

# Public Document Pack



## NOTICE OF MEETING

<b>Meeting:</b>	<b>Overview and Scrutiny Committee</b>
<b>Date and Time:</b>	<b>Tuesday 11 April 2023 7.00 pm</b>
<b>Place:</b>	<b>Council Chamber</b>
<b>Enquiries to:</b>	<b>Committee Services committeeservices@hart.gov.uk</b>
<b>Members:</b>	<b>Dorn (Chairman), Smith (Vice-Chairman), Axam, Butcher, Butler, Coburn, Davies, Engström, Farmer, Wildsmith and Woods</b>

Chief Executive

CIVIC OFFICES, HARLINGTON WAY  
FLEET, HAMPSHIRE GU51 4AE

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## AGENDA

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

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

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

### **1 MINUTES OF PREVIOUS MEETING (Pages 4 - 7)**

The minutes of the meeting of 14<sup>th</sup> March 2023 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 QUARTER 4 COMPLAINTS ANALYSIS (Pages 8 - 14)**

To review the number and outcome of customer complaints for Quarter 4, January–March 2023.

## **7 MULTI AGENCY FLOOD FORUM (Pages 15 - 20)**

To review the minutes of the March 2023 Multi Agency Flood Forum Meeting

## **8 CORPORATE RISK REGISTER (Pages 21 - 30)**

To review and comment on the Corporate Risk Register (Appendix A) and the current mitigation that is in place.

## **9 CHAIRMAN'S ANNUAL REVIEW (Pages 31 - 33)**

To review the work of Overview and Scrutiny Committee over the past year 2022/23.

## **10 CABINET WORK PROGRAMME (Pages 34 - 37)**

To consider the Cabinet Work Programme.

**11 OVERVIEW AND SCRUTINY WORK PROGRAMME (Pages 38 - 40)**

To consider and amend the Overview and Scrutiny Work Programme.

**Date of Publication: Thursday, 30 March 2023**

## OVERVIEW AND SCRUTINY COMMITTEE

**Date and Time:** Tuesday 14 March 2023 at 7.00 pm

**Place:** Council Chamber

**Present:**

Smith (Vice-Chair, in the Chair), Butcher, Butler, Coburn, Davies, Engström, Farmer, Wildsmith, Makepeace-Browne and Forster

**In attendance:** Neighbour

**Officers:**

Graeme Clark	Executive Director, Corporate & S151 Officer
Claire Lord	Committee and Members Services Officer
Emma Evans	Committee and Members Services Officer

### 91 MINUTES OF PREVIOUS MEETING

The minutes of 14<sup>th</sup> February 2023 were confirmed and signed as a correct record.

### 92 APOLOGIES FOR ABSENCE

Apologies had been received from

Cllr Axam	–	Substitute Cllr Makepeace Brown
Cllr Dorn	–	Substitute Cllr Forster
Cllr Wood		

### 93 DECLARATIONS OF INTEREST

Councillor Forster declared a non-prejudicial interest in Minute 6 as a Hampshire County Councillor, and as having an involvement with an EV company.

### 94 CHAIRMAN'S ANNOUNCEMENTS

There were no announcements.

### 95 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

### 96 DRAFT SERVICE PLANS

The Service plans were introduced. It was explained that they set out the priorities and main items of focus for the Service Areas, also detailing how the Service Areas will be supporting the Corporate Plan. The plans once agreed will be used to assist Senior Management to plot the progress of the Service Areas.

It was also explained that the plans set out the resources required for the delivery of the plans which align to the approved 23/24 budget and that any changes may have a budgetary impact which Cabinet would need to consider.

## **Place**

Concern was raised that there were no timescales or review dates for the LCWIP, either in the plan or on the work programme. It was explained that the plans were high level reports and not project plans and that the project plans would be reviewed in the Service Panel meetings. It was confirmed that only members of the O&S committee could attend the Service Panel meetings. It was agreed that a date for the LCWIP to be reviewed by O&S should be formally added to the work programme.

A query was raised about how/if the Local Plan review would be affected by the Levelling Up and Regeneration Bill passing through parliament. It was confirmed that there was still no concrete date for the bill to be made an act and until it was then the deadlines for reviewing the Local Plans would not be enforceable.

There was some debate about some of the deadline dates for the KPIs and as to whether they were achievable. The meeting was told that all the dates had been considered and that they been made to be challenging but achievable, however, this will be kept under review throughout the year.

The lead time on the review for Fly Tipping was queried, it was felt to be too long. The Committee agreed that they would like to see an improvement in this target date if possible. It was commented that a breakdown of the figures would give a clearer view. It was agreed that this item should be raised with Cabinet.

Discussion took place around the KPIs within the report. It was remarked that some KPIs appeared to have not been included and some that were there last year have been removed, for example the CCTV performance. The meeting was told that some KPIs had changed and a note detailing which had actually been removed and which had been added would be produced. It was agreed that a report of this nature would be helpful. A query was also raised about the inclusion of 'data only' KPIs. It was explained that these were needed within Local Government to track trends. It was suggested that the financial KPIs could have the approved budget as the target although it was noted that the Council is not always able to control this e.g. Planning fees and demand. It was suggested that the food safety inspections could have a % target, not just date only.

## **Corporate**

A request was made that the MTFs shortfall 24/25 was listed as "and beyond" rather than having an end date.

Discussion took place around the reporting and KPIs relating to S106 funds. The meeting was keen for this money to be monitored more effectively. The Executive Director, Corporate informed the meeting that he was currently

reviewing with the Executive Director, Place how S106 funds were tracked and reported. They are currently researching the possibility of publishing a tracker of S106 money on the website.

Concern was raised about the high turnover and low retention rate of staff. The meeting was informed that the Staffing Committee had picked up this item and would be reviewing it alongside the staff survey. It was agreed that retention of staff was the desired outcome and this should be added to the service plan in item 18.

The meeting discussed the introduction of Voter ID. It was noted that it was going to raise challenges in the up-coming elections. It was felt that the information on Voter ID should be more prominent on the Website as the news item had dropped off the home page.

A query was raised about the Council's Climate Change Action plan. It was confirmed that an external contractor was being procured, who would be liaising with the working group and there should be a report being brought to O&S in June and Cabinet in July.

Members discussed the KPIs relating to waste collections and missed bin collections. There was a request for better data figures to be produced by the contractor. Mr Clark stated that he had recently attended a meeting with the waste team in Basingstoke and that he had been told that more reliable figures were now being produced.

### **Community**

It was queried as to why the projects to fit electrical charging points in Council car parks was not listed in the service Plan. It was stated that there were 2 different projects:-

- The installation of charging points in the staff car park. It was stated that this was currently taking place.
- The installation in car parks across the district. It was confirmed that there had been access issue in a few car parks, but a contractor was now in place.

A request was made to list these projects in item 18 of the Service Plan.

More clarity was asked for on the Prevention of Homeless KPI. It was asked that it be confirmed that the KPI was being strived for on a continuous basis.

It was commented that the UKSP fund had not been allocated to a Service Area. It was then asked if they weren't on the plans how would they be tracked. It was explained that they spanned across all 3 service areas and that in 2023/24 it was mainly planning would take place and that 2024/25 would see the actual work on the projects. It was confirmed that the projects would be tracked and that Cabinet had already asked for a resources plan.

A request was made that in future all Corporate Directors attended meetings that discussed their service plans.

## **97 CABINET WORK PROGRAMME**

Discussion took place around the selection of and reporting by the representatives on the Outside Bodies. The Meeting requested that the representatives on the various boards reported back, at least annually and that these reports were brought to Overview and Scrutiny.

