



## NOTICE OF MEETING

<b>Meeting:</b>	<b>Cabinet</b>
<b>Date and Time:</b>	<b>Thursday 4 April 2024 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>Neighbour (Leader), Radley (Deputy Leader), Bailey, Clarke, Cockarill, Collins, Oliver and Quarterman</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.**

<b>1</b>	<b>MINUTES OF THE PREVIOUS MEETING</b>	4 - 9
	The minutes of the meeting held on 7 March 2024 are attached for confirmation and signature as a current record.	
<b>2</b>	<b>APOLOGIES FOR ABSENCE</b>	
	To receive any apologies for absence from Members*.	
	<i>*Note: Members are asked to email Committee services in advance of the meeting as soon as they become aware they will be absent.</i>	
<b>3</b>	<b>DECLARATIONS OF INTEREST</b>	
	To declare disposable pecuniary, and any other interests*.	
	<i>*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.</i>	
<b>4</b>	<b>CHAIRMAN'S ANNOUNCEMENTS</b>	
<b>5</b>	<b>PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)</b>	
	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 <a href="#">online</a> .	
<b>6</b>	<b>FLY TIPPING RECOMMENDATIONS FROM OVERVIEW &amp; SCRUTINY COMMITTEE</b>	10 - 22
	Cabinet to consider the recommendations of the Overview and Scrutiny Committee Task and Finish Group on Fly Tipping	
<b>7</b>	<b>DRAFT SERVICE PLANS 2024/25</b>	23 - 54
	To review and approve draft service plans for 2024/25 having regard to O&S comments and the approved budget	
<b>8</b>	<b>CAPITAL CARRY FORWARD REQUESTS</b>	55 - 58
	To consider capital carry forward budget requests for schemes that have commenced or are committed but not completed by 31 March 2024, to avoid pausing progress until the outturn report in August	
<b>9</b>	<b>FOOD SAFETY PLAN</b>	59 - 90
	To consider approving the Food Safety Plan for 2024-2027	

**10 HART PROPERTY MAINTENANCE COMPANY: GOVERNANCE REVIEW 91 - 93**

To consider proposed amendments to the Housing Company management structure

**11 CABINET WORK PROGRAMME 94 - 100**

To consider and amend the Cabinet Work Programme.

**Date of Publication: Monday 25 March 2024**

## **CABINET**

**Date and Time:** Thursday 7 March 2024 at 7.00 pm

**Place:** Council Chamber

**Present:**

Neighbour (Leader), Radley (Deputy Leader) (virtual), Bailey, Clarke, Cockarill, Oliver and Quarterman

**In attendance:**

**Officers:**

Graeme Clark, Executive Director, Corporate Services & S151 Officer

Mark Jaggard, Executive Director - Place

Kirsty Jenkins, Executive Director - Communities

Daniel Hawes, Planning Policy and Economic Development Manager

Christine Tetlow, Planning Policy - Strategic & Corporate Projects Manager

Sharon Black, Committee and Member Services Manager

Kathy Long, Committee Services Officer

### **90 MINUTES OF THE PREVIOUS MEETING**

The minutes of 1 February 2024 were confirmed and signed as a correct record.

Proposed by Cllr Neighbour; Seconded by Cllr Oliver

Unanimously agreed by those present at the February meeting

### **91 APOLOGIES FOR ABSENCE**

Apologies had been received from Cllr Collins.

Cllr Radley was attending virtually and therefore was not entitled to participate in any vote being taken.

### **92 DECLARATIONS OF INTEREST**

No declarations of interest were made.

### **93 CHAIRMAN'S ANNOUNCEMENTS**

The Chairman announced that it was proposed to reorder the agenda to bring item 10 forward until just after Agenda Item 5. This was agreed by those present.

### **94 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)**

There was no public participation items. Representatives of Crookham Village Parish Council were in attendance and had indicated a wish to speak a few

words at the beginning of the agenda item on the Crookham Village Conservation Area Appraisal.

## **95 CRONDALL CONSERVATION AREA APPRAISAL**

The purpose of this report was to adopt the Crondall Conservation Area Appraisal. The Portfolio Holder for Planning Policy and Place introduced both of the Conservation Area Appraisal items as one.

Members noted:

- This appraisal document was a refresh of the existing one which had been previously adopted in 2016
- That a conservation area would not necessarily change its boundaries if settlement boundaries were changed in a local plan
- There were two large fields being extended into the conservation area, which had been included with a detailed explanation and significant evidence provided by the Consultants used

Proposed by: Cllr Cockarill; Seconded by: Cllr Neighbour

Members agreed that the recommendation be amended to add into the final bullet point that any changes made to the document were made in consultation with the Parish Council. Both the proposer and seconder confirmed this was acceptable to them.

### **Decision**

Cabinet:

- Approved the boundary changes to the Crondall Conservation Area
- Adopted the Crondall Conservation Area Appraisal, attached at Appendix of the document, for planning and development management purposes
- Agreed that the Crondall Conservation Area Character Appraisal and Management Proposals (December 2016) were no longer adopted by the Council
- Authorised the Executive Director – Place to undertake the administrative tasks associated with the boundary changes to the Crondall Conservation Area
- Authorised the Executive Director – Place, in consultation with Crondall Parish Council, to make minor alterations and typographical corrections to the appraisal prior to being published.

## **96 CROOKHAM VILLAGE CONSERVATION AREA APPRAISAL**

The purpose of this report was to adopt the Crookham Village Conservation Area Appraisal.

Members noted:

- This appraisal document was a refresh of the existing one which had previously been adopted in 1992
- Very little had changed in the interim period
- There had been feedback received from both the Parish Council and some local residents

A proposal was made to change the recommendation in line with the previous item, in that any minor corrections would be made in consultation with Crookham Village Parish Council. This was agreed by all and it was confirmed that the motion would be proposed and seconded as amended.

A representative from Crookham Village Parish Council spoke a few words to Cabinet members in relation to the proposal.

Proposed by: Cllr Cockarill; Seconded by: Cllr Neighbour

### **Decision**

Cabinet:

- Adopted the Crookham Village Conservation Appraisal, as attached at Appendix 1 of the Report, for planning and development management purposes
- Agreed that the Crookham Village Conservation Area Character Proposal Statement (September 1992) was no longer adopted by the Council
- Authorised the Executive Director – Place, in consultation with Crookham Village Parish Council, to make minor alterations and typographical corrections to the appraisal before it is published.

## **97 LOCAL ENFORCEMENT PLAN**

This report was to recommend the adoption of a Local Enforcement Plan following its consideration by the Overview & Scrutiny Committee.

Members heard:

- This was a refresh and updating of existing plans and brought enforcement activities into one document, which agreed common principles
- It would help to ensure that the Council's approach to different types of enforcement was consistent
- The document helped to clarify what and how we would investigate complaints, and what wouldn't be investigated and why
- The document had been discussed at Overview and Scrutiny and their comments had led to the original document being amended

Members discussed:

- Whether there should be mention of expected response times so that residents were aware of how long they may have to wait

- How a key point was that those who raised a complaint were kept informed of what was happening
- That there should be some form of cross-referencing in the document to other strategy documents (such as fly tipping strategy) so that complainants are aware of the Council's other documentation.

Members noted:

- That within the appendices there was a list of categories and details of how long it might take to investigate and collect evidence
- That the timescales outlined in the document for a response were just for the initial response and that there was scope for ensuring a regular update

The Executive Director – Place confirmed that he would speak with both Portfolio Holders involved and ensure that suitable reference was made to ensuring that regular updates were made to complainants. As these documents would also be put onto the Council website, it would be possible to add hyperlinks to other documents that would help with their understanding.

It was agreed to amend the recommendation to say that any amendments would be made in consultation with the relevant Portfolio Holders.

Proposed by: Cllr Oliver; Seconded by: Cllr Neighbour as amended

## **Decision**

Cabinet:

- Adopted the Local Enforcement Plan
- Authorised the Executive Director – Place to make minor alterations in consultation with the Portfolio Holders, and typographical corrections to the plan before it was published.

## **98 ADOPTION OF LCWIP**

This report was to adopt the Hart district Local Cycling & Walking Infrastructure Plan (LCWIP).

Members heard:

- The LCWIP had been put to O&S in November, at which time several issues had been raised with the draft plan. A number of areas had subsequently been redrafted
- This was a high level document to allow Hampshire County Council (HCC) and Hart District Council (HDC) to bid for future funding
- The report did include some indicative projects which the contractors, Sustrans, felt might be useful. However these were not to be seen as agreed projects that would definitely go ahead to the detriment of any others, which may well be better

- For any scheme being brought forward for consideration a full feasibility study would need to be carried out and considered
- Blackwater Valley Friends of the Earth had put forward two good points prior to the meeting, although they were incorrect in their presumption that any improvements not included in the report would not be implemented
- The report was part of HDC's commitment to tackling climate change and promoted safe and secure alternatives to using vehicles.

A proposal was put forward that the recommendation be amended to read that the Executive Director – Place would only make minor alterations in consultation with the Portfolio Holder. This was unanimously agreed on the basis that due diligence checks were undertaken.

Proposed by: Cllr Cockarill; Seconded by Cllr Neighbour as amended.

Members debated:

- That this would be a good starting point for discussions with Hampshire Highways around cycle routes etc
- The document would be a good evidence base to allow discussions with other outside agencies and organisations
- The need to look at routes that transverse the district boundaries and how ward councillors and parishes are becoming involved in those discussions.

## **Decision**

Cabinet

- Adopted the Hart District Local Cycling & Walking Infrastructure Plan (LCWIP)
- Authorised the Executive Director – Place, in consultation with the Portfolio Holder for Planning Policy and Place, to make minor alterations, typographical and accessibility (formatting) related corrections to the document before it is published.

