HDCWelcomeBackFund		1	
Internal Audit	Internal audit projects outsourced		13
IT Contract	Depreciation adjustment.		154
LateralFlowTestCentre		3	
Leadership Team	Budget provision for recruitment and consultants not required.		47
Legal Services			3
Leisure Centres	Reduced income from leisure provider due to Covid.	1,060	
Hart Lottery			
Support To Elected Bodies	Additional training required for new staff - Modern.gov.	9	
Non Distributed Costs	Budget incorrectly coded. Equal and opposite side in Accounting Treatment		168
PlatinumJubileeGrants			7
Rechargeable Elections		14	
Register Of Electors		2	
New Settlement	Final project costs	69	
Basingstoke Waste Contract	Indexation from prior years transferred to Basingstoke		245
Waste Client Team	Increase in income from recycling glass and mixed recyclables; Staff reallocation from Waste Client Team to Climate Change.		136
Waste Education & Comms			13
Waste Contract	Finalisation of Serco Claim		210
External Audit		5	
		1,296	1,234
		61	

COMMUNITY SERVICES

Provisional Revenue Budget Outturn 2021/22

Cost Centre	Variance	£000 Over Spend	£000 Under Spend
Domestic Abuse	Budget assumed that HDC would be the lead authority, but was transferred to HCC		407
Strategic Housing Services			6
Social Inclusion & Partnership			35
Housing Needs Service	Staff secondment from Environmental Planning to Housing Needs as agreed by Cabinet	50	
Private Sector Housing			40
PRSAccessFund		35	
Community Safety	Budget assumed that the service was outsourced. This service is now provided in house and consequently a cost saving.		85
Health and Wellbeing		6	
		91	574
			483

TECHNICAL & ENVIRONMENTAL SERVICES
Provisional Revenue Budget Outturn 2021/22

Cost Centre	Variance	£000 Over Spend	£000 Under Spend
Biodiversity	S106 Contribution		53
Bramshot Farm		28	
CCTV	Income from 2020/21 reconciliation of CCTV contract. Fixed amount is paid annually and reconciled based on actual costs incurred.		48
Climate Change	Staff re-organisation from Waste Client team to Climate Change	31	
Hartley Wintney Commons	Countryside re-allocation of staff from Environment Promotion Strategy	39	
Landscape & Conservation		4	
Hart Drainage	Incorrect recharge assumptions in the budget.	36	
Elvetham Heath Nature Reserve		3	
Emergency Planning		1	
Property Services		1	
Environment Promotion Strategy	Environmental Promotion staff vacancies partially off-set by staff re-allocated to other countryside cost centres. £291K S106 contribution.		421
Grounds Mtn Contract	The actual cost is expected to be inline with budget when the service costs are reconciled.		18
Highways Traffic Management	Additional income generated from Traffic Management Orders.		118
Odiham Common	Countryside re-allocation of staff from Environment Promotion Strategy	55	
Off Street Parking	Reduction in car park income - post Covid effect	220	
On Street Parking	Reduction in car park income - post Covid effect	7	
Fleet Pond		17	
Land Repossessions		4	
Churchyards		3	
Street Cleaning	The actual cost is expected to be inline with budget when the service costs are reconciled.	103	
Tree Preservation Orders	Additional cost due to storm Eunice - emergency action to clear trees and repair damages.	3	
		669	658
		11	

PLACE Services

Provisional Revenue Budget Outturn 2021/22

Cost Centre	Variance	£000 Over Spent	£000 Under Spent
Corporate - Apprentices	2 apprentices now in post		4
Building Control - Fee Earning	Increase in income of fee		5
Building Control - Non-Fee	earning building control offset	16	
Admin Bldgs - R & M	Historic building maintenance spend used as a basis for budget, which wasn't required in 2021/22.		67
Business Support Staff	Staff vacancies		90
Dog Warden	Statutory service provided by an external provider. £34K controllable cost savings + £45K recharges allocated across the service areas.		90
EconomicDevelopment	Overspend due to unbudgeted publicity costs	10	
Env Health Commercial	Legal costs in relation to Environmental Health prosecution		25
Environmental Protection	Staff secondment from Environmental Planning to Housing Needs as agreed by Cabinet		57
Hart Development	Additional Funding for Employment and skills co-ordinator from St Edward Homes Limited.		36
Health & Safety			14
Local Land Charges			51
Licences	Additional licencing income for Premises and Gaming.		38
Street Naming & Numbering			7
Neighbourhood Planning	Crookham Village and Crondall Neighbourhood plan costs less than expected		64
Out Of Hours Noise Service			6
Planning Development	Staff vacancies		35
Pest Control		1	
Planning Policy	Staff vacancy of one staff member for whole year		60
Print Room & Photocopying	Reduction to Print and Photocopying due to WFH.		
Hackney Carriages	Reduction in Hackney Carriage licence applications; cancelled invoice.	99	
		130	646
			516