It was confirmed that the Climate Change Action Plan report would be going to Cabinet in July and the review of the new CCTV service would be going to Cabinet in November.

## **98 OVERVIEW AND SCRUTINY WORK PROGRAMME**

It was confirmed that the Climate Change Action Plan was coming to O&S in July.

Requests were made for reports to be brought to O&S on

- The trialling of the new touch pad parking machines and its progress.
- The progress of the Civic Quarter Regeneration

It was agreed that these items should be added initially as place holders in the work programme in preparation for the Committee to set its new work programme in June.

The meeting closed at 8.43 pm

## OVERVIEW AND SCRUTINY COMMITTEE

**DATE OF MEETING:** 11 APRIL 2023

**TITLE OF REPORT:** COMPLAINTS ANALYSIS FOR QUARTER 4, JAN-MAR 2023 AND 2022/23 YEAR REVIEW

**Report of:** Corporate Services

**Cabinet Portfolio:** Leader and Strategic Direction and Partnerships

**Key Decision:** No

**Confidentiality:** Non-Exempt

## PURPOSE OF REPORT

1. This report updates Members on the number and outcome of customer complaints for Quarter 4, January–March 2023.
2. The report also presents the complaints performance for 2022/23 across the current range of metrics. It considers any learning from the information presented across the first year of the new policy.

## RECOMMENDATION

3. The complaints report for Q4 and 2022/23 is noted.
4. Members are asked to consider if there is any further analysis required for the forthcoming year.

## BACKGROUND

5. This is the fourth complaint report for this financial year. It provides details of formal complaints received during Q4. The report reviews the performance of complaints across all quarters to provide the first annual set of comparative data.

## COMPLAINTS OVERVIEW FOR QUARTER 4

### **Number of complaints**

#### Performance in Q4

6. The Council recorded a total of 37 complaints during Q4.
7. Of those complaints received in Q4, 35 were recorded at Stage 1 and two were recorded at Stage 2.
8. At the time of drafting this report, four complaints received in March are open. Members will be updated on progress at the meeting.



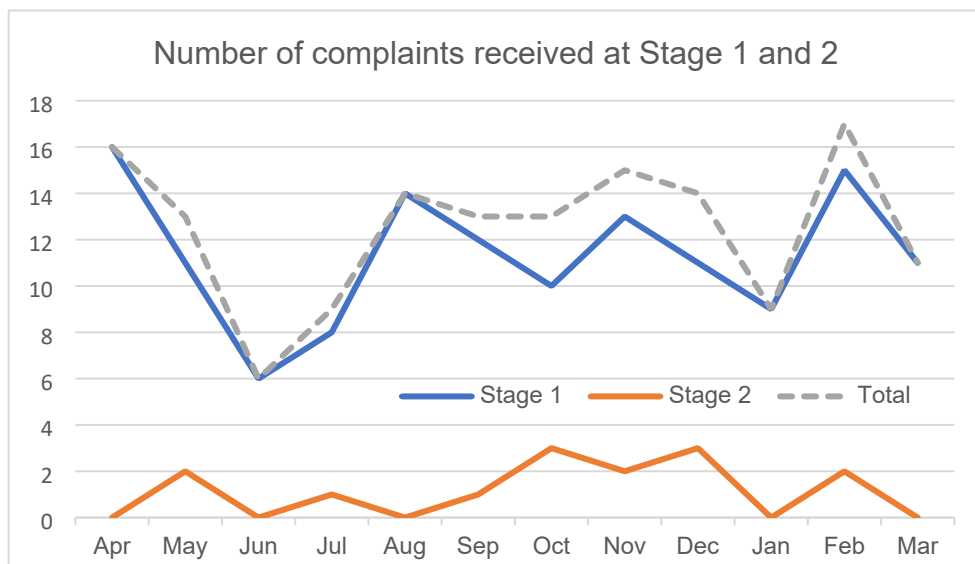
Performance across 2022/23

9. We received 150 complaints from 1 April 2022 to 31 March 2023. This figure is broken down as follows:

Quarter	Stage 1	Stage 2	Total
1	33	2	35
2	34	2	36
3	34	8	42
4	35	2	37

10. Q3 recorded eight Stage 2 complaints, a 300% increase on the other quarters but this does appear to be an anomaly. We received, on average, 37.5 complaints each quarter.

11. The monthly breakdown for Stage 1 and 2 complaints is displayed below.



12. On average, we received 12.5 complaints each month.

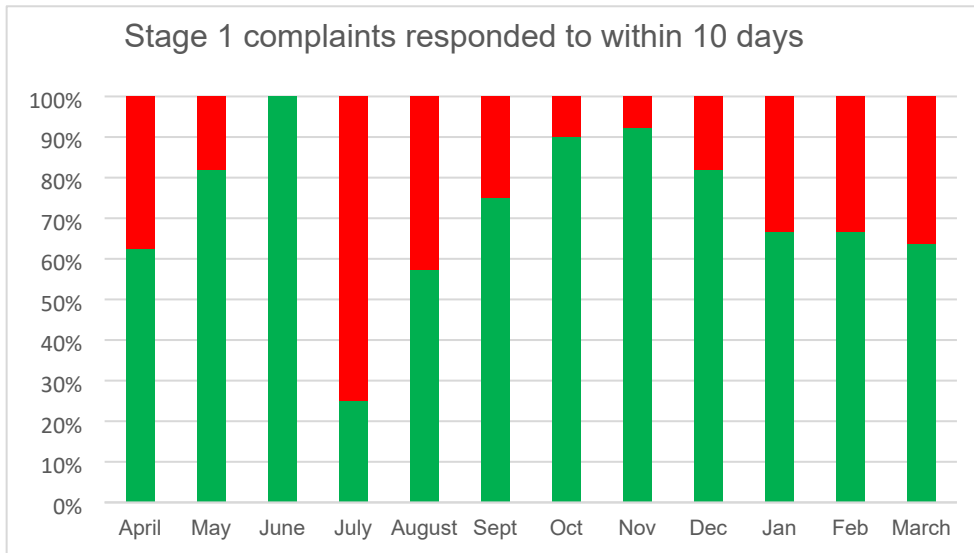
**Responding to complaints in time**

Performance in Q4

13. On average, the Council responded to 66% of Stage 1 complaints within 10 days. This does include two of the four live complaints in March, both having exceeded the 10-day limit.

Performance across 2022/23

14. The monthly breakdown for Stage 1 complaints responded within 10 days is displayed below.



15. If we were to set a target of 90%, the Council meet this target in three of the 12 months. If we were to reduce this to 75%, this figure would rise to six of the 12 months.