## **99 FUNDING OF A LOCAL DOMESTIC ABUSE SERVICE**

This report sought approval to use New Burden's funding to match fund a Hampshire County Council (HCC) grant to enable the Council to provide a dedicated outreach and advocacy service to survivors of domestic abuse

Members noted:

- That use of the funding would be matched funded by HCC, which had its own fund, as long as Hart could provide a service in conjunction with another local authority
- The Executive Director – Communities and her team had been talking with Basingstoke and Deane Borough Council about the potential for



employing a specialist Domestic Abuse worker to work between the two Councils

- This worker would be employed by the YouTrust, who work with survivors of domestic abuse and would join the housing team at Hart
- There would be no additional cost to the Council, and this would allow a fuller service to be provided
- The service would be for a 2 year fixed term

Members queried what would happen to the role at the end of the 2 year term, and noted that if additional funding was available and the project was successful, then there could be the potential to extend.

Proposed by Cllr Bailey; Seconded by Cllr Neighbour

### **Decision**

Cabinet approved the use of the domestic abuse new burdens funding, totalling £36,606 to fund the proposed outreach and advocacy service.

## **100 CABINET WORK PROGRAMME**

The Cabinet work programme was considered and amended as follows;

- The report from the fly tipping task and finish group, would come to the meeting on 4 April (members of the task and finish group have been invited to present their report at the meeting)
- An item on capital carry forward requests would come to the meeting on 4 April
- The item on the Capita contract needed to be renamed "Update on the Capita 5Cs contract"

The meeting closed at 8.00 pm

## CABINET

4 April 2024

Issue Title: **TASK AND FINISH GROUP – Fly Tipping**

Report of: **Task and Finish Group**

Key Decision: **No**

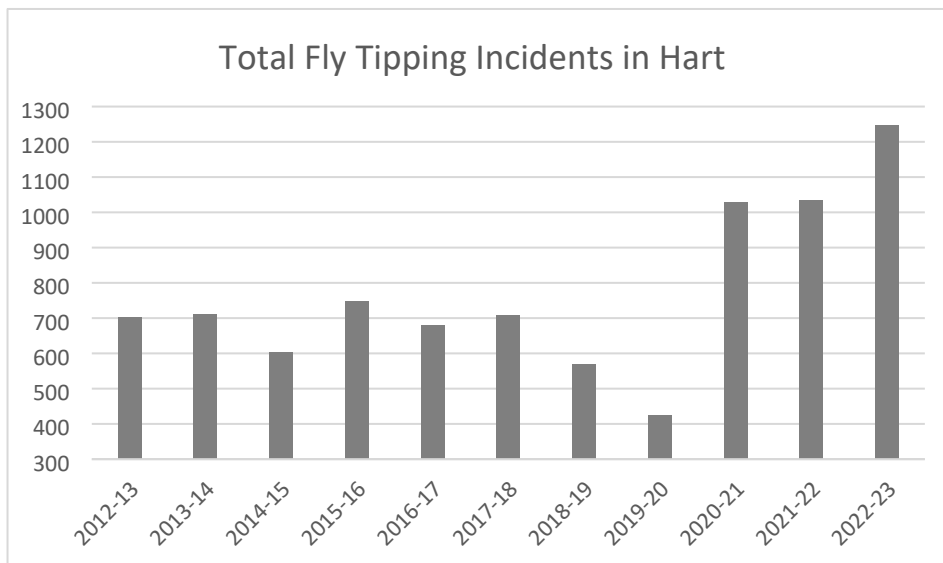
Confidentiality: **Non-Exempt**

### A) PURPOSE OF REPORT

A task and finish group, comprising four members ~ Cllrs Butler, Smith, Engstrom and Butcher was asked to gain an understanding of current fly tipping processes within Hart District Council and make recommendations for improvements.

### B) BACKGROUND

1. The number of fly tipping incidents within Hart has increased in recent years. For example:
  - a. In this current year, the number by Christmastime was the same as it was at the end of the municipal year '22-23.
  - b. In November 2023 alone, there were 100 fly tipping incidents.
  - c. Data received from Hampshire on January 17<sup>th</sup> 2024 shows that the number of fly tipping incidents in Hart has increased from 702 in 2013 to 1248 2023. That is a 77% increase.



- d. A BBC report on January 18<sup>th</sup> reported: “Fly-tipping in England had to be cleaned up 1.08 million times by local councils in 2022-23, the latest government figures reveal. Clearing the largest illegal tips cost £13.2m, but the number of court fines dropped by 17%, raising just £785,000.”
    - e. A Defra report published in January 2024 lists the worst places for fly-tipping (measured in incidents) in Hampshire. Hart is 4<sup>th</sup> out of 13 councils, up 20.7%.
2. While Hart waste officers clearly prioritise and have a focus on clearing fly tips, current staffing levels do not allow for proactive work to deter fly tipping and prosecute those responsible for fly tipping.

## C) MAIN ISSUES

1. Fly tipping is dealt with across multiple service areas.
  - Collection/disposal ~ via Countryside Services in the Community service
  - Enforcement/prosecution ~ via EH in Place service (currently outsourced to East Hants)
  - Communications ~ within the Corporate team
  - Legal ~ shared service with B&D (and through contract with E. Hants)
2. Staffing levels. Until recently Hart employed 1 x EH officer for 14 hours per week to deal with enforcement and prosecutions. Since that person left Hart approx. 6 months ago, we have in place a loose contract with East Hants, for the same number of hours. East Hants notified Hart in January that they wish to end the contract on April 1<sup>st</sup> 2024.
3. Staffing levels only allow for prosecutions of large operators, where there is clear and sufficient evidence to prosecute. There is also a belief (contradicted by other local authorities that prosecutions are too expensive and time consuming).
4. Due to the rural nature of Hart, with easy access from the M3 and M4, the district attracts large operators, organised criminal gangs and 'white van men' unauthorised providers. Roofers and fencers are a particular problem. It is easy for them to dump a load in the country lanes, at night, sometimes without even stopping.
5. The waste dumped ~ tyres, asbestos, oil (engine and cooking), construction waste ~ requires specialist removal (as an example, specialist removal of a load of asbestos can cost up to £7K). Such waste is taken to a Hampshire facility (where there is no charge to Hart) but there is a weight limit so our contractors must often complete repeated trips in order to clear the whole dump. Funding for this work could be directed to other services if the number of fly tipping incidents fell. Total cost of payments to specialist contractors £27K pa.
6. The removal of all other fly tips, by Hart waste officers, still carries a cost, in terms of staff hours, vehicle running costs, purchase of specialist vehicles (e.g. grabber). Total cost £137K pa. Officers can be recalled from other duties (e.g. grass cutting, litter picking, ditch clearance) in order to clear fly tips. This obviously impacts upon the services we provide to residents.
7. As neighbouring councils become more proactive in enforcement and prosecutions, so operators move on and see Hart as easy pickings.
8. Hart officers consider that reduced hours at HWRC's, the booking system, ANPR and the issuing of permits for commercial vehicles have all restricted access to dispose of waste at these sites. Commercial fly tipping incidents have increased as a result of this restricted access.
9. Proposed HCC budget cuts for the year 2025-6, with the possible closure of Aldershot and Hartley Wintney HWRC's and the reduction of operating hours and new charges at other HWRC's is not viewed in a positive light by the group.
10. Low fines from judges are an insufficient deterrent

## D) HOW THE TASK AND FINISH GROUP UNDERTOOK ITS WORK

1. Met with officers from neighbouring local authorities ~ Test Valley, Basingstoke & Deane, Rushmoor and Surrey Heath. Despite numerous approaches, there was no response from East Hants.
2. Met with key officers at Hart ~ EH, Waste, Comms
3. Read publications ~ Keep Britain Tidy
4. Read Hart internal documents relating to fly tipping
5. Undertook a survey amongst Hart District Councillors and Parish Councillors
6. Looked at social media activity in neighbouring local authorities
7. Reviewed other publicly accessible information related to fly tipping in national media and on other council websites.

## E) RECOMMENDATIONS

Recommendations are broken down into the following key sections:

- Communications
- Enforcement & Prosecution
- Collection
- Other

### 1) Communications

- a) Add a page to the HDC website for residents focused on “duty of care” including content such as questions an individual should ask before commissioning a carrier and how residents can check if a carrier is licensed with the [Environment Agency](#)
- b) Issue clearer communication about what fly tipping is and isn't, many residents are not clear on this subject. Examples could include areas such as:
  - It isn't just a load dumped in a layby; it is items dumped at a bring site
  - It is putting a chest of drawers on the pavement at the end of your drive in the hope that someone will take it away
  - It is dumping stuff on the ground next to a waste bin
  - It is leaving donated items outside a charity shop when the shop is closed
- c) Encourage people to report fly tipping, including any images they may have from doorbell cameras if someone has knocked on their door and offering services and dash cams
- d) Create clear messaging that fly tipping costs the taxpayer, it is costing the community, it takes money away from other services.
- e) Create Messaging that all fly tipping is unacceptable and not to be tolerated
- f) Don't use images of fly tipping in rural areas ~ use images which are familiar to people and terms such as unwanted items/stuff you wanted to get rid of
- g) Use hyper local messaging to a town/parish/ward
- h) Focus on more regular communications across multiple channels that the public can place flattened cardboard next to their blue bin and at times such as Christmas, they can place excess bottles in a bucket next to their regular crate

- i) Do not focus purely on prosecutions/big fines ~ ties in with the message that we should not tolerate any fly tipping
- j) Don't use terms like 'bulky waste' ~ be specific ~ sofa, fridge, washing machine
- k) Encourage residents to ask for appliances/mattresses to be taken away by the company which delivers a new product to them
- l) If we do make radical changes to how we approach/deal with fly tipping ~ launch a focused long term annual campaign with the specific aim to get residents on board
- m) Fix My Street ~ give feedback if tips are on private land, to inform public that Hart can't collect from private land or may (having liaised with the landowner) be slower to do so

***\*\* We recommend that officers read and implement the focus areas in Keep Britain Tidy "Beyond the tipping point: insights to tackle fly tipping"***