Provisional Revenue Budget Outturn 2021/22

Accounting Adjustments

		£000	£000
Cost Centre	Variance	Movement in Reserves	Additional Income
Other Operating Expenditure			
Financing & Investment Income	Centenary House		460
Taxation & Non Specific Grants			
MiRS - Reversal of Revenue	Movement in reserves	1,397	
MiRS - Direct Costs			67
		1,397	527
		870	

Corporate Services

Capital Outturn 2021/22 - Period 12 March 2022

Cost Centre	Variance	£000	£000
		Over Performance	Under Performance
IT Upgrade	IT upgrade will continue into 2022/23		640
Edenbrook Apartments	Completion costs less than budget		118
Frogmore Investment	Retention fees not required		26
Centenary House	Part of the acquisition programme	12,297	
Acquisition Programme			16,300
	0		
		12,297	17,084
			4,787

Community Services

Capital Outturn 2021/22 - Period 12 March 2022

Cost Centre	Variance	£000	£000
		Over Perform	Under Performa
Disabled Facs - Mandatory		518	
Private Sector Renewal			40
		518	40

479

Technical and Environmental Maintenance Services
Capital Outturn 2021/22 - Period 12 March 2022

Cost Centre	Variance	£000	£000
		Over Performance	Under Performance
Fleet Pond Visitor Enhancement Improvement works			193
Bramshot Farm			875
Mill Corner, North Warnborough		2	
Kingsway Flood Alleviation Sch			57
S106 Leisure Parish		320	
Fleet Pond Access Track	These funds will be transferred to the Fleet Pond Green Corridor Project		110
Hazeley Heath Grazing Project	Forecast reduced to reflect the cheaper costs of using a GPS System as opposed to a Buried Wire for containing the cows. 2021 carry forward and 2122 budgets unspent.		100
Hazeley Hth, Dilly Ln NoteBd			26
HW Cent Common Access Improve	Projects delayed to 2022/23		160
Edenbrook CP Play Tree	Projects delayed to 2022/23		60
Edenbrook CP History Walk	Work has been deferred to 2022/23		40
Service Vehicles	Tractor and bailer purchases planned in 2022/23		127
Edenbrook CP - Skate/Bike Park Improvement works	Bike Park complete. Skate park delayed to 2022/23		335
Edenbrook CP - Teen Health	Projects delayed to 2022/23		65
Edenbrook CP - Visitor Improve	Projects delayed to 2022/23		71
Fleet Pond Fencing	Projects delayed to 2022/23		54
Fleet Pond Green Corridor	Delays starting the project due to C-19. Due for completion in 2022/23		1,069
Fleet Pond Green Corr Ecology	This project in contingent on Fleet Green Corridor works		745
Allotments at Edenbrook	Construction costs higher than anticipated	30	
Odiham Common (S106)		6	
HW QEII Fields Improvements		1	
Church Road Improvements		2	
Refuse Vehicles			81
CCTV - Rushmoor		136	
		496	4,169

3,672

Place

Capital Outturn 2021/22 - Period 12 March 2022

Cost Centre	Variance	£000 Over Perfor mance	£000 Under Perform ance
Dog Warden Van	Replacement Dog Warden van not purchased in 2021/22		24
		0	24

24

CAPITAL CARRY FORWARD REQUESTS FROM 2021/22 TO 2022/23

Cost Centre	Description	Carry Forward
HAY006	Fleet Pond Visitor Enhancement Improvement works	£ 75,000
HAY022	Fleet Pond Access Track	£ 110,000
HAY023	Hazeley Heath Grazing Project	£ 24,000
HAY024	Hazeley Hth, Dilly Ln NoteBd	£ 2,500
HAY026	HW Cent Common Access Improve	£ 80,000
HAY028	Edenbrook CP Play Tree	£ 30,000
HAY029	Edenbrook CP History Walk	£ 20,000
HAY031	Service Vehicles	£ 45,000
HAY032	Edenbrook CP - Skate/Bike Park Improvement works	£ 170,000
HAY035	Fleet Pond Fencing	£ 33,000
HAY047	Fleet Pond Green Corridor	£ 25,000
HAY049	Allotments at Edenbrook	£ 31,802
		£ 646,302