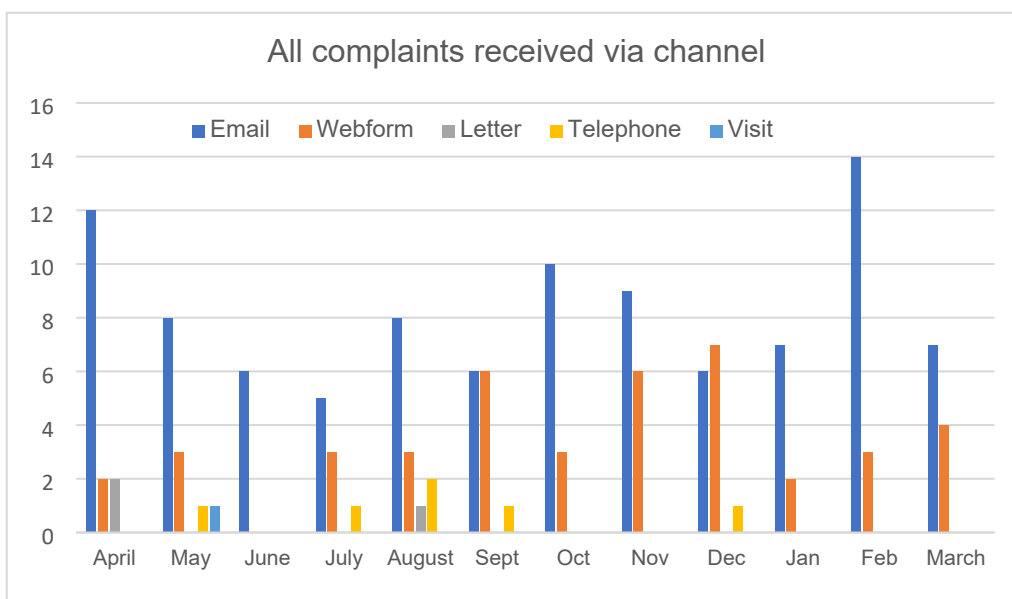
### How complaints are received

#### Performance in Q4

16. All complaints in Q4 were received via a digital channel. This is split between email to [complaints@hart.gov.uk](mailto:complaints@hart.gov.uk) or direct to service (28 received) or [webform](#) (nine received)

#### Performance across 2022/23

17. The chart below shows how we receive complaints. 93% of all complaints have come in via a digital channel. 70% of this total are received through email.



18. Only ten complaints across all quarters have come in from non-digital sources (letter, telephone or visit)

**Reasons for complaints**

Performance in Q4

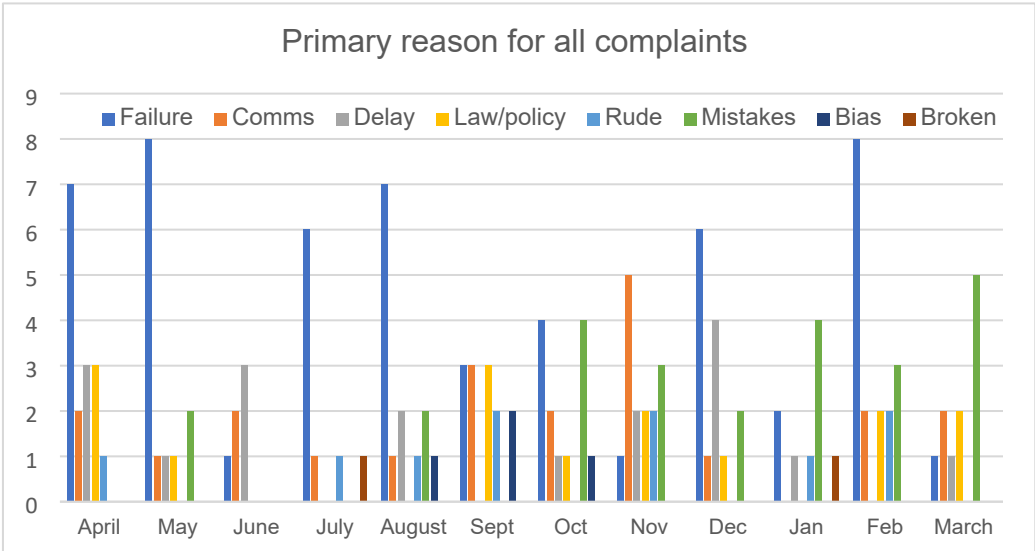
19. "Mistakes in the way a decision has been taken" is the highest scoring reason in Q4. This accounts for 12 (32%) of all complaints. "Failure to provide a service" is the second highest reason with 11 (30%).

Performance across 2022/23

20. The top three reasons for complaints across the year are:

	<b>Reason</b>	<b>Number</b>	<b>%</b>
1	Failure to provide a service	54	36
2	Mistakes in the way a decision has been taken	25	16
3	Poor communication from staff	22	15

21. The chart below looks at all the different channels and charts them across each month.

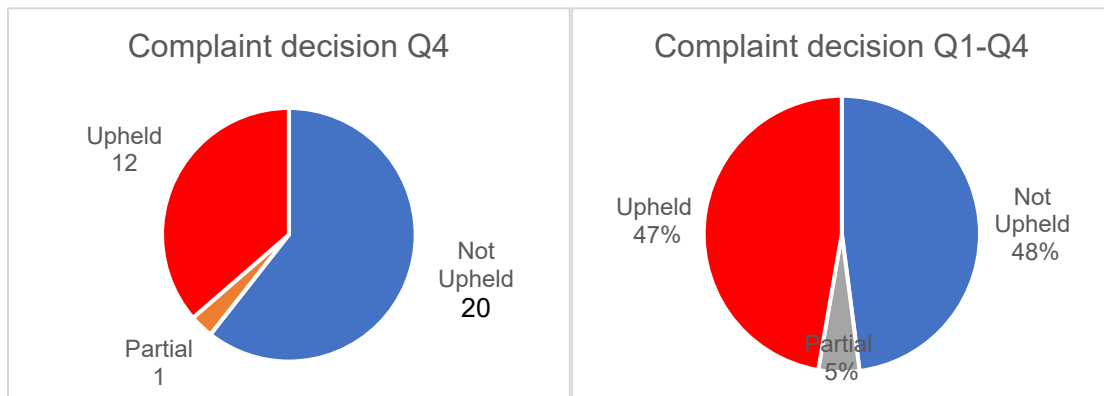


**Complaint decisions**

Performance in Q4

22. We have upheld/ agreed with 12 (36%) complaints in Q4. We have not upheld/ disagreed with 20 (60%). One complaint was partially agreed with. It's important to note that four complaints are live, and no decision has been made. This will impact this view of the results.

23. The chart below shows the split for Q4.



Performance across 2022/23

24. The chart entitled Complaint decision Q1-Q4 shows the view from the year. In total, we've upheld 69 (47%) complaints, not upheld 70 (48%). Seven complaints have been partially upheld.

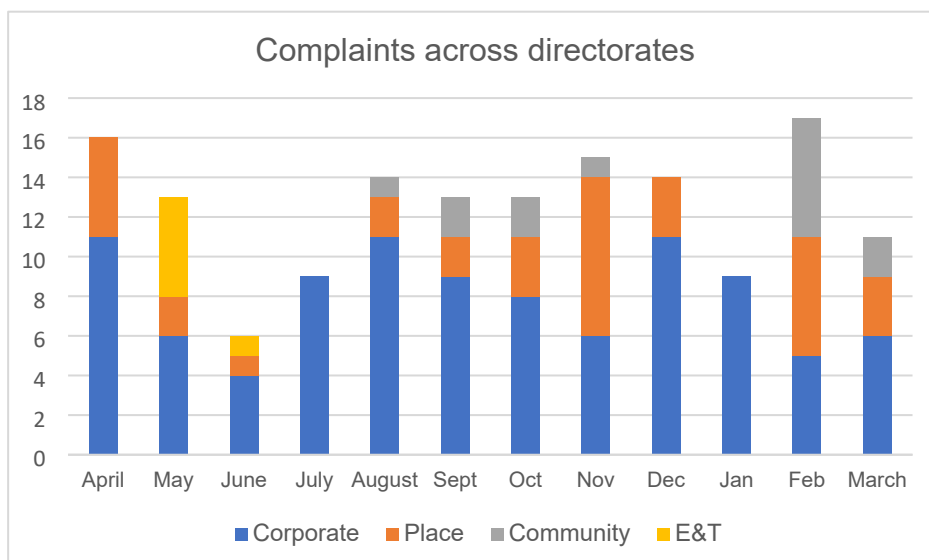
**Complaints by directorate/ team**

Performance in Q4

25. Corporate account for 20 (54%) of all complaints received across Q4. Place and Communities account for nine (24%) and eight (22%) respectively.