## **2) Enforcement & Prosecution**

- a) Actively look on social media for posts about requests for someone to take items away or companies advertising to take things away
- b) Invite people into the council offices and interview under caution, both residents and perpetrators.
- c) Actively pursue residents under the 'duty of care' banner
- d) Deploy dash cams in Hart vehicles
- e) Be more proactive in pursuing perpetrators. Not just the larger offenders, but any perpetrator where we have sufficient evidence. This would require a closer working relationship with the legal team, which is something other local authorities are undertaking with provable success
- f) Procure more cameras such as trail cameras. These cost less than £200 to purchase and are cost effective to use (often battery life and HD image level quality can be optimised when they are set on stills not video).
- g) Consider subscribing to the Mallard Consultancy, for rapid legal advice (Ask the Wig) and training. £1k p.a. Costs can be shared across services e.g. planning.
- h) Improve KPI's ~ to measure reduction in fly tipping incidents
- i) Dedicated fly tipping officers, not just as a small portion of a wide EH role
- j) Co-ordinated campaign with the police to stop waste carrying vehicles and for police to visit tyre companies to talk to them about disposal of old tyres
- k) Co-ordinated approach with trading standards, to target small waste companies

## **3) Collection**

- a) Don't immediately pick up fly tips, as doing so can create a mindset with the public that if items are moved quickly and efficiently, that it is part of the service/part of what they pay their taxes for.
- b) Place stickers or tape on/around fly tips while left in place. Wording such as "Illegally dumped waste under investigation" or "Environmental crime scene" or "Fly tipping under investigation"
- c) When fly tips are removed ~ stencil a message with chalk-based paint onto the ground with a message "Dumping wastes £xx for your community"
- d) Place a board by a fly tip, with similar wording

- e) Christmas tree collection points work well, so perhaps have a collection point at regular times of the year, at key points within the community (perhaps the urban centres). Either hire a skip from 9am until 4pm. An officer would have to be present to monitor and the skip would need to be removed by the end of the day. Or perhaps all that is needed is one of our lorries. For e.g. TV's, vacuum cleaners
- f) A grab lorry or a retainer contract with a company which supplies them (saves on manpower when tips must be removed by hand)

#### 4) Other Recommendations

- a) All aspects of dealing with fly tipping need to be under one service head
- b) Dedicated fly tipping officers, in house. They would then have the local knowledge and the passion
- c) More funding will be required
- d) Try to build upon and increase cross border collaboration

#### 5) Community Engagement in Fly Tipping Prevention Recommendations

As the community teams are already aware and engaged on, it is important to foster a strong partnership between the council and the community in combating fly tipping.

We would however recommend that focus on expanding strategies that engage and educate residents and businesses across Hart, enhancing awareness and participation in prevention efforts. Key Initiatives could include areas such as:

- a) **Educational Workshops:** Organise workshops to inform about the environmental and legal consequences of fly tipping. Tailor sessions for Parish Councils, community groups, including schools, businesses, and neighbourhood associations.
- b) **School Collaboration:** Partner with our local schools to integrate fly tipping awareness into their curriculum or extracurricular activities, fostering early awareness among younger generations.
- c) **Community Clean-Up Drives:** Regularly organise community clean-up events. These not only help in cleaning up affected areas but also raise awareness and build community spirit.
- d) **Promotion of Reporting Channels:** Encourage the community to report fly tipping incidents through easy-to-use channels. Ensure the process is straightforward and the community is aware of how to report.
- e) **Reward and Recognition Programme:** Implement a programme to acknowledge and reward individuals or groups who contribute significantly to reducing fly tipping or raising awareness.
- f) **Regular Feedback and Engagement Forums:** Host forums where community members can voice concerns, offer suggestions, and stay updated on the progress of fly tipping prevention initiatives.

Continuous improvement and feedback will be important to move this forward and is an area that should be considered, including a structured approach that proactively gathers and utilises feedback from the community and council staff in enhancing our fly tipping prevention strategies.

Key elements would include:

- a) **Regular Surveys and Feedback Forms:** Implement online and physical surveys to collect feedback from residents and businesses about the effectiveness of current measures and suggestions for improvement.
- b) **Community Feedback Meetings:** Organise quarterly community meetings to discuss progress, challenges, and gather direct input from residents.
- c) **Online Feedback Platform:** Develop an accessible online platform where community members can easily submit their observations, ideas, and complaints.
- d) **Analysis and Reporting:** Regularly analyse feedback data to identify trends, areas for improvement, and the impact of implemented strategies. Publish these findings in accessible formats for community review.
- e) **Adjustment and Adaptation:** Ensure that strategies are flexible and adaptable, with the ability to incorporate community feedback for continuous improvement.

The objective of this approach is to ensure Hart creates a dynamic, responsive approach to tackling fly tipping, encouraging active participation and ownership from the community.

## CORPORATE GOVERNANCE CONSIDERATIONS

### Relevance to the Corporate Plan

- **People** ~ making Hart a great place to live
- **Planet** ~ protecting the environment/lessening the impact that fly tipping has on amenities/fewer Hart vehicle journeys

### Relevance to The Hart Vision 2040

There is a clear and tangible link to our 2040 vision, namely 'to become the best place, community and environment to love, work and enjoy'.

### Service Plan

Any changes will need to be incorporated within relevant service plans.

### Legal and Constitutional Issues

To be assessed when decisions are made on the recommendations

### Financial and Resource Implications

To achieve any significant and meaningful reduction in fly tipping in Hart we would require more funding to cover:

- Officers (Enforcement & Prosecution and Comms)
- Additional equipment (cameras/stickers/tape/boards/stencils)

## **Risk Management**

To be assessed when decisions are made on the recommendations. Of particular concern is the prospect of two nearby HWRC's being closed, which could potentially lead to an uptick in fly tipping within Hart.

## **Equalities**

To be assessed when decisions are made on the recommendations

## **Climate change implications**

If changes are implemented, as per the recommendations contained within this report, we will see a reduction of waste being dumped in our district, a reduction of the negative visual impact of the fly tipping, a reduction of its impact upon wildlife and fewer vehicle movements. This has a clear impact on the Hart vision for carbon neutrality and is also directly linked into improvements on our adoption of the circular economy.

## **Action**

- O&S input
- Cabinet input/decision
- Action plan
- Implementation
- Back to O&S for updates on progress

## **Useful links to publications**

[Fly-tipping Toolkit: How to Present Robust Cases to the Courts](#)  
[Keep Britain Tidy "Beyond the tipping point: insights to tackle fly tipping"](#)  
[Keep Britain Tidy "Household Waste Duty of Care Communications Toolkit"](#)

## **Annexes to main report Pages**

- Annex A - Test Valley notes
- Annex B - Survey summary
- Annex C - 'Eyes' sign Test Valley



## Annex A - Template for gathering information from local authorities.

### Test Valley

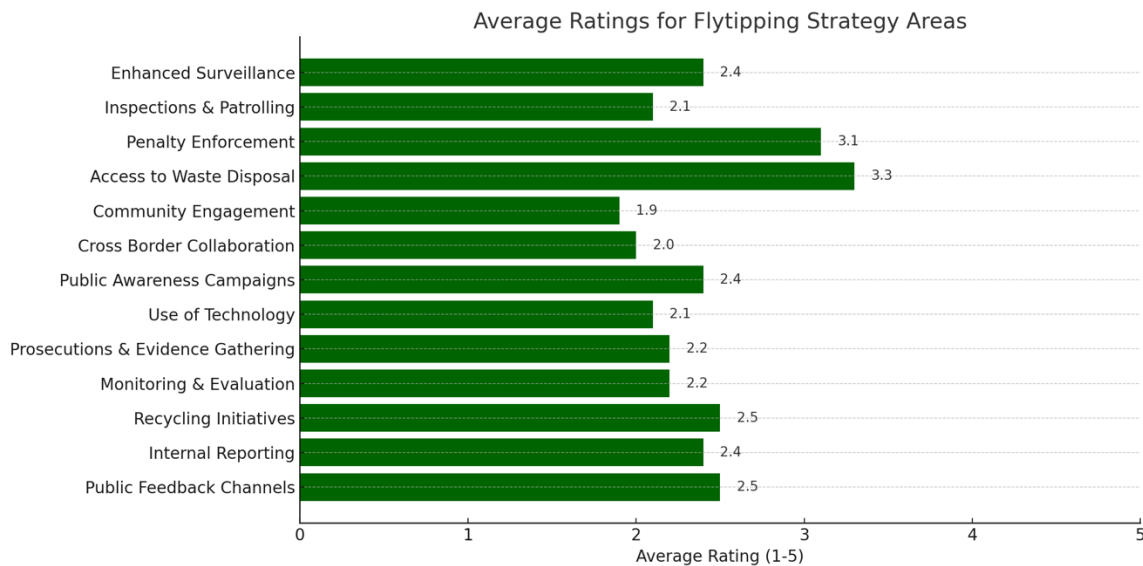
1	<b>Hotspots</b>
	North (urban) ~ domestic waste South (rural) ~ commercial waste
2	<b>What sort of stuff? Domestic or Commercial? How do you know about it?</b>
	<ul style="list-style-type: none"> <li>• Both</li> <li>• Public report online</li> <li>• Street cleaning officers look through rubbish for address labels. Bring evidence to the team on a regular basis.</li> </ul>
3	<b>Staffing /costs.</b>
	2 x FTE (who spend 80% of their week on fly tipping) and another officer who spends 5 hours a week
4	<b>Procedure for dealing with the fly tipping</b>
	<ul style="list-style-type: none"> <li>• Look at FB ~ when resident asks for waste to be removed ~ team monitor this/check is people are licenced.</li> <li>• Zero tolerance ~ aim to prosecute as many as possible, want people to have a criminal record so don't issue FPN's, ask for driving licence to be taken off people</li> <li>• Prosecute residents for lack of duty of care (they are responsible for ensuring a licensed person disposes of their waste)</li> <li>• When street cleaning teams find evidence of address ~ resident will be invited into the council offices and interviewed under caution. They will ask the resident to help them prosecute white van man.</li> <li>• Research white van men from FB. Invite them into the council offices for an interview under caution. If they don't turn up a Section 108 notice is issued. This informs them that if they don't co-operate, they will be prosecuted. They will then take them to court for failing to help with the investigation. If white van man does turn up for the interview, officers will have done their research. They will be able to identify this person. They then take them to court. They submit a file to the legal team and often get a court date within 2 months. E.g. a file submitted mid Nov has a court date in Feb.</li> <li>• During interview under caution: use special interview room. 2 trained staff. Have a script to read form/read rights. A record is made of the interview, on CD. Copy given to the person. 1 is used for accuracy of notes. 1 is sealed in the presence of the person.</li> <li>• Use Basingstoke and Southampton courts. Always win costs (not means tested). Can ask for compensation. Request victim surcharge (goes towards victim support groups). If fines not paid ~ prison sentence.</li> <li>• Work closely with Comms</li> <li>• Portfolio older is very pre-active ~ shares posts on social media. Residents often get in touch with him directly.</li> <li>• Use a corrugated poster and leave it on a spot where fly tipping has occurred</li> <li>• Have stickers to place on black bags</li> <li>• Tap into services of a top barrister who specializes in waste. David Armstrong, who is part of Mallard Consultancy. "Ask the wig". £1k pa. Spread cost across services. Panning can also use it. Also offer training courses.</li> </ul>