CABINET

DATE OF MEETING: 12 JULY 2022

TITLE OF REPORT: COMPLAINTS POLICY REVIEW APRIL-JUNE 2022

Report of: Corporate Services

Cabinet Portfolio: Leader and Strategic Direction and Partnerships

Key Decision: No

Confidentiality: Non-Exempt

PURPOSE OF REPORT

1. The report considers how the new complaint process is progressing across the Council and its shared services.
2. The report reviews the number and type of complaints across the service areas between April-June 2022.

RECOMMENDATION

3. The complaints report for April-June 2022 is noted.
4. Members suggest other indicators they would like to see as part of the ongoing performance monitoring for complaints.

BACKGROUND

5. Cabinet approved the new complaints policy in March 2022. One of the key recommendations was the monitoring and reporting of corporate complaints performance to this committee on a quarterly basis.
6. Three months have elapsed since the launch of the new policy and this report considers what has worked since the launch and what requires further attention.
7. The report looks at the proposed key performance indicators for April – June.

PERFORMANCE INFORMATION

8. Since April, we have received 35 complaints across the four service areas, 33 Stage 1 complaints and two Stage 2.
9. Appendix 1 provides a breakdown of the complaints:
 - Complaints received by service area/ month
 - Complaints by service area/ subject area
 - Complaints by service area/ service level agreement
 - Complaint by outcome
 - Complaints by category
10. There are four broad areas for development.
 - Internal IT platform development. There is a list of enhancements in the pipeline for development. This is an internal SharePoint platform, built and maintained by IT team. Complex or time-consuming enhancements require careful planning to fit in around operational and project activities.

- Training and awareness for staff. During Quarter 1, a range of issues were identified including:
 - Each logged complaint needs an officer allocated to provide accountability for the management of the complaint
 - Each complaint needs to have a completed outcome to allow for further analysis
 - All officers should be logging complaints
 - Managers need to monitor weekly reports to ensure complaints do not exceed management response times
 - Staff require further clarification around the difference between service request or is it a Stage 1?
 - No complaints template for Stage 1 or 2 letters resulting in a range of responses
- Integration with shared services
 - Not receiving full details of the complaint response or confirming the outcome of the decision
 - Some delays in receiving the latest position with complaints from shared services

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

11. No alternative options considered

CORPORATE GOVERNANCE CONSIDERATIONS

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

12. Performance reporting is an essential element of understanding how the services are performing in the context of the actions being undertaken in Service Plans. Complaints analysis provides officers with invaluable feedback on the provision of services at an operational level.

Legal and Constitutional Issues

13. None identified

Financial and Resource Implications

14. None identified

Risk Management

15. No direct risks identified from this report. Each complaint is reviewed at officer level.

EQUALITIES

16. An equality impact assessment is not required for this report.

CLIMATE CHANGE IMPLICATIONS

17. No direct carbon/environmental impacts arising from the recommendations

ACTION

18. Cabinet is asked to note the complaints performance report for quarter 1 2022/23.

19. Cabinet to suggest any additional information they would like to see in future reports.

Contact details: Steve Bennett steven.bennett@hart.gov.uk

Appendices

2022/23 Quarter 1 complaints performance indicator report

Appendix 1 Quarter 1 2022/23 complaints analysis

Complaints received by service area/ month

Month	Corporate	Community	Env & Tech	Place	Total	Stage 1	Stage 2
April	11	0	0	5	16	16	0
May	6	0	5	2	13	11	2
June	4	0	1	1	6	6	0

Complaints by service area and subject area

Service area	April	May	June
Corporate	11	6	4
- Garden waste	5	4	0
- Council Tax	4	2	3
- Other (boundary dispute)	1	0	0
- Elections	1	0	0
- FOI	0	0	1
Place	5	2	1
- Planning	4	2	1
- BSU	1	0	0
Environment & Technical	0	5	1
- Parking	0	1	0
- Street cleaning	0	1	0
- Grounds maintenance	0	1	0
- Highways	0	1	1
- Countryside	0	1	0

Complaints by service area and service level agreement.