Performance across 2022/23

26. The chart below considers the monthly view. Corporate account for 95 (63%) of all complaints across the quarters. Place register 35 (23%), Community 12 (8%)



27. Further analysis of Corporate shows that Waste Services account for 53% of all complaints, Council Tax account for 36%.

28. Planning complaints accounts for 86% of the total amount investigated within Place.

## Learning from complaints

### Performance in Q4

29. The services receiving the highest number of complaints for Q4 were Planning, Council Tax and Waste.
30. Planning. Out of the eight complaints received, eight were not upheld. No learning can be obtained.
31. Council Tax. Out of the eight complaints received, two are still live. Two complaints were upheld. Both have been attributed to staff input error and discussions held with the team to remind them of process.
32. For Waste. Out of the eight complaints, eight were upheld. Six of the eight complaints were down to failure to provide a service around missed bin collections. They were investigated within the 10 days service level agreement.

## Ombudsman decisions

### Performance in Q4

33. One complaint was escalated to the [Local Government Ombudsman](#) during Q4. This was closed after initial enquiries as it related to antisocial behaviour which had been subject to court proceedings. This places it outside of the Ombudsman authority.

### Performance across 2022/23

34. The Council has three complaints listed on the Local Government Ombudsman website for 2022/23.

## ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

35. As this report is for information and no decisions required, no options have been considered.

## CORPORATE GOVERNANCE CONSIDERATIONS

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

36. 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.

### 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? **No**

### Legal and Constitutional Issues

37. There is no statutory duty to report regularly to Cabinet on the Council's performance. However, under Section 3 of the Local Government Act 1999 (as amended) an authority has a statutory duty to secure continuous improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness. Regular reports on the Council's performance in responding to complaints assist in demonstrating best value and compliance with the statutory duty.

#### Financial and Resource Implications

38. None identified

#### Risk Management

39. Complaints about services can indicate where identified operational risks have materialised. This should be monitored through individual departmental risk registers. Learning from complaints can help mitigate the same risks occurring in the future.

### EQUALITIES

40. The Q4 and annual analysis potentially has relevance to the Equality Act. Three complaints reported in Q4 referenced bias or unfair discrimination.

- Complaint 1. Complaint upheld by Capita following an allegation of unfair discrimination on race grounds
- Complaint 2. Complaint partially upheld although allegation of racism unfounded
- Complaint 3. Complaint still being investigated

### CLIMATE CHANGE IMPLICATIONS

41. There are no direct carbon/environmental impacts arising from the report

### ACTION

42. This report enables Overview and Scrutiny Committee to understand the Council's performance around complaints handling and performance. Those that are escalated to the Ombudsman could result in a significant detrimental impact on the Council if it is found to be at fault through maladministration or negligence and so it is important that Cabinet and the public can be satisfied that the Council is running a well-managed and effective complaints system.

43. To ensure transparency, the report is available on the Council's website through the committee reports pages.

**Contact Details:** Steve Bennett, [steven.bennett@hart.gov.uk](mailto:steven.bennett@hart.gov.uk)

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

### Version 3 including HCC Supplement

20 March 2023 at 2pm

#### Present:

<b>Hart District Councillors (HDC)</b>	Cllrs Blewett, Butcher, Dorn, Forster, Makepeace-Browne, Southern
<b>Hampshire County Council (HCC)</b>	Cllrs. Collett, Davies, Glen, Parker
<b>Environment Agency (EA)</b>	Neil Landricombe (NL)
<b>Thames Water (TW)</b> Carley Mason)	Nikki Hines, David Harding (DH(TW)) (sub
<b>Hart District Council (HDC)</b>	Alex Jones (AJ), Daniel Hawes (DH), Claire Lord

The meeting started at 2.03pm

#### 1. Apologies for Absence

Apologies had been received from:

James Holt, Susanna Hope, Vicki Westall and Carley Mason

#### 2. Minutes & Action Table of 10 October 2022

The minutes were agreed.

#### Action Table

Alex Jones gave an update of the items on the Action Plan,

- 39) **Crookham Park Enforcement** – AJ informed the meeting that HCC had a meeting with Cllr Axam and Cllr Parker in November 2022. A further meeting with the developer was held in January. The developer had recently supplied HCC with 'as built' drawings and this is currently being reviewed. HDC confirmed progress was slow with regard to the damp courses.
- 55) **Webbs Corner** - It was confirmed that phases 1&2 have now been completed, which have improved the situation. However, funding for the gullies and ditches and other highway drainage improvements, which are part of phase 3, has not yet been secured.
- 58 & 59) **Flood Warning Area** – It was confirmed that the monitoring for Fleet Brook was installed and is now working, it was hoped that the Crondall monitoring

would be installed in the near future. It was commented that it was a shame that it only monitored levels and not velocity.

- 61) **River Blackwater Modelling** - It was confirmed that there had been contact with the BVCP and all items were still ongoing.
- 62) **Flood Risk Management Plans** – NL confirmed that these were all complete and had been published. He agreed to share the links after the meeting.
- 63) **Kingsway Flooding Issues** – This was reported on later in the meeting.
- 64) **Catchment Management Plans** – It was confirmed that this item was completed, and the links have been shared.
- 65) **Lodge farm Planning Application** - The meeting was informed that the pre-application had been assessed, consulted publicly and responded to at Officer level. The Officer advice detailed a number of in-principle issues and conflicts with the development plan which would prevent Officer support at present. There are no current pre-application discussions or formal planning matters logged with the Council at present.
- 66) **Future Meeting Structure** – This was discussed in AOB
- 67) **Hartley Wintney Fire Station** – AJ updated the meeting, stating that as HDC doesn't have the machinery to clear the ditches and culverts, a request for quotes had gone out and he was currently awaiting responses. Cllr Southern asked for the work to be carried out as a priority.

Cllr Davies asked for various items to be added to the action plan.

- **Chatter Alley** – The sewer at the entrance to the school was flooding, he asked for Thames Water to deal with this as a matter of urgency.
- **Under the Railway Bridge between Phoenix Green and Winchfield.** – The road regularly floods. It was stated that this may be due to a neighbouring ornamental lake overflowing or the soak away from the M3. It was uncertain who was responsible.
- **A30 Between Phoenix Green and Murrell Green** – A weir kerbstone has become blocked forcing walkers to walk in the road.
- **Bracknell Lane and A30** – The culvert under the road needs jetting as its blockage is causing the road to become flooded.

### 3. Impact of Storms since last meeting

As there had been no significant storms there was nothing to report.



## 4. Status Updates

### 4.1 Environment Agency Projects

NL gave an update on the Fleet Flood Alleviation Scheme. The EA are continuing to engage with the Parish and Town councils and was looking at engaging more with the community. It was explained that lots of modelling work has been done and lots of options have been looked at. Currently the preferred option is "Property Flood Resilience", however this option does not improve the banding and therefore does not unlock any funding. It was explained that different funding options would need to be explored.

NL explained that the projects in Mill Lane (North Warnborough), Zebon Copse, Crondall, Yateley, Griffin Stream (Hook) and Eversley & Lower Common had been bundled together for reporting purposes and once they had been redacted the reports would be made available.

- Eversley & Lower Common and Zebon Copse

These 2 projects are progressing slowly as there is not enough information available about the flooding risk and modelling is very expensive.