5	<b>Preventative measures/deterrents use of technology.</b>
	<ul style="list-style-type: none"> <li>• Covert CCTV cameras in known hotspots. Limited collateral intrusion. Move camera around ~ every 2/3 weeks. They have direct access to DVLA so can research number plate. Person invited in for interview under caution. Asked 'why was your vehicle at this location?' 'What do you do for a living?'</li> <li>• Name people in press releases</li> <li>• Work closely with the police</li> <li>• Criminals know that Test Valley is tough.</li> <li>• Use doorbell/dashcam footage to support them</li> <li>• Fleet of vehicles have dashcams.</li> <li>• 20 browning trail cameras in use. Approx £200 each. Camouflaged. Attached to tree. Reconnaissance of the site done in advance. Left for 1 week. Triggered by movement. Set so that it takes lots of stills rather than video.</li> <li>• Will post photos of tips on FB and ask 'does anyone recognize this?'</li> <li>• Website includes a page 'duty of care' ~ residents must check waste operators they commission</li> </ul>
6	<b>Comms</b>
	<ul style="list-style-type: none"> <li>• "Love where you live"</li> <li>• Make it a community thing</li> <li>• Zero tolerance of waste crime ~ this is pushed all the time</li> <li>• Banners/posters/stickers ~ places on waste/when it has been removed (focus on impact on the community)</li> </ul>
7	<b>Prosecutions ~ how successful?</b>
	<ul style="list-style-type: none"> <li>• Won 119/120 prosecutions</li> <li>• Defra league tables ~ prosecutions by county. 2021-22: Hants 59 prosecutions ~ 36 were in Test Valley.</li> </ul>
8	<b>Secret to their success/top tips</b>
	<ul style="list-style-type: none"> <li>• <b>Cameras</b></li> <li>• <b>Cradle to grave</b></li> <li>• <b>Relationship with solicitor ~ 1 person who will work through the whole case</b></li> <li>• <b>Relationship with operational staff</b></li> <li>• <b>Comms</b></li> <li>• All depts working together/helping each other</li> <li>• All under one service</li> <li>• Officers passionate and know their stuff</li> <li>• Need dedicated EH staff</li> </ul>

## Annex B - Fly Tipping Survey - Issued to Hart District & Parish Councillors

### Summary of suggestions for improvement

Upon analysing the feedback from the council members, several key themes, and specific suggestions for improvement in anti-fly tipping strategies can be seen:



### **Lack of Confidence in Enforcement & Prosecutions**

- 87% of respondents (14 out of 16 councillors) provided comments indicating fines, prosecutions, and enforcement act as inadequate deterrents
- Demonstrates strong consensus among councillors on this issue

### **Divide Over Recycling Centre Policies**

- Rating distribution for Access to Waste Disposal strategies shows a wide range (25% said 1, 50% said 3)
- Qualitative feedback also shows mix of views on HCC household waste site policies
- Suggests recycling centre accessibility and charges are factors in fly-tipping

### **Technology & Surveillance Not Being Leveraged**

- 10 respondents highlighted significant opportunities to use CCTV, AI, and data analytics more effectively
- Could enable monitoring of transient hotspots, evidence gathering, and offender tracking

### **Minimal Confidence in Community Messaging**

- 81% rated Community Engagement initiatives as ineffective (rated 1 or 2)
- Multiple comments question whether campaigns influence behaviours

## Common Themes in the Survey

1. **Enhanced Enforcement and Penalties:** A recurring theme was the need for stronger enforcement of existing laws and higher penalties for violations. Respondents emphasised that current measures might be insufficient to deter fly tipping effectively.
2. **Community Engagement and Awareness:** Many members highlighted the importance of engaging the community more actively. Suggestions included organising local clean-up events, educational campaigns, and involving local schools and organisations in awareness programmes.
3. **Access to Waste Disposal Facilities:** Several respondents pointed out the need for better access to waste disposal facilities. They suggested that improving the availability and convenience of legal waste disposal options could reduce the incidence of fly tipping.
4. **Use of Technology:** The integration of technology, such as surveillance cameras and mobile apps for reporting incidents, was seen as a key area for improvement. Respondents believed that technology could play a significant role in monitoring and preventing fly tipping.
5. **Cross-Border Collaboration:** Some members suggested that collaboration with neighbouring districts or regions could be enhanced. This would involve sharing resources and strategies to tackle fly tipping more effectively across wider areas.
6. **Public Feedback Channels:** There was a call for establishing more robust channels for public feedback and reporting. Respondents felt that making it easier for the public to report fly tipping incidents could aid in quicker response and resolution.

## Survey Recommendations

Based on the analysis, the following strategic recommendations can be drawn:

1. **Reinforce Penalty Enforcement:** Escalate the severity of penalties and ensure consistent enforcement to deter violations.
2. **Revitalise Community Engagement:** Launch innovative, community-centric initiatives to raise awareness and promote proactive participation in waste management.
3. **Expand Access to Disposal Facilities:** Improve the accessibility and convenience of legal waste disposal to encourage proper waste management practices.
4. **Integrate Advanced Technology:** Employ surveillance technology and develop user-friendly reporting applications for efficient monitoring and public engagement.
5. **Initiate Cross-Border Collaborative Efforts:** Establish partnerships with neighbouring districts for resource sharing and unified strategies.
6. **Enhance Public Feedback Channels:** Create robust and accessible platforms for the public to report fly tipping incidents and provide feedback.

## Survey Conclusion

The members' responses provide insightful perspectives on the current state of and fly tipping strategies. While certain strategies show effectiveness, there's a clear call for more robust enforcement, enhanced community involvement, and technological advancements.

The recommendations aim to address these key areas, fostering a more effective and community-aligned approach to combatting fly tipping.

## Appendix C - Test Valley 'Eyes' Poster



## Appendix D – O&S (2/2/24) Discussion Points

- that Hart sat 4 out of 16 authorities in Hampshire for fly tipping, although it was believed that a reasonable proportion of this was as a result of non-Hart residents coming into the District, either working or solely to fly tip •
- there was a lack of confidence in Hart's approach to enforcement and prosecution. Parish Councils had been surveyed by the Task and Finish Group although responses had not been high •
- Bring banks had not been included as fly tipping sites, as they were classed as littering
- There was a significant issue with dumping of large loads in rural roads and farmers areas just off highways
- Whether an increase in fines for fly tipping would act as a better deterrent.
- That comments had been received from South Warnborough Parish Council, which were seen to be very helpful
- The potential use of cameras for enforcement and prosecution would be worth investigating further

## **Cabinet**

**Meeting Date: 4 April 2024**

**Report Title: Service Plans 2024-25**

**Report of: Senior Leadership Team**

**Key Decision: Yes**

**Confidentiality: Non-Exempt**

## **Purpose of Report**

1. To approve the Service Plans for 2024/25.

## **Recommendation**

2. Cabinet is requested to approve the Service Plans for 2024/25.

## **Background**

3. Service Plans outline the actions each service will take to achieve the Council's goals and deliver core services. Performance is monitored through KPIs and appraisals. Service Priorities are additional projects beyond day-to-day delivery.
4. The Service Plans support the Corporate Plan within the budget for 2024/25. Any changes will need further consideration for resources and budget. Plans assume full staffing and don't account for unforeseen events.

## **Main Issues**

5. Overview and Scrutiny Committee (O&S) Service Panels review service plans quarterly as part of the Council's performance management framework.
6. The Council approved its new Corporate Plan 2023/2027 in February 2023. This four-year plan outlines our most important aims and priority activities and will be implemented through service plans and key strategy and policy documents.

## **Relevance to the Corporate Plan**

7. The Council's focus for the next four years in partnership with the Hart community, is:
  - Planet - by 2035, all areas directly under the Council's control should be carbon neutral, and Hart should be a carbon neutral district by 2040.
  - People - fair treatment for all, help for those in need, and a sustainable economy that makes Hart a great place to live, work and enjoy.
  - Place - delivering warmer, better homes in sustainable locations where people can afford to live.

This will be underpinned by providing a resilient and financially sound Council – getting services right first time and delivering what matters to residents.

## **Financial and Resource Implications**

8. The draft Service Plans are aligned with the approved budget for 2024/25 and reflect the available resources. Additional resources must be identified for new or expanded work streams.

## **Risk Management**

9. To achieve its objectives, the Council must adopt service plans with clear targets and tasks that align with its budget. The Corporate risk register will be reviewed by the committee and Cabinet and discussed in quarterly monitoring meetings.

### **Equalities**

10. All activity will comply with the authority's statutory duties.

### **Climate Change Implications**

11. The service plan sets out the 2024-25 delivery requirements to reflect the council's ambition to become a carbon-neutral authority by 2035. The recommendations do not have direct carbon/environmental impacts.