Service area	April		May		June	
	In SLA	Out SLA	In SLA	Out SLA	In SLA	Out SLA
Corporate	72% (8)	27% (3)	83% (5)	17% (1)	100% (4)	-
Place	40% (2)	60% (3)	50% (1)	50% (1)	100% (1)	-
Env & Tech	-	-	80% (4)	20% (1)	100% (1)	-

Complaints by outcome

Outcome	April	May	June
Complaint upheld	3	4	3
Partially upheld	2	0	0
Not upheld	8	7	2
Not available	3	2	0
Live	0	0	1

Complaints by category

Category	April	May	June
Delay in taking action without good reason	3	1	3
Failure to provide service	6	5	1
Mistakes in the way decision reached	0	2	0
Not following law or Council policy	3	1	0
Broken promises	0	0	0
Bias or unfair discrimination	0	0	0
Rude, unhelpful, or inappropriate behaviour	1	0	0
Poor communication	2	0	2
Not available	1	4	0

This category analysis attempts to capture the high-level root cause of the complaint, as far as can be identified from the correspondence between the officer and complainant. Categorising the complaint will help provide a simple view of the type of complaints being received. Over time this will enable us to consider any themes developing across the Council.

This category definition does not provide information about the underlying cause of the complaint, the ongoing management or corrective actions that may have been initiated by the officer.

CABINET

KEY DECISIONS/ WORK PROGRAMME, AND EXECUTIVE DECISIONS MADE

July 2022

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

Report Title	Outline/Reason for Report/Comments	Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Hart and Rushmoor Working Together	To consider the proposals for Hart and Rushmoor Councils working together	Jul 22		DN	JCX	
Whistleblowing Policy	To seek approval of the reviewed and updated Whistleblowing Policy	Jul 22		RQ	CS	
UK Shared Prosperity Fund	To seek Cabinet approval on ways to spend the allocated share of the UK Prosperity Fund	Jul 22		DN	JCX	
Outside Bodies	To approve representation from the Council on identified outside bodies	Jul 22		DN	ALL	
Quarterly Performance Plans	To seek Cabinet approval for reports on performance data	Jul 22 Oct 22 Jan 23 Apr 23		DN	ALL	

Report Title	Outline/Reason for Report/Comments	Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Termination of the Shared Corporate Health & Safety Service with Basingstoke & Deane Borough Council	To seek Cabinet approval to terminate the shared Corporate Health and Safety Service	Aug 22		GC	P	Y
Cycle and Car Parking Standards	To approve the Technical Advice Note on Cycle and Car Parking Standards	Aug 22		GC	P	
Fleet Pond Corridor Signage and Wayfinding	To agree signage and wayfinding for the Fleet Pond Corridor	Aug 22		DN	TS	
Request for release of S106 funding towards Hook Community Centre and Sports Pavilion	To seek Cabinet approval for the release of S106 funding towards Hook Community Centre and Sports Pavilion	Aug 22		DN	P	
Odiham Common Management Plan	For Members to adopt the Odiham Common Management Plan	Aug 22		DN	P	
Revenue and Capital Outturn 2022/2023	Post consideration by Overview & Scrutiny Committee, to consider the Annual report on outturn	Aug 22		JR	F	

Report Title	Outline/Reason for Report/Comments	Due Date	Key Decision Y? Note 1	Cabinet Member (Note 2)	Service (Note 3)	* This item may contain Exempt Information
Treasury Management 2021/22 (Half Year Report)	Post consideration by Overview & Scrutiny Committee, to consider a Half Year review report on Treasury Management Strategy 2021/22	Aug 22 Jan 23		JR	F	
Medium Term Financial Strategy and Capital Strategy, Treasury Management Strategy Statement and Asset Management Plan	Post consideration by Overview & Scrutiny Committee, to consider the Council's Medium-Term Financial Strategy position and future Capital Strategy, Treasury Management Strategy Statement and Asset Management Plan	Sep 22		JR	F	
Annual SANGS Review	The annual SANGS review to be noted by Cabinet	Sep 22		AO	TS	
Odiham and North Warnborough Conservation Area Appraisal	To endorse the CA appraisal for planning/development management purposes	Sep 22	Y	GC	P	
The Swan Inn, North Warnborough	To seek Cabinet approval for cost projection and next steps	Sep 22		RQ	CS	

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	TCI	Digital	RQ	Commercialisation (Cn) and Corporate Services	SB	Community (Cy)
TCO	Regulatory	AO	Environment	JR	Finance	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

29.06.22		PROPOSED DECISION:	
		That the Joint Chief Executive be authorised to grant Farnborough College of Technology (FCT) a 5-year lease/license to occupy the third floor of the Civic Offices for the purposes of providing a higher/further education facility and, authorise the Joint Chief Executive, to implement any necessary security enhancement works to facilitate use of the third floor by FCT to be funded from the August 2018 Cabinet	

		approved £500k 'invest to grow' budget reserve that is allocated to the Joint Chief Executives.	