- Yateley

A Threshold Sensitivity Survey has been commissioned to calculate the actual risk. It was explained that the survey only looked at flooding that actually occurred inside the properties not in garages, outhouses, or the road outside. The meeting was told that AJ would receive this report once it had been finished.

- Crondall and Mill Lane

Both projects looked likely to progress and further details would be shared when the reports were finalised.

- Griffin Stream

NL stated that they were still looking for funding to do some modelling on this project.

### 4.2 HDC Projects

AJ updated the meeting on the various ongoing projects.

- Mill Corner – The project is not progressing but is included within the EA Mill Lane project.
- Kingsway and Phoenix Green - The project board is looking at these projects. It has been decided to take them to Cabinet in the summer for update and possible review as they have been ongoing for some time. Concern was raised that

Cabinet may decide that the projects were no longer viable. Reassurance was asked for, that the currently ongoing projects would deliver the agreed deadlines as a minimum if the decision was going to be made to stop the projects. It was stated that the reports were going to Cabinet as part of a new more formal project plan.

AJ told the committee that since the last meeting, to try and stop the flooding, Thames Water had looked at the sewer, the Environment Agency had been looking at modelling the levels of the river and Network Rail had cleared the ditches and culverts that were accessible at Kingsway.

- Hawley Hill – It was reported that there was a lack of evidence around flooding, so smaller solutions like making more use of the balance pond were being explored.

#### 4.3 HCC Projects

As there were no representatives from HCC at the meeting AJ provided updates on behalf of HCC officers. Disappointment was expressed about the lack of representation from HCC officers, and it was agreed that an email should be sent to the relevant managers asking that this did not occur in the future.

It was stated that the Catchment Management Plans published in July 2022 were going through an update and would be ready May 2023.

#### 4.4 Thames Water Projects

DH (TW) gave an update to the meeting, but his information was limited as he was attending on behalf of a colleague.

- Blackwater Valley River – Thames Water had been conducting surveys and talking to residents. The main problem appeared to be the raised level of the river. However, there were also issues with pipes under the railway line becoming silted up and surface water soaking away into a collapsed pipe.

It was reported that residents were concerned that once the properties were protected then the flood prevention measures would be stopped.

DH(TW) confirmed that surveying was continuing and there would be modelling of the river and its tributaries in summer 2024. A query was raised as to whether the river could be dredged to lower its level, alleviating the flood issue. The meeting was told that dredging would only be a temporary solution and it would be better to find a long-term solution and that dredging could also cause ecological issues.

The question of ownership of the collapsed pipe was raised and who would be responsible for repairing/replacing it. It was stated that if it was part of the public

sewer then the responsibility would sit with Thames Water, however, it was felt that before the pipe was repaired the situation of where the water was going should be solved.

## **5. Parish Flood Forum**

AJ explained that there had been issues getting all the Parishes to one meeting, it was felt that maybe those not attending do not have flooding issues. AJ stated he was engaging with the Parishes on an individual basis. It was suggested that a Teams meeting with all Parishes should be arranged to try and discover why Parishes aren't engaging.

## **6. Forward Water Situation.**

The meeting was told that there had been a lower-than-average amount of rainfall in February and March. This meant that although the Groundwater Level Indicators were at normal or just below normal levels if there wasn't a significant amount of rain in the next few months the area may be put into a drought. The importance of water conservation was discussed.

NL also told the meeting that the Soil Moisture Deficit was below average, which meant that any rain that did fall would run off.

Discussion took place around issues being experienced in Crondall. Although the manholes and sewers were lined last year there is thought to be a problem at the pumping station.

## **7. AOB**

Cllr Southern asked for it to be confirmed that The Fire Station at Hartley Wintney, The junction of Bracknell Lane and A30 and The weir kerb stone by Victoria Hall were added to the action plan.

Cllr Parker asked for the meeting to acknowledge that the committee has been in place for 20 years this year.

Discussion took place around the format for meetings in the future. It was felt that a hybrid meeting would be the best format going forward.

## **8. Date of Next Meeting**

The next meeting was set as Tuesday 26<sup>th</sup> September 2023

The Meeting closed at 3.53pm.

## Supplement to minutes of Multi-Agency Flood forum Meeting, 20th March 2023

### Update from HCC

**4.3b Flood and Water Management (FWM) Team-** FWM are not leading on any ongoing Flood Alleviation Schemes in the Hart area, but we are contributing to the various Environment Agency and Hart District Council's Flood Alleviation Schemes as a key stakeholder. In the case of the Kingsway FAS, Hampshire County Council are contributing financially to the scheme.

**4.4 Local Flood and Water Management Strategy (LFWMS)-** This has been completed and published for some time (since 2020). [Local Flood Risk Management Strategy \(LFRMS\) | Hampshire County Council \(hants.gov.uk\)](#). Our Catchment Management Plans (CMPs) have come out of the LFWMS. These plans have identified 66 Priority Areas across the 18 river catchment in Hampshire with supporting policies. The Draft CMPs were sent out for consultation in July 2022. The draft plans can be viewed here: [Catchment Approach to Flood Risk Management | Hampshire County Council \(hants.gov.uk\)](#). We are currently updating these plans following the comments received and the final plans are expected in May 2023.

### Action Table

**39- Crookham Park enforcement** - A meeting was held between the County Council, Cllr Axam and Cllr Parker in November 2022. A further meeting has been held with the developer in January. The Developer has recently supplied the County Council with 'as built' drawings and supporting information and this is currently being reviewed.

**55- Eversley- Webbs Corner-** Please can Flood and Water Management be removed from this action. Flood and Water Management have delivered Phases 1 and 2. There is the potential for highways drainage improvement works, but this would require Highways successfully securing further funding for a separate phase 3.

## **OVERVIEW & SCRUTINY**

**DATE OF MEETING: 11 APRIL 2023**

**TITLE OF REPORT: CORPORATE RISK REGISTER**

**Report of: Senior Leadership Team**

**Cabinet Portfolio: Finance**

**Key Decision: No**

**Confidentiality: Non-Exempt**

## **PURPOSE OF REPORT**

1. The Council maintains a corporate risk register which is revised by management on a regular basis. It is reported to both the Overview & Scrutiny Committee and Cabinet to provide assurance that appropriate arrangements are in place to mitigate the risks identified.

## **RECOMMENDATION**

The Committee is invited to comment on the corporate risk register (Appendix A) and the current mitigation that is in place.

## **BACKGROUND**

2. Risk management enhances strategic planning and prioritisation, assists in achieving objectives and is a key element of the Council's governance framework. It is essential that the Council identifies, monitors and mitigates (when proportionate to the resources required) the risks it is exposed to.
3. The corporate risk register as of 22 March 2023 is attached at Appendix A. It has been prepared by the Senior Leadership Team (SLT) and their managers. All managers are responsible for the identification and management of risk within their service areas.
4. The corporate risk register was last presented to the Committee in September 2022. It was in a new format which combined the previous 20 corporate risks into six themed areas. This format was well received by the O&S Committee so it has continued to be used.

## **CORPORATE GOVERNANCE CONSIDERATIONS**

### **Relevance to the Corporate Plan**

5. The Committee's oversight of risk management contributes to the Corporate Plan priority of delivering an efficient and effective Council.

### **Service Plan**

- Is the proposal identified in the Service Plan? Yes

### **Legal and Constitutional Issues**

6. There are no legal implications arising from this report.
7. This Committee's terms of reference allow for the 'review and scrutiny of potential decisions to be made at future Cabinet meetings'.
8. The local code of corporate governance and the annual governance statement make reference to the regular updating and review of the corporate risk register.