### **Overview and Scrutiny Comments**

12. The O&S Committee considered the draft service plans at its meeting on 19 March 2024 and made several comments and observations which can be found [here](#) (minute number 126):

### **Action**

13. Implementation of the Services Panels will be monitored by O&S Service Panels.

**Contact Details:** Mark Jaggard (Place), Kirsty Jenkins (Communities), Graeme Clark (Corporate Services)

### **Appendices**

Service plans for Place, Communities and Corporate Services





## Service Plan: Place Service 2024/25

Version 1	Version to be considered by Overview & Scrutiny Committee in March 2024	6 March 2024
Version 2		

## Introduction

Service Plans set out the key actions each service will undertake during the coming year to deliver the Council's objectives and priorities, and core services. Most of our work is the day-to-day service delivery (or business as usual), which is monitored through the Key Performance Indicators (KPIs). Individuals' performance is monitored through performance appraisals (PDRs) and 1:1s during the year. The service priorities set out in the service plans are those projects and initiatives that are being delivered over and above the day-to-day service delivery.

The 2024/25 Service Plans support the delivery of the Council's Corporate Plan 2023-2027 and are set within the financial context of the approved revenue and capital budget for 2024/25. As such, any material changes from what is proposed will likely require further consideration, particularly concerning staff resources and budgets. Whilst the draft service plans should be able to be delivered within the existing resources (both people and budget), they assume we will be able to recruit and maintain a full staff complement, and they do not allow for unforeseen or unexpected major events or incidents that the Council may have to respond to during the year.

Service Plans and the service planning process are key to the Council's existing performance management framework. Progress against Service Plans are reviewed by the Overview & Scrutiny Committee Service Panels every quarter. The considerations of the Service Panels are reported to the Overview and Scrutiny Committee.

## Service Overview

The Place service consists of four teams working collaboratively to protect, enhance and promote our natural, built and historic environments and deliver sustainable growth to improve the quality of life for all. Place covers a range of services focussed on delivering excellent services to our residents, businesses, and other stakeholders:

- Development Management & Building Control,
- Planning Policy & Economic Development, Flood Risk Management and Emergency Planning,
- Environmental Health & Licensing, and
- Data, Business Support & Facilities Management.

The Place service helps communities become stronger and more resilient. We take an integrated place-based approach, working together as 'One Council' to develop the economy, ensure we protect and enhance the environment, and meet our carbon-neutral commitments by 2035 and 2040.

Every day, we deliver important services such as environmental health and licensing. We plan for the future in terms of homes, employment space, and associated infrastructure and ensure that development is of high quality, meeting the needs of our communities now and in the future.

We are responsible for effective and creative place-shaping through the local plan and other planning documents. We help support communities undertaking neighbourhood plans or conservation area appraisals. We carry the statutory responsibility for determining planning applications. We also utilise our discretionary planning enforcement powers where it is expedient in the public interest to take enforcement action.

Delivering sustainable growth and developing vibrant and diverse economies provides opportunities for communities to access affordable homes supported by essential infrastructure while protecting and enhancing the natural and built environment.

### **Resourcing**

The team structure of the Place service is set out below:



Development Management & Building Control team	Planning Policy & Economic Development team	Environmental Health & Licensing team	Business Support, Facilities and Data team
<p>Development management (including heritage, conservation and planning enforcement) Protected trees (tree preservation orders, CATs etc) Application registration / validation Section 106 developer contributions (administration, monitoring and spend) Street naming and numbering Administration of Council-owned SANG (Suitable Alternative Natural Greenspace)</p> <p><u>Client manage:</u> Building Control</p>	<p>Planning policy / strategic planning Neighbourhood plans Assets of community value Conservation area appraisals Emergency planning and preparedness Flood risk management and land drainage (inc Fleet Pond reservoir management) Management of Hart's drainage assets</p>	<p>Environmental health (including food safety and environmental protection) Health &amp; safety Animal welfare licensing</p> <p><u>Client manage:</u> Licensing Dog warden Pest control</p>	<p>Business support Data (including Uniform and GIS) Facilities Corporate health &amp; safety Corporate apprentices Street name plates replacement of damaged signs Special event traffic orders (Town &amp; Police Clauses Act) Table &amp; chairs / pavement licenses</p> <p><u>Client manage:</u> Land charges</p>

## Service priorities

The table below sets out the service priorities for 2024/25, over and above day-to-day service delivery. Delivery against these is monitored via the quarterly O&S Service Panel.

	Service Priority	Link to Corporate Plan	Resources	Expected Outcomes	Target Completion Date
1	Local Plan assessment	Planet People Place	Staff resource: ART, DH, MH	An assessment of whether the adopted local plan needs updating	April 2025 (5 years post adoption of the Local Plan)
2	Affordable homes supplementary planning document (SPD)	Planet People Place	Staff resource: ART, DH, MH	Guidance for provision of affordable homes on sites and off-site contributions	Adopt by March 2025
3	Commission a review of the Article 4 directions relating to Conservation Areas	Planet People Place Resilient & financially sound Council	Staff resource: CT, DH Commission external consultant	Detailed review of the existing Article 4 directions to consider whether they are still justified/necessary/appropriate	March 2025
4	Kingsway flood alleviation scheme	Planet People	Budget: £53,500 remaining from previous grant and an	Survey and support the delivery of Property Flood Resilience measures to those	March 2025

		Place	additional £287,500 available from: the EA (£249,500) and HCC (£38,000). Total = £341,000  Staff resource: AJ & DH	residents who sign up to the scheme	
5	To review the recommendations of the Overview & Scrutiny task & finish group on fly tipping	Planet People Place Resilient & financially sound Council	Commission Consultants to carry out an options appraisal, including costing.	To produce an options paper for Cabinet to consider	Summer/Autumn 2024
6	Implement process review recommendations to increase the speed of Planning Application Decisions focussing specifically on the decision-making process and the removal of bureaucratic barriers and constraints,	Place	Existing Staff Resources	Improved planning performance on determining planning applications	Summer 2024

## Performance indicators and targets

KPI	Description	Annual Target
Development Management		
DM1	Context: Number of Major development applications determined	<i>Data only</i>
DM2	Percentage of Major development application decisions made within the statutory determination period (including Extensions of Time)	60%
DM3	Context: Number of Minor development applications determined	<i>Data only</i>
DM4	Percentage of Minor development application decisions made within the statutory determination period (including Extensions of Time)	70%
DM5	Context: Number of Other applications determined	<i>Data only</i>
DM6	Percentage of Other application decisions made within the statutory determination period (including Extensions of Time)	80%
DM7	Context: Number of Tree preservation works applications determined	<i>Data only</i>
DM8	Percentage of Tree Preservation works applications decisions within the statutory determination period (including Extensions of Time)	75%
DM9 (NEW)	Context: Number of Major development planning appeals lost	<i>Data only</i>
DM10 (NEW)	Percentage of Major development planning appeals compared with the number of major planning applications determined. (National target is less than 10% over 2 year period)	10%
DM11	Context: Number of all planning appeals	<i>Data only</i>

KPI	Description	Annual Target
(NEW)		
DM12 (NEW)	Percentage of all planning appeals won (includes split decisions, and appeals withdrawn)	60%
DM13 (New)	Detailed profile of applications on hand which have not yet been determined and are beyond statutory determination periods.	<i>data</i>
Environmental Health		
EH1	Percentage of scheduled/proactive Food Safety inspections undertaken within timeframe [Based upon routine programme of interventions in accordance with the frequencies set out in the Food Law Code of Practice]	80%
EH2	Percentage of Environmental Protections service requests (including noise, statutory nuisance and public health) responded within time	80%
EH3	Percentage of Food and Health & Safety service requests (including RIDDORs, HSADV, food poisoning investigations) responded to within time	80%
EH4	Percentage of formal consultation responses made within time (including Planning and Licensing)	80%
EH5	Number of fly-tipping service requests received by service	<i>Data only</i>
EH6	Number of fly-tipping enforcement actions	<i>Data only</i>
Licensing		
L1	Percentage of driver and vehicle applications and renewals issued within response time (including Hackney Carriage, Private Hire, Vehicle Operators) (Target 10 working days)	80%



KPI	Description	Annual Target
L2	Percentage of LA2003 premises and personal licences issued within response time. (Target 2-5 working days)	80%
L3	Percentage of TENs responded within time (Target 1 working day)	80%
Planning Policy		
PP1	Brownfield Register [Statutory Duty to publish at least annually an update to the register of previously developed land deemed as suitable for residential development]	Publish by: 31 December
PP2	Authority Monitoring Report (AMR) [Statutory duty to publish annually, reporting on matters including local plan policy formulation and implementation, duty to cooperate activity, and Neighbourhood Plans]	Publish by: 31 December
PP3	Infrastructure Funding Statement (IFS) [Statutory duty to publish annually, reporting on s106 (and where relevant CIL) monies secured, received, allocated and spent]	Publish by: 31 December
PP4	Statutory returns to Government [Collation and submission of data relating to housing delivery and self-build including Housing Flows Reconciliation (HFR), Housing Delivery Test information, Self and Custom Build]	Various deadlines throughout the year



## Service Plan: Community Services 2024/25

### Service Overview

Community Services comprises six teams focused on delivering people-centred services to the community. The diagram below sets out the teams that provide these services: Housing Solutions, Community Partnerships and Projects, Housing Strategy and Development, including Housing Business Support, Private Sector Housing, Environmental Promotion, and Community Safety, including Parking.