July 2022	OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME							
Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Date	Resources Required	Contact	* Exempt Y/N	Is this in the Service Plan?	Latest status
Provisional 2021/22 Revenue and Capital Outturn Position	To consider the Annual Report on outturn before consideration by Cabinet.	Jul 22		Report	Head of Corporate Services	N		
Complaints Analysis April-June 2022	To see how the new complaint process is progressing across the Council and its shared services. The report reviews the number and type of complaints across the service areas between April-June 2022.	Jul 22		Report	Digital and Change Manager	N		
Crime and Disorder Joint Scrutiny Committee Update	Feedback from members who attended the Crime and Disorder Joint Scrutiny Committee meeting in Basingstoke on 29 June 2022.	Jul 22		Oral feedback – Minutes with Basingstoke but due to be published before 12.7.22		N		

Quarterly Budget Monitoring	Quarterly update on budget position.	Jul, Oct 22 and Jan 23	Aug 22	Report	Head of Corporate Service	N		
Treasury Management 2021/22 (Half Year Report)	To consider a Half Year review report on Treasury Management Strategy 2021/22 before it goes to Cabinet.	Jul 22	Aug 22	Report	Head of Corporate Services			
Odiham Common Management Plan	To review the Odiham Common Management Plan.	Aug 22				N		
Corporate Risk Register (half-year review)	The Committee to review the content of the Corporate Risk Register.	Aug 22 & Mar 23		Report	Audit Manager	N		

Annual Review Letter 2022/23	<p>This annual review from the Ombudsman covers:</p> <ul style="list-style-type: none"> the complaints and enquiries received in the period the decisions made in the period compliance with the recommendations recorded during the period 	Aug 22		Report	Joint Chief Executive	N		
Service Panel reviews	Feedback from Members of the Service Panel for the four service areas: Community, Corporate, Environment and Technical and Place Services	Aug 22, Nov 22 & Feb 23		Feedback and written notes.	Heads of Service	N		
Hard Housing Property Management Company update	Update from members of the scrutiny panel after a meeting with the three company directors.	Aug 22 & Feb 23				N		
Multi Agency and Parish Flood Forums	Updates from the meetings of Multi-agency and Parish Flood Forums.	Oct 22 & Apr 23		Minutes only				
Draft Budget	To make comments on the draft 2022/23 Budget prior to consideration by Cabinet.	Jan 23		Report	Head of Corporate			
Annual On-Street Parking report	To review the annual report	Feb 23			Head of Service			

Development Management, Peer review		TBC						
Strategy Statement and Asset Management Plan		TBC						
<i>Civic Quarter Regeneration</i>								
<i>Climate Change update</i>								
<i>Off-Street Parking</i>								
<i>Harlington Lease</i>								

Chairman's request to add			
Topic	Chairman's Reason	Officer Comment	Lead
Corporate Risk Register	Should be reviewed every 6 months Also annual report	This is already included within the current O&S Work Programme	Dates to be confirmed with the Audit Manager
Climate Change Reporting	Although Working Group (WG) minutes go to Cabinet and are hence public documents the working group is not scrutiny, so should be added to O&S work plan. Next iteration of Climate Change Action Plan around Sept/October.	This is a cross party working group which is open to all Councillors to attend. Members are also entitled to attend Cabinet to express any views. A refresh of the Climate Change Action Plan is in the E&TS Service Plan (planned for October 2022). The O&S may ask for any refreshed Plan to be scrutinised before being considered by Cabinet.	Chairman of the Climate Change Working Group
Local Cycling and Walking Infrastructure Plans (LCWIP)	Evidence base for next phase green grid, so needs to progress. Was in covid recovery plan (at O&S June 2020) Suggest it is added with dates "TBD".	The LCWIP is being developed in consultation with HCC. It will inform the Green Grid strategy Stakeholder and other consultation was carried out at the end of 2021. O&S may ask for the final Plan to be scrutinised before being considered by Cabinet (Date TBD).	Head of Environmental & Technical Services
Green Grid reporting	1 project so far, next from Hartland to Southwood. Currently Hart doesn't seem to have a process for reviewing the effectiveness of the installation project and operation of the	An independent review audit is being commissioned to review the project governance arrangements and budget arrangements. The review will be reported to Audit Committee in autumn 2022. Any recommendations/lessons learn arising from	Head of Environmental & Technical Services