The Committee's oversight of risk management ensures that the processes that have been publicly stated as being in place are followed.

### **Financial and Resource Implications**

9. There are no financial implications arising from this report. All risk management activities are currently carried out within approved budgets.
10. Decisions to further mitigate risks may require additional resources which will be considered as part of the mitigation decision process.

### **Risk Management**

11. The maintenance and oversight of the Council's corporate risks is an important control. A failure to manage risk appropriately brings a range of potential implications for the Council including financial loss and reputational damage.

### **EQUALITIES**

12. There are no equality implications arising from this report.

### **CLIMATE CHANGE IMPLICATIONS**

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

### **ACTION**

14. The Committee's comments will be reported to the Cabinet, when it considers the corporate risk register at its June meeting.

### **Contact Details:**

Graeme Clark, Executive Director of Corporate Services and S151 Officer  
Kirsty Jenkins, Executive Director Community  
Mark Jaggard, Executive Director Place

### **Appendices**

Appendix A – Corporate risk register.

**Background Papers:** None.

**Risk descriptors**

	Consequence				Likelihood	
	Financial	Regulatory	Reputation	Service Failure/Business Continuity		
5	Above £1m	Prosecution	Total loss of public confidence	3 months to re-establish service	Almost certain	Will almost certainly happen and will happen frequently
4	£500K - £1m	Enforcement Action or function put into special measures	National negative media coverage > 3 days	Loss or interruption greater than 1 month	Likely	Will probably happen and may persist
3	£50K - £500K	Multiple breach of statutory legislation	National negative media coverage < 3 days	Loss or interruption 1-4 weeks	Possible	Might happen
2	£5K - £50K	Single Breach of statutory legislation	Local negative media coverage longer term (1month or over)	Loss or interruption 1 - 5 Days	Unlikely	Do not expect it to happen but it is possible
1	£0 - £5K	Reduction in Statutory Services	Local negative media coverage for a short term (under 1 month)	Loss or interruption < 1 day	Rare	This will probably never happen

Page 23

**Risk rating table – consequence x likelihood**

Catastrophic	5	5	10	15	20	25
Critical	4	4	8	12	16	20
Major	3	3	6	9	12	15
Moderate	2	2	4	6	8	10
Minor	1	1	2	3	4	5
		1	2	3	4	5
		Rare	Unlikely	Possible	Likely	Almost Certain

<b>Area</b>	Financial	<b>Prior Assessment</b>		<b>Current Assessment</b>	
<b>Risk Owner</b>	Executive Director of Corporate Services	Likely	4	Likelihood	3 Possible
<b>Impact</b>	Reduction in spending power. Inability to fund services.	Critical	4	Consequence	3 Major
			16	<b>Risk Rating</b>	9 

Description	Source of Risk	Existing Controls	Further Mitigations
<p>Changes to Local Government Funding.</p> <p>Loss of key income stream and subsequent budget implications.</p> <p>Possible loss of government grants</p> <p>Inflation and cost of living crisis</p>	<p>Local Government Funding Review has been delayed but is still almost certain to happen in the medium term. Further concern as to whether new homes bonus will be received in future years.</p> <p>Fees and charges are currently below benchmark average and income may fluctuate in the current economic crisis.</p> <p>Ability for residents to pay for Council Tax, Business rates or services provided.</p>	<p>Medium Term Financial Strategy is in place. Commercialisation programme has continued to invest and provide alternative income streams. Treasury management strategy adopted and in place.</p> <p>Commercialisation strategy will be updated and reviewed regularly. Review of all fees and charges for inclusion in the 2023-24 budget planning process.</p> <p>Ensure available funding and grants are managed and circulated correctly. Provide payment plans and additional support wherever appropriate</p>	<p>Review diversified, increased sources of income and cost reduction.</p> <p>Lobby via LGA, District Councils Network and Society for Local Authority Chief Executives, or clarity of funding review outcome and improvements via LGF outcomes.</p> <p>Consideration of new income streams.</p> <p>Reset the relationship with our contract providers where possible.</p>



<b>Area</b>	Governance	<b>Prior Assessment</b>		<b>Current Assessment</b>	
<b>Risk Owner</b>	Executive Director of Corporate Services	Unlikely	2	Likelihood	2 Unlikely
<b>Impact</b>	Poor governance framework, resulting in poor decisions	Major	3	Consequence	2 Moderate
			<b>6</b>	<b>Risk Rating</b>	<b>4</b>

Description	Source of Risk	Existing Controls	Further Mitigations
<p>Failure in compliance with the governance framework, resulting in poor decisions.</p> <p>Governance arrangements for outsourced and shared services are not always robust. Decisions are made outside of the control of the council for services we provide.</p>	<p>Poor performance for shared and outsourced services with no consequences. Governance frameworks for shared or outsourced services are not always effective. Governance arrangements for outsourced and shared services are not always robust. Decisions are made outside of the control of the council for services we provide.</p> <p>Potential lack of clarity on direction sought by the Administration which may lead to slower decisions, no decisions or greater resources required to help inform those decisions.</p>	<p>Committee Structure in place. Scheme of Delegation in place and adhered to.</p> <p>Toolkit training given to officers - such as fraud awareness and procurement.</p> <p>Review of Local Code of Corporate Governance took place in June 2022.</p> <p>Annual Governance Statement process in place.</p> <p>All Statutory Officers are in post.</p> <p>Shared Legal Services Team in place.</p> <p>Member and Officer Codes of Conduct in place.</p> <p>New Member inductions available after the elections.</p> <p>Member Development Opportunities in place including FOI / GDPR / Fraud Awareness / Equality/ Legislation /Safeguarding etc.</p>	<p>Improved processes and more standardised approaches.</p> <p>Reduced number of services are now part of the 5 Councils contract. This contract will end in 2 years.</p> <p>Encourage political groups to manage their own training to ensure Cllrs are effective on day 1 and as part of this, encourage them to use training made available via the Local Government Association</p>

<b>Area</b>	Employee	<b>Prior Assessment</b>		<b>Current Assessment</b>	
<b>Risk Owner</b>	Chief Executive	Likely	4	Likelihood	3 Possible
<b>Impact</b>	Adverse impact on service delivery. Risk of error.	Major	3	Consequence	2 Moderate
			<b>12</b>	<b>Risk Rating</b>	<b>6</b>

Description	Source of Risk	Existing Controls	Further Mitigations
Failure to recruit or retain suitably skilled staff Service continuity, delays in service provision to customers both external and internal.	<p>Poor decisions &amp; Customer dissatisfaction, possible inability to appoint experienced staff into certain professional roles (this is a national issue with shortages in auditing, planning, environmental health etc.</p> <p>Increased workload levels for staff.</p> <p>Possible inability to balance work/life balance particularly with agile working the 'new normal'. This may result in staff feeling they do not have the ability to influence decisions or are that they are not being kept informed.</p>	<p>Sharing Knowledge. Opportunities to leverage expertise from other councils. Robust policies and procedures and guidance notes in place. Health &amp; Wellbeing Officer is in place. The culture encourages open discussion on employment issues, soft opportunities such as volunteering being explored. Need to ensure vacancies are advertised widely and our rates of pay remain competitive in the market. Ensure controls in place are consistent. Use of automated systems (e.g., case management) that enable smoother handover and resource levelling across the organisation. Improve sharing of knowledge. Use temporary staff where available and appropriate. All staff have 121s on a monthly basis with performance development reviews on a six- monthly basis, with the ability to raise concerns regarding workload, at any of these (and other informal) meetings.</p> <p>Employee Assistance Programme in place, providing a wide suite of support for our staff.</p>	<p>Consider the option of career graded progression within the organisation to develop home grown talent.</p> <p>Embed an Organisational Development Plan.</p> <p>Agile Working Policy is in place and all Members of Staff have considered their work styles, which works best for them and their productivity and agreed an approach with their line manager.</p> <p>We try to remove the stigma around mental health, regularly discussing it and providing training and support.</p>