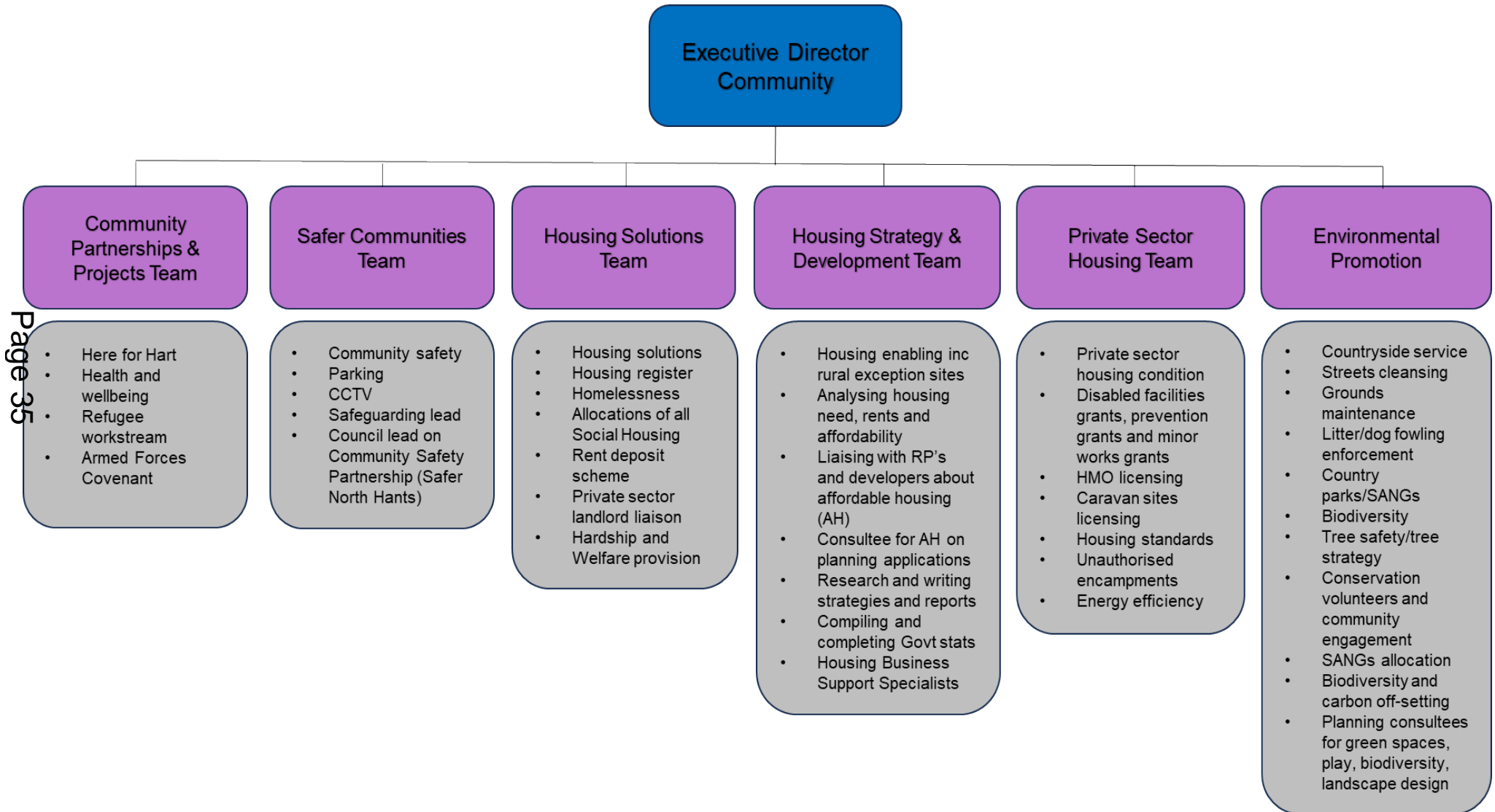
The services are funded from a mixture of the council's General Fund, Homelessness Prevention Grant Funding, and Better Care Fund, distributed by the central government, and other small pockets of funding secured through various opportunistic bidding rounds.

This year, the service plans focus only on projects that are over and above business-as-usual work. The core work of the team, therefore, is not reflected in this plan. This will include the delivery of all services described in the chart below and the delivery of actions within the key strategies and plans that form the backbone of these services, including the Housing Strategy, the Homelessness Strategy, the Countryside Vision and the North Hampshire Community Safety Partnership Plan.

Version 1	23 January 2024	
Version 2	5 March 2024	

## Resourcing

The staffing structure for Community Services is below:



## Service Priorities

The table below sets out the service priorities for 2024/25, over and above day to day service delivery. Delivery against these is monitored via the quarterly Overview and Scrutiny Service Panel.

	Service Priority	Link to Corporate Plan	Resources	Expected Outcomes	Target Completion Date
1	Employment and Skills – Launch of Hart into Employment	People	Human – Community Partnerships & Projects Team	<ul style="list-style-type: none"> <li>• Launch by May 2024</li> <li>• To offer ongoing support to all residents, with a focus on Ukrainian households</li> </ul>	May 2024 and ongoing
2	Delivery of the Armed Forces Covenant Duty	People	Human – Community Partnerships & Projects Team	<ul style="list-style-type: none"> <li>• Deliver Silver Employer Recognition Award</li> </ul>	May 2024
3	Delivery of the actions of the CCTV Review	People	Budgetary – agreed with Cabinet Jan 2024 - £15k  Human – Community Safety Team	Delivery of the following Actions identified as part of the CCTV Review undertaken in Q3 of 2023/24: <ul style="list-style-type: none"> <li>• Further data analysis on the public realm hot spot figures</li> <li>• Review the current CCTV provision along Fleet Road (cameras - FL902, FL903, FL905, FL906 and FL907)</li> <li>• Produce a plan for upgrading cameras with capital budget secured</li> <li>• Review and further consider any other opportunities identified in the Review under section 4M</li> <li>• Investigation and implementation of upgraded IP lines to replace the remaining 9 analogue lines</li> </ul>	April 2024  April 2024  July 2024  September 2024  March 2025

	Service Priority	Link to Corporate Plan	Resources	Expected Outcomes	Target Completion Date
4	Delivery/installation of touchscreen parking machines	People	Capital Budget setting as agreed at Full Council Feb 2024 - £74k  Human – Parking Team	Installation of machine upgrades to 22 of the existing car park machines.	March 2025
5	Parking review, following changes to the service during 2023	Place	Human – Safer Communities Manager, Parking Manager & Project Officer	<ul style="list-style-type: none"> <li>• Review of the Parking Service in line with best practices, including benchmarking</li> <li>• Review of charging, inc benchmarking</li> <li>• Review of countryside car parks</li> </ul>	March 2025
6	Review Housing Allocations Policy	People	Human – Housing Solutions Team and Project Officer	<ul style="list-style-type: none"> <li>• Full review of allocations Policy to ensure compliance with all new legislation</li> <li>• Take revised Policy (if change is needed) to Cabinet for approval</li> </ul>	March 2025
7	Produce an Annual Community Services Update	People Place Planet	Human – Housing Strategy Team	Publication of an annual update and associated promotion/communication on key outputs	July 2024

	Service Priority	Link to Corporate Plan	Resources	Expected Outcomes	Target Completion Date
8	Review the Preferred Partners Scheme	Place People Planet	Human – Strategy and Development Team and Project Officer	<ul style="list-style-type: none"> <li>• Refresh the process and application requirements</li> <li>• Select Registered Providers who demonstrate that they meet the requirements and standards</li> </ul>	March 2025
9	Heathlands remodelling project	People Place Planet	<p>Human – Housing Strategy Team with Technical Specialist</p> <p>Budgetary – agreed with Cabinet Jan 2023 - £80k</p>	<ul style="list-style-type: none"> <li>• Recruitment of technical specialist</li> <li>• Delivery of feasibility study</li> <li>• Development of project programme</li> </ul>	March 2025 and ongoing
10	Progressing Housing Capital Projects	Place People	<p>Human – Housing Strategy Team</p> <p>Budgetary - Accessible Homes - £1m Larger Homes - £1.5m</p>	<ul style="list-style-type: none"> <li>• Purchase of wheelchair-accessible homes</li> <li>• Purchase of larger 4-bedroom family homes</li> <li>• Temporary accommodation for single people</li> </ul>	March 2025 and ongoing

	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Resources</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
<b>11</b>	Bring empty homes back into use (Homes for Ukraine – HCC funding)	Place People	External funding from HCC	Recruitment of resources – Empty Homes Officer Bringing properties back into use for occupation by Ukrainians	March 2025 and ongoing
<b>12</b>	Identify biodiversity and climate change offsetting opportunities	Planet	Human – Environmental Promotion Approved Grant Funding Project with support from Earmarked Reserves	<ul style="list-style-type: none"> <li>Submit Biodiversity Strategy, with BNG financial model and costed delivery plan, to Cabinet for the approach to and delivery of BNG - subject to Government guidance</li> <li>Complete the delivery of “pilot” projects (delivery of the physical works on site)</li> </ul>	August 2024  Sep 2024 to Feb 2025
<b>13</b>	Delivery of (Phase 2) Ecological Mitigation works at Fleet Pond	Planet	Human – Environmental Promotion Approved Capital Earmarked Reserves.	Fleet Pond Improvement Strategy for the delivery of ecological mitigation and improvement works to be produced and approved by Cabinet	March 2025
<b>14</b>	Grounds & Street Care Audit	Place Planet	Human Will need support from GIS officer	Mapping Grounds Maintenance areas to develop a schedule of rates with consideration of biodiversity and carbon footprint considered	March 2025

	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Resources</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
<b>15</b>	Litter Enforcement review	Place Planet	Human	Options appraisal for the future provision of the Litter Enforcement Service.	July 2025



## Performance indicators and targets

KPI	Description	Annual Target
1	Number of households receiving acute intervention	<i>INFO ONLY</i>
2	Number of households prevented or relived from becoming homeless	<i>50% of all presentations recorded on HCLIC (Homelessness Database)</i>
3	Number of families in B&B for more than 6 weeks	<i>zero</i>
4	Number housed into the PRS (cumulative)	<i>30</i>
5	Number of gross affordable homes delivered (cumulative)	<i>100 (INFO ONLY)</i>
6	% Disabled Facilities Grant spent against budget	<i>100%</i>
7	No. of DFGs and Prevention Grants completed	<i>80</i>
8	Community events attended to promote service accessibility, across Community including Countryside	<i>16</i>
9	Number of countryside "Green Flags Awards" held	<i>5</i>
10	% Countryside major sites with current Management Plan	<i>90%</i>
11	Number of grass verge cuts per annum (typically undertaken between March – October)	<i>9</i>
12	% Watercourses cleared out each year	<i>75%</i>