	works. Cognisant of limited resources, but there should be some feedback on what went well, and lessons learned.	Audit Committee's deliberations can be scrutinised by O&S Committee.	
Outturn and MFS – in Sept (for Cabinet in Oct)	Tier 2 & 3 savings: progress and detail T2 – attainment, deliverability T3 short list – needs to be this side of Christmas to feed into budget.	There are two separate issues. The Quarterly Outturn monitoring will address performance against current budget and detail progress in achieving the agreed Tier 2 Savings. These meeting are already programmed in the O&S Committee's work programme. The potential future 2023/24 Budget (and associated MTFS) will be developed for later in the autumn. Cabinet will need decide how to approach any potential 'Tier 3' savings. The budget build for 2023/23 is already programmed into O&S Committee work programme.	Section 151 Officer
Report on Reserves	Requested by S151 Officer for August	The use of reserves will comprise an essential element of the 2023/24 Budget (and associated MTFS) budget build (see above).	Section 151 Officer
SANGS report	Requested by S151 Officer	Cabinet receives an annual report on SANG and SANG capacity normally in late summer. This year it is intended to include reference to the long term financing of SANGs as part of the review of reserves (see above) O&S Committee will therefore be able to scrutinise the approach to SANGS prior to its	Head of Place

		consideration by Cabinet (anticipated report date: September 2022)	
Local Authority Food Safety Recovery Plan (formerly the Food Safety Plan)	Review of the Plan prior to consideration by Cabinet.	The current Plan runs until 2023. It is monitored through Place Service Panel No report is anticipated prior to May 2023	Head of Place/Service Panel
Butterwood homes (formerly Hart Housing Maintenance Company)	Interim (6 month) review in July Then Nov/Dec Working Group Scrutiny report	This is already scheduled in the O&S Committee Work Programme.	O&S Housing Company Scrutiny Members
Review of Affordable Housing Energy Efficiency measures	Review effectiveness of policy	The Policy was approved in early 2022 and therefore its effectiveness cannot yet be assessed. The suggested review date for a report to O&S Committee is March 2023.	Head of Communities
CIL	Cabinet Nov 2021 suggested Draft Charging Schedule (DCS) to O&S around April 2022 ready for 2 nd consultation.	Work on CIL has been put on hold. The Levelling Up and Regeneration Bill that is currently before Parliament is considering abolishing CIL and replacing it an alternative form of nationally prescribed levy. NFA	Head of Place
Local Plan Assessment	Cabinet was anticipating carrying out the 5 year review of the Local Plan in Autumn 2022,	Cabinet agreed in November 21 that a Local Plan review assessment should be carried out once any 'Planning Bill' has passed through Parliament and the Government has issued any associated. The Levelling Up & Regeneration Bill has only just been	Head of Place

		presented to parliament. This delays the Local Plan review until 2023. (This is still within the statutory 5-year review timescale (April 2025)).	
Urban Capacity Study –	Expected in autumn 2022.	This Study will comprise a significant project. It was agreed by Cabinet that it is not to be specifically timebound and it will take some time to complete. It was agreed that the programme would be included in the 2022/23 and future Service Plans, but commissioning will start earlier. It is recommended that Service Boards monitor progress.	Head of Place
Crime and Disorder Joint Committee (July 2020)	Updates/Feedback	Feedback from the meetings will be included in the O&S Committee work programme.	Updates from Members of the Joint Committee
Corporate Plan...	O&S should look at this before Cabinet, who recommend to Full Council for adoption.	Cabinet has set no specific timeframe for the publication of a refreshed Corporate Plan, but it is normal practice for Cabinet to consult O&S Committee before the final Plan is considered by Cabinet. Refresh date to be confirmed by Cabinet but anticipated to be late Autumn.	Leader of the Council
Complaints Analysis	To understand the type of comments raised to assess general trends (not individual cases)	Quarterly updates are to be included in the O&S Committee work programme	Change and Digital Manager
Ombudsman Review	Statutory report for consideration	Annual Review is already included in the current O&S Committee work programme	Monitoring Officer