		<p>Monthly staff briefing to keep staff up to date on key issues and developments.</p> <p>Staff encouraged to become involved in developing Service Plans so that they can influence decisions on key priorities in their area of expertise.</p> <p>Periodic anonymous staff surveys to take the 'temperature' of the organisation.</p>	
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**Area Corporate Contracts**

**Prior Assessment**

**Current Assessment**

**Risk Owner Chief Executive**

Possible 3 Likelihood 3 Possible

**Impact**

Major 3 Consequence 2 Moderate

**9 Risk Rating 6**

Description	Source of Risk	Existing Controls	Further Mitigations
<p>A badly run contract can be an expensive and ineffective way to deliver a service. Inflationary uplifts and changes in circumstances may lead to inefficiencies or non-delivery of key services.</p>	<p>Potential changes to the contract, potential changes to the partners who are party to any agreement leading to challenges in the way decisions are made in the future.</p> <p>Potential decision of other parties to leave the contract, impacting on those remaining. Increased costs to services, increased cost to manage the contract, increased officer time and resources to manage.</p> <p>Low value for money as the contract ages. 3<sup>rd</sup> party ownership changes that might impact delivery of some services.</p>	<p>Governance frameworks is in place, which include: The Inter Authority Agreement. Joint Committee. Strategic Board. Operational Management Board. Joint Client Team. Hart Client Team. Transition in progress to in-house service provision on services that are performing below expectations.</p> <p>Robust KPIs data sharing across all contracts and boards</p>	<p>Consideration of future service delivery and exploring options for the medium to longer term planning of the council.</p>

**Area** Climate Change

**Prior Assessment**

**Current Assessment**

**Risk Owner** Executive Director of Corporate Services

Likely 4 Likelihood 3 Possible

**Impact** Unable to deliver the climate change action plan.

Moderate 2 Consequence 2 Moderate

**8 Risk Rating 6**

Description	Source of Risk	Existing Controls	Further Mitigations
Failure to achieve agreed carbon reduction targets	Lack of staff and financial resources. Difficulties in getting public buy in. Lack of tools and direction from the government  Lack of external funding for carbon reduction projects	New terms of reference for member working group agreed. Carbon pathway action plan being prepared. Strengthened staff team approved by Cabinet  Recruitment process underway	Additional resources to improve communication updated climate change action plan and map of resources requirements to be prepared.

<b>Area</b>	<b>Cyber security</b>	<b>Prior Assessment</b>		<b>Current Assessment</b>	
<b>Risk Owner</b>	Executive Director of Corporate Services	Likely	5	Likelihood	3 Likely
<b>Impact</b>	Security of data Reputation risk. Data Breach. Non-compliance with GDPR. Fraud and extortion risks.	Critical	4	Consequence	4 Major
			<b>20</b>	<b>Risk Rating</b>	<b>12</b>

Description	Source of Risk	Existing Controls	Further Mitigations
<p>Cyber Security risks are increasing as everybody makes use of technology as a way of managing sensitive data and business critical functions.</p> <p>Personal data needs to be protected, some of which is held on our behalf by 3<sup>rd</sup> parties.</p>	<p>Staff unaware how to store/manage, share/disclose personal data.</p> <p>Failure of Staff and Councillors to use protection and controls to prevent breaches (e.g., using personal devices).</p> <p>Increased use of technology to manage and share data, exposes the council to cyber risks and threats.</p> <p>Organised crime and opportunists are continually looking for control weaknesses to use our sensitive data for a wide range of criminal activities or ransom to.</p>	<p>Cyber Security Training provided to all employees and members.</p> <p>Network security controls. Personnel management.</p> <p>Data management plan in place.</p> <p>In September 2021, data migrated to restricted access/password controlled secure SharePoint.</p> <p>Data Protection Officer in place and active.</p> <p>UK GDPR action plan – regularly updated and work plan agreed annually.</p> <p>Biannual GDPR training (last provided June/July 2021) for all officers and members.</p> <p>Older servers with unsecure access have been closed.</p>	<p>Increased briefing and training.</p> <p>Disaster Recovery exercises.</p>

## **OVERVIEW AND SCRUTINY COMMITTEE**

**DATE OF MEETING: 11 APRIL 2023**

**TITLE OF REPORT: REVIEW OF THE WORK OF OVERVIEW AND SCRUTINY  
COMMITTEE OVER THE PAST YEAR 2022/23**

**Report of: Chairman of the Overview & Scrutiny Committee**

### **1. PURPOSE OF REPORT**

1.1. To review the work of Overview and Scrutiny Committee over the past year 2022/23.

### **2. CHAIRMAN'S RECOMMENDATION**

2.1. That Members note the report and the subsequent actions taken.

### **3. WHAT IS OVERVIEW AND SCRUTINY?**

3.1. Every local authority operating a Cabinet and Scrutiny model has a Cabinet made up of the Leader of the Council and up to nine other members. All executive decisions (i.e., those needed to implement the Policy Framework and Budget approved by the Council) are taken by the Cabinet.

3.2. Overview and Scrutiny bodies are not "decision making" bodies but are bodies which monitor and influence those that are. The Overview and Scrutiny role, carried out by non-Cabinet members, is designed to support the work of the Council in the following ways:

- Reviewing and scrutinising decisions taken by the Cabinet (acting as a "critical friend")
- Considering aspects of the Council's performance
- Assisting in research, policy review and development
- Involving itself with external organisations operating in the district to ensure that the interests of local people are enhanced by collaborative working
- Providing a means of involving the communities in the Council's work.

3.3. The Committee also reviews and scrutinises decisions made, or actions proposed in connection with the Council functions, including that of budget monitoring and service delivery.

### **4. REVIEW OF 2022/23 AND THE ACTIONS TAKEN**

4.1. This year, moving on from the Coronavirus pandemic, the Overview and Scrutiny Committee with support from Officers have had a productive year.

4.2. Notable actions include the successful implementation of Service Panels which has given Members the opportunity to take ownership and also have time to carry out more in-depth examinations into service performance.

- 4.3. A specific cross party task and finish group was set up to look at the Council's approach to Conservation Area Appraisals.
- 4.4. Membership of the Overview and Scrutiny Committee provides an excellent introduction for newly elected Councillors to gain an understanding of the policies and procedures of local government, enabling them to contribute effectively during policy review, debates and decision-making.

#### **4.5. Regular reports**

The Committee received quarterly or bi-annual monitoring reports on the following

- Service performance relative to Service Plan and Key Performance Indicators on a quarterly basis (once the Service Panels had been formalised).
  - Part way through the year, the number of service Panel was revised from 4 to 3.
- Outturn Position, Medium Term Financial Strategy (MTFS) along with Capital Strategy, Treasury Management Strategy Statement and Asset Management Plan Budget monitoring to ensure that the Council in on track to meet and stay within Council agreed budget parameters
- Hart Flood Forum – twice a year (including details of Parish Flood Forum)
- Corporate Risk Register update – bi-annual
- Cabinet Work Programme
- O&S Work Programme
- Analysis of complaints received by the Council.