13	Hedge and shrubs maintained to service standard	<i>2 cuts a year</i>
14	% of adopted roads swept within the 15-week cycle	<i>75%</i>
15	Of the 585 bins we own (1200 empties a month) no more than 5 missed a month	<i>60 missed bins</i>
16	Provide system resilience levels of above 98% per calendar year for the CCTV control room system. The measurements will be hourly downtime as a % over 365 days	<i>The Control Room is manned 24/7, so is there any point in keeping this in as data will always be 0 unless there is a civil emergency?</i>
17	Illustration of activity being picked up and issues with CCTV cameras as follows: <ul style="list-style-type: none"> <li>• breakdown of incidents per camera</li> <li>• camera faults identified</li> </ul>	<i>INFO ONLY</i>
18	Report requests for CCTV footage, by whom and in what locations	<i>INFO ONLY</i>



## Service Plan: Corporate Services 2024/25

### Service Overview

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#### Contents

- 1 Service Overview
- 2 Service Priorities
- 3 Key Performance Indicators and targets

Version 1 – 20 Feb 2024	Produced following a workshop with Corporate service managers, reviewed by SLT	
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## 1 Service Overview

Corporate Services covers a broad range of both front and back-office functions for the council including:

- Audit and performance
- Communications and website
- Elections, electoral registration and data governance,
- Committee services
- Climate change
- Corporate projects coordination and governance
- IT, digitalisation and change
- Contracts\* and procurement
- Finance including treasury
- Human resources and payroll
- Delivering government schemes of financial assistance to residents

\*A range of outsourced and shared services are contract managed by the corporate team including

- Revenues and Benefit Services (Capita)
- Reception and some elements of IT (Capita)
- Leisure Centre operation (Everyone Active)
- Waste and recycling collection (through the joint client team hosted by Basingstoke and Deane Council)
- Contact Centre (hosted by Basingstoke and Deane Council)
- Shared legal service with Basingstoke and Deane Council

## Service Priorities

The table below sets out the service priorities for 2024/25, over and above day to day service delivery. Delivery against these is monitored via the quarterly Overview and Scrutiny Service Panel.

	Service Priority	Link to Corporate Plan	Resources	Expected Outcomes	Target Completion Date
1	<b>Finance</b>  Medium Term Financial Strategy that underpins strong financial resilience and ensures that the Council's financial resources and commitments are aligned with its strategic priorities	Place/Plane t/People  Building a resilient council	Cross service staff input, councillors and external agencies	Produce budget and reserves strategy to address forecast MTFS shortfall 2025/26 and beyond, and to strengthen resources to priority areas, developed in conjunction service managers and councillors	September 2024
				Develop capital/project accounting and budgeting to improve monitoring and forecasting	October 2024
				Refinement of budget, including fees and charges, staff and central cost allocations and simplification of chart of accounts	December 2024
				Include stress test, risks and sensitivities in monitoring reports to O&S and Cabinet	July 2024
				Strengthen staff cost budgeting and monitoring and improve establishment control with service managers	April 2024
2	Implement new comprehensive corporate financial systems	Building a resilient council	Budget approved £200k for implementation – significant staff time and project management resource	New system implemented before the current system contract end at 30/9/25  More flexible and modern system that better meets business needs for service managers, finance team and other colleagues  Ongoing annual cost no more than current budget  Increased reporting and functionality  Greater control and more responsive maintenance and support	Throughout 2024/25 – project plan will determine milestones  Aim for go live by 31 July 2025

	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Resources</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
3	Production of high quality 2023/24 Accounts with positive unqualified external audit	Building a resilient council	Internal staff and External partners	Pre-audit accounts and AGS published by 31 May deadline  Develop skills and experience in the HDC finance team for resilience and continuity  Effective forward planning for technical accounting changes, including new lease accounting standards and IAS1 (presentation and disclosure)	31/5/24  Ongoing  March 2025
4	<b>IT</b>  Network Segmentation	Building a resilient council	Internal staff and External partners  £15k in capital programme	Segmented network meeting Govt Standards  Improved security in on-premise network	December 2024
5	Preparation for required upgrade to Windows 11 in 2025	Building a resilient council	New Hardware and internal staff  £10k in capital programme	Proof of concept to inform laptop and windows upgrade to W11  Test compatibility of corporate systems and applications to inform upgrade	Sept 2024
6	Corporate user account 'Azure AD' integration with applications and corporate systems	Building a resilient council	Internal Staff and external partners	Integrate and mandate access where possible to all corporate systems  Improved security and reduced IT resource admin for user accounts	March 2024

	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Resources</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
7	<p><b>Climate Change</b></p> <p>Ensure effective and transparent governance for all climate change projects within the 2023-27 action plan</p> <p>Successfully deliver prioritised climate change projects from the action plan using a sustainable and controlled project methodology</p> <p>Deliver meaningful engagement with internal and external stakeholders in a measurable and planned programme for climate change and sustainable activities across the district</p>	Planet	<p>Human within existing</p> <p>External funding from a range of opportunities incl. swimming pool and PSDS funding – to be confirmed</p>	<p>Support the council and Everyone Active to reduce their emissions from energy consumption</p> <p>Delivery of a range of projects to help meet carbon neutrality by 2035 for council operations</p> <p>Increase stakeholder engagement to contribute to the councils target of carbon neutrality across the district by 2040</p>	March 2025
8	<p><b>Digital</b></p> <p>Achieve the Council's ambitions through the delivery of the approved Digital Strategy with fully resourced and prioritised action plan</p>	Build resilient council	<p>Human to be confirmed by project</p> <p>Financial To be</p>	<p>Programme of projects for the next three years that are scoped, costed, and delivered to help improve quality of transactions across a range of services</p> <p>Ensure council is as sustainable by digitalising inefficient paper based services</p>	March 2025

	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Resources</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
	Establish the approach and toolkit for internal digitalisation including governance, change control and decision making		confirmed by project	Improve prioritisation across digital projects and tighten relationship with IT	
9	<b>Committee Services</b> Establish a process to check reports, minutes and agendas published on the website are WCAG 2:2 accessible	Build resilient council	Human – within existing but only where resources and time allow, Otherwise it will require external support. This will require Financial support.	Agendas, minutes, reports, and other committee-related documents are checked for compliance with WCAG 2:2 level AA guidelines.  All internal Councillor Pecuniary interests and other published documents are compliant with WCAG guidelines. Paish Councils to be encouraged to submit documentation in an accessible format.  Responsible officers are aware of the guidelines and their responsibilities in producing accessible content  The Constitution is transferred from a pdf document to an accessible html webpage  The Council is prepared for the Government Digital Service assessment for WCAG 2:2	March 2025
10	<b>Communications</b> Scope and deliver improvements to corporate website as part of phase 3 works	Build resilient council	Human to be confirmed by project  Financial	Deliver a range of enhancements on the website including: <ul style="list-style-type: none"> <li>• Directory for events (Digital)</li> <li>• Publications (linked to accessibility)</li> <li>• Enhance the customer payment experience (Digital)</li> <li>• Integrate into Uniform (Digital)</li> <li>• Review mapping capabilities (Digital)</li> </ul>	March 2025



	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Resources</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
	Procure new website agency for hosting and support  Scope and deliver comms related projects within the digital strategy		To be confirmed by project	To include: <ul style="list-style-type: none"> <li>Enhancements to SharePoint intranet</li> <li>Digitalise events, recruitment, and e-learning (if approved)</li> </ul>	
11	<b>Customer</b>  Update the current complaints policy to reflect the anticipated Local Government and Social Care Ombudsman complaint handling code	Build resilient Council	Human within existing	Clear and transparent policy that meets the LGSCO criteria for complaint resolution  Early, effective, and accessible complaints pathway that helps residents report issues with the services  Robust and transparent reporting mechanism that captures key learning and informs decision-making and service improvements	March 2025
12	<b>Elections</b>  Plan and implement changes because of the Elections Act 2022 for May 2024	People  Building a resilient council	Human – within existing  New Burdens Funding	Elections team is fully trained and aware.  All IT and procedural changes implemented and tested.  Staff, councillors, T&P councils and the public are informed through an effective comms strategy.	May 2024
13	Successfully deliver May 2024 local elections	People  Building a resilient council	Human – within existing  MRA funding	Implementation of all new statutory requirements.  Achievement for full staff recruitment for election duties.  Smooth running on the day with positive feedback from candidates, agents and voters.	May 2024
14	Successfully deliver UK Parliamentary general election	People	Human – within existing	Implementation of all new statutory requirements and boundary changes.	Jan 2025 (if not sooner)

	Service Priority	Link to Corporate Plan	Resources	Expected Outcomes	Target Completion Date
		Building a resilient council	MRA funding	Achievement for full staff recruitment for election duties. Smooth running on the day with positive feedback from candidates, agents and voters  Cross boundary working to run smoothly according to the requirements.	
15	<b>HR</b>  Implementation of NJC Local Government Services Job Evaluation to replace HAY - approved by Staffing Committee Nov 2023  &  New HR/Payroll system	People  Building a resilient council	HR/External partners  One-off cost £2k included in 24/25 Budget  A budget will be required	Move from the HAY job evaluation (JE) scheme to the National Joint Council for Local Government Services (NJC) JE scheme and the Joint National Council (JNC) Senior Manager JE Scheme for Chief Officers  Review Tier 3 (manager) job descriptions under the new NJC JE arrangements to provide greater clarity about levels of duties, responsibilities, and accountabilities for resources.  Evaluate tier 3 (manager) posts under the NJC JE scheme so that they are all consistent.  Tender and procure new HR System in preparation of ending of 5C contract in June 25	Sept 2024  Nov 2024  Dec 2024  Throughout 2024/25 – project plan will determine milestones
16	Staff training – Last year's staff survey revealed a need for more investment in Learning and Development across the Council	People  Building a resilient council	Staff, OMG, SLT  Cabinet approved a virement of £25k to the staff training budget	The HR team is working with providers, to include, public sector specialists to develop a comprehensive staff development program.	Throughout 2024/25