#### **4.6. Regular annual one-off reports -**

The Committee also received:

- Prior to consideration by Cabinet the draft Treasury Management Strategy
- Draft Budget
- Draft Service Plans
- Local Government Ombudsman Annual Review Letter
- Crime and Disorder Joint Committee update

#### **4.7. Heads of Services**

Heads of Services attended relevant meetings and answered questions about their Service Plans.

### **5. INDIVIDUAL ITEMS OF NOTE**

#### **5.1. Odiham Common Management Plan**

Was reviewed and a broad set of cross-party comments passed to Cabinet, which they ignored.



## **5.2. Annual planning policy monitoring report**

The report shows how Hart is progressing against its Local Plan targets.

## **5.3. Local Cycling and Walking Infrastructure Plans (LCWIP)**

The committee received a detailed presentation from Sustrans and raised a number of questions and suggestions.

## **5.4. Butterwood homes (Hart Housing Company) update by scrutiny panel**

The sub-committee providing oversight of Butterwood homes provided feedback to O&S.

## **5.5. Corporate Plan**

Members provided feedback and comment alongside residents, prior to this going to Cabinet.

## **5.6. Review of Financial Regulations and Contract Standing Orders**

Members provided comments and improvements to the draft document prior to them going to Cabinet.

## **5.7. Fleet Pond Green Corridor and Hartland Park Mitigation Works**

The report was noted.

## **5.8. Corporate Risk Register**

Bi-annually, Members reviewed the Corporate Risk Register which is reviewed by management on a regular basis and reported to members to provide assurance that appropriate arrangements are in place to mitigate identified risks. The report was for noting only.

## **5.9. Climate Change Carbon Pathway Report**

Members reviewed the Climate Pathway Report and provided comments to Cabinet on the baseline carbon footprint.

**Contact Details:** Councillor Chris Dorn

## CABINET

### KEY DECISIONS / WORK PROGRAMME AND EXECUTIVE DECISIONS MADE

April 2023

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	Original Due Date	Key Decision Y? (Note 1)	Cabinet Member (Note 2)	Service (Note 3)	*This item may contain Exempt information
Draft Service Plans 2023/24	To consider the draft service plans for 2023/24	6 Apr 2023		No		ALL	
Risk Management Strategy	To ask Cabinet to approve the Council's updated risk management strategy	6 Apr 2023		No		CS	
Hartley Wintney Cricket Club Lease	To consider revised lease terms	6 Apr 2023		No		CX	
Farnborough College of Technology 1st Floor Lease	To consider the latest proposal for the lease to FCoT of office space at the council offices	6 Apr 2023		No		CX	
Review of Outsourced and Shared Services		6 April		No		CS	EXEMPT
Corporate Risk Register	To ask Cabinet to review and approve the Corporate Risk Register	1 June 2023		No		CS	
Appointment of Representatives on Outside Bodies	To confirm Representatives of the Council on Outside Bodies	1 Jun 2023		No		CS	

Report Title	Outline/Reason for Report/Comments	Due Date	Original Due Date	Key Decision Y? (Note 1)	Cabinet Member (Note 2)	Service (Note 3)	*This item may contain Exempt information
Q4 Performance Plan Review	Q4 performance plan review report, following information reviewed at O&S	1 Jun 2023		No			
Climate Change Action Plan	Cabinet to receive the proposed Action Plan to facilitate Hart's Carbon Pathway for endorsement	6 Jul 2023		No		CS	
Review of CCTV Service	To review the CCTV service following the move to Runnymede, including any requirement for additional funding for replacement cameras/additional maintenance as required			No		H	
Revenue and Capital Outturn 2023/24		3 Aug 2023		No		F	
Review of Reserves including SANGS Funding	To review the Council's Reserves, including funding allocated to SANGS	3 Aug 2023		No		F	
MTFS and Capital Strategy		7 Sep 2023		No		F	
Corporate Risk Register (Half Yearly Review)		7 Sep 2023 4 Apr 2024		No		CS	

Report Title	Outline/Reason for Report/Comments	Due Date	Original Due Date	Key Decision Y? (Note 1)	Cabinet Member (Note 2)	Service (Note 3)	*This item may contain Exempt information
Treasury Management Strategy and Asset Management Plan		5 Oct 2023		No		F	
Draft Budget 2024/25		1 Feb 2024		No		F	
Q3 Forecast 2023/24 and Revenue Outturn		1 Feb 2024		No		F	
Draft Service Plans 2024/25		7 Mar 2024		No		ALL	

Page 5 of 5

**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**

Report Title	Outline/Reason for Report/Comments	Due Date	Original Due Date	Key Decision Y? (Note 1)	Cabinet Member (Note 2)	Service (Note 3)	*This item may contain Exempt information
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**Service:**

CX	Chief Executive	CS	Corporate Services	PL	Place Services
CSF	Community Safety	PP	Planning Policy		
FI	Finance	COM	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

Page 37

**DELEGATED EXECUTIVE DECISION**

2022/23	Cllr Radley	To report to Cabinet as per Financial Regulation 10.34, debts >£5k written off as irrecoverable for the year 2022/23- totalling £99,459k for council tax and £92,115k for business rates. This will be met from the collection fund bad debt provision, not directly from the Council's budget.	

April 2023

**OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME**

Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Date	Resources Required	Contact	*This item may contain Exempt Information
<b>Corporate Risk Register</b>	To consider the latest corporate risk registers, agreeing any corrective action necessary	Mar 23	Apr 23			
<b>Chairman's Annual review of the work of the Overview and Scrutiny committee</b>	Prior to consideration by Annual Council, the Chairman to report on the work over the past year of overview & Scrutiny Committee	Apr 23				
<b>LCWIP</b>		TBC				
<b>Multi Agency Flood Forum (MAFF)</b>	Update from the bi-annual meeting of multi-agencies.	Apr 23		Minutes only	Place	
<b>Feedback from Conservation Area Task and Finish Groups</b>		Apr 23				
<b>Budget outturn</b>	To note the final position against the revenue and capital budgets for the previous year, agree any actions	June 23				

Agenda Item 11

	necessary affecting reserves and note any carry forward requests					
<b>Climate Change Action Plan</b>	O&S to review proposed action plan to facilitate Harts Carbon Pathway	Jun 23				
<b>CCTV</b>	To invite Portfolio Holder responsible for CCTV to give an update	Jul 23				
<b>Treasury Outturn</b>	To note the activity under the treasury management strategy for the previous year, including adherence to prudential indicators and investment limits, and consider any changes to the strategy or criteria as necessary	Jun 23				
<b>Budget monitoring</b>	To note the forecast outturn for the year against revenue and capital budgets using the latest actual position and assumptions based on best information, and consider any corrective action required.	Aug 23				
<b>Review progress on the Shapley Heath actions</b>	To review the process against as reported to Audit Committee in March 23	Sept 23				
<b>MTFS emerging pressures and budget strategy</b>	To note emerging pressures on the Council's finances, agree a budget	Oct 23				

	strategy for the forthcoming year and consider any changes to the Medium - Term Financial Strategy					
<b>Treasury mid-year</b>	To note the activity under the treasury management strategy for the first 6 months of the year, including adherence to prudential indicators and investment limits, and consider any changes to the strategy or criteria as necessary	Oct 23				
<b>UKSPF Budget allocation</b>	To consider the report on resources for delivering this programme and 2024/2025 allocation.	Oct 23				
<b>Outside Bodies</b>	To review the work of the members on the Outside Bodies committees	Apr 24				
<b>Off Street Parking</b>	To review the trial of the new keypads	TBC				
<b>Civic Regeneration Update</b>	To review	TBC				