	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Resources</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
			from the 2023/24 staff budget		
17	Workforce Planning	People  Building a resilient council	Staff, OMG, SLT	A Workforce strategy with a defined vision and outcomes to be developed based on the Council's needs, with departmental engagement.	Sept 24
18	<b>Contracts/Procurement</b>  Deliver against 2023/24 strategy for key outsourced and shared services	People  Building a resilient council	Human – within existing  and via specialist resources funded from earmarked reserve	Complete or progress delivery of:  -Reception and Contact Centre review  -Legal shared service and Licensing new Deed and strengthened governance arrangements  -Review of Street Cleaning and Grounds Maintenance  -Oversee successful pathway to the end of the Capita 5Cs contract, including arrangements for the future land charge service and revenues and benefits	March 2025

	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Resources</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
19	Waste and recycling – prepare implementation of new legislation and contract renewal	People  Building a resilient council	Human – within existing and via specialist resource  Financial – significant consultancy funded from earmarked reserve	Implementation of all new statutory requirements, including weekly food waste collection service by 31 March 2026  Securing a new waste and recycling collection arrangement to prepare for the end of the existing contract on 30 Sept 2026  Cabinet approval for options appraisal and direction to ensure lead-in times are adequately prepared for and a pathway to secure value for money and robust services is agreed.	March 2025
20	<b>Corporate Projects</b>  Delivering the UKSPF Investment Plan outcomes	All	£1m of external funding, of which £850k is to be spent in 2024/25 across approved themes.  Staff time - project resource included in £1m but other staff time not	Deliver all aspects of the approved investment plan including overseeing of 16 projects across two funding schemes, as approved by Cabinet in Feb 2024  Community outcomes to be monitored during year and reported to O&S/Cabinet	31 March 2025

### 3 Performance indicators and targets

Performance Indicator	Target
CP1 - Percentage of the Internal Audit Plan completed during the year <i>Year-to-date figures, and values are cumulative (higher is better)</i>	100% by year-end
CP2 - Percentage customer satisfaction with Internal Audit. (Southern Internal Audit Partnership SIAP)	90%
CP3 - Quality of customer service call handling <i>This indicator is measured from the scoring of a recorded call against quality standards from a monitoring sample (higher is better)</i>	90%
CP4 - Implementation of savings scheme targets to meet MTFS requirements.	100%
CP5 - Percentage of telephone calls answered by the Contact Centre in 30 seconds. <i>Percentage value given is as at end of the quarter (higher is better)</i>	80%
CP6 - Percentage of Non-domestic Rates collected. <i>Year to date figures, values are cumulative (higher is better)</i>	96%
CP7 - Percentage of Council Tax collected. <i>Year to date figures, values are cumulative (higher is better)</i>	98.5%
CP8 - Percentage uptime of key systems <i>Percentage value given is for the quarter and rounded to one decimal place (higher is better)</i>	99%
CP9 - Percentage of uptime of Hart's website <i>Percentage value given is for the quarter and rounded to one decimal place (higher is better)</i>	99.5%
CP10 - Number of missed collections excluding garden waste (per 100,000) <i>Target aims to miss no more than 65 bins per 100,000 collected for all bin collection types except garden waste. A missed collection is where a round has taken place and a bin (or</i>	Data only

<i>bins) has been missed, this excludes any mutually pre-agreed suspension of service, usually applied where events are beyond the control of either the authorities' or their contractor. (lower is better)</i>	
<b>CP11 - Number of missed garden waste collections (per 100,000)</b> <i>Target aims to miss no more than 250 bins for garden waste services during the summer, and 150 during the winter. A missed collection is where a round has taken place and a bin (or bins) has been missed, this excludes any mutually pre-agreed suspension of service, usually applied where events are beyond the control of either the authorities' or their contractor. (lower is better)</i>	Data only
<b>CP12 - Overall cost of waste per household</b> <i>Set annually based on the number of households served and reported in Q4. Calculated as net cost of HAWCLT, HAWCOM, HAWSTE for the 22/23 budget divided by the Council Tax Stock of properties produced by the <a href="#">VOA</a> (lower is better)</i>	£25
<b>CP13 - Total recycling rate</b> <i>Percentage value given is for the quarter (higher is better)</i>	46%

## **Cabinet**

**04/04/2024**

**Title: Capital and Project Budgets**

**Report of: Director of Corporate Services and S151 Officer**

**Cabinet Portfolio: Finance**

**Key Decision: Yes**

**Confidentiality: Non Exempt report, Exempt Appendix**

**Reason for Exempt material:**

**Commercial sensitive information**

### **Purpose of Report**

1. To approve the procurement outcome for new financial systems and review requests for carrying forward capital budgets for ongoing or committed projects from 2023/24.

### **Recommendation**

2. Cabinet is requested to:
  - A. Approve the requests to carry forward capital/project budgets to 2024/25, as detailed in Table 1 below, and
  - B. Note the outcome of the procurement process for new financial systems and the Director of Corporate Services proposal to award to the highest-ranked supplier, in consultation with the Portfolio Holder for Finance.
  - C. Approve a new capital scheme of £201k to install PV panels at Hart Leisure Centre, funded by the Government's Swimming Pool fund grant.

### **Background**

3. In February of each year, the Council approves the capital programme for the following year. Regular progress updates are reported to the Project Board, O&S Committee and Cabinet throughout the year. In the event of any unforeseen circumstances preventing capital budgets from being fully spent within the financial year, the service manager can request a carry forward of the unspent budget and associated funding to the next financial year for project completion. Such requests are typically included in the overall outturn report, which is presented to Cabinet in August.
4. In December 2023, Cabinet also approved a project to replace the Council's core financial systems as the current system is part of the 5C's Capita contract that ends in September 2025. Approval was given to a £200k implementation budget and the commencement of the procurement exercise.

### **Main Issues**

5. This report recommends securing early approval to carry forward the budget for certain capital projects. These projects have already begun or have been committed to before March 31st, with earmarked and flexible funding. Without early approval, delays or additional costs may occur, so officers have identified these projects and listed them below.

**Table 1 – proposed carryforwards**

Scheme/Project	Total approved budget 2023/24 £000	Carry forward to 2024/25 requested £000	Comments
Bramshot Car Park	137	127	Design underway
Hartley Wintney Central Common Access Impr.	76	66	Design complete, will tender Apr/May
Edenbrook Bike Park	165	165	Started on site
Edenbrook Boardwalk	40	27	Underway
Hazeley Heath Fencing	11	4	Underway
Edenbrook Teen Health	65	25	Contract awarded, works in May
Cove Road Crossing	255	255	Confirmation of funding is required for HCC
Green Grid Signage	29	20	Underway
Whitewater culvert	20	3	Complete in April
Whitewater fencing	30	14	Underway
Edenbrook water supply	20	2	Complete in April
<b>Total</b>	<b>848</b>	<b>708</b>	

6. The finance system replacement project team evaluated potential suppliers using the G-Cloud framework. Based on pre-agreed criteria and technical assessments, the highest-scoring supplier was chosen. Cabinet is requested to endorse this decision as the costs are within budget and the procurement process was in accordance with Hart's Contract Procedure Rules.
7. The Council received £201k from the Swimming Pool Fund to install PV panels on Hart Leisure Centre. Cabinet approval is required to proceed with the project, which will be funded entirely by the grant. A government-approved procurement framework will be used for the supply and installation, and progress will be monitored quarterly.

#### **Alternative Options Considered and Rejected**

8. That carry forwards are not approved at this stage and, instead, wait until the overall outturn report in August. Given the forecast underspend across revenue and capital budgets in 2023/24, we have sufficient confidence that the budgets and funding are available to commit to. The disruption to these capital projects would, however, be impactful to residents.
9. Due to legal constraints, negotiating an extension to the current finance systems is not possible. The Council must appraise the current and alternative systems to determine their suitability for meeting business needs and compare their value for money.

#### **Corporate Governance Considerations**

10. Budget carry forwards require Cabinet approval as per Financial Regulations, which are part of the Scheme of Delegation. Although the procurement outcome for new finance systems is within budget, it is important to seek Cabinet's endorsement for transparency.

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

11. The Council's focus for the next four years in partnership with the Hart community, is:



- Planet—By 2035, all areas directly under the Council's control should be carbon neutral, and Hart should be a carbon neutral district by 2040.
- People – fair treatment for all, help for those in need, and a sustainable economy that makes Hart a great place to live, work and enjoy.
- Place - delivering warmer, better homes in sustainable locations where people can afford to live.

This will be underpinned by providing a resilient and financially sound Council – getting services right first time and delivering what matters to residents.

### **Service Plan**

- Is the proposal identified in the Service Plan? Yes
- Is the proposal being funded from current budgets? Yes
- Have staffing resources already been identified and set aside for this proposal? Yes but additional implementation resource will be secured from the budget

### **Legal and Constitutional Issues**

12. No direct issues. Legal services will review the contractual matters relating to the new finance systems

### **Financial and Resource Implications**

13. The proposals in this report are with approved budgets.

### **Risk Management**

14. There is a separate risk register for the financial system project. The finance systems must be replaced as their contract ends in September 2025. The risk of a procurement challenge should be mitigated using the Government's G-Cloud framework, which has been carefully considered and documented.

### **Equalities**

15. All activity will comply with the authority's statutory duties.

### **Climate Change Implications**

- 12 There are no direct carbon/environmental impacts arising from the recommendations other than installing PV panels on the leisure centre which will significantly improve the environmental performance of this key operational building.

### **Action**

16. Subject to Cabinet's approval the respective projects will be progressed.

**Contact Details:** Graeme Clark (Corporate Services)

### **Appendices**

Exempt appendix – evaluation of financial systems

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Exempt from Publication

**Cabinet**

**Meeting Date: 4 April 2024**

**Title: Food Safety Plan 2024-2027**

**Report of: Executive Director - Place**

**Cabinet Portfolio: Regulatory**

**Key Decision: No**

**Reasons for Urgency: N/A**

**Confidentiality: Non-Exempt**

**Purpose of report**

1. To approve the Food Safety Plan 2024-2027.

**Recommendation**

2. Cabinet is recommended to:
  - A. Approve the Food Safety Plan 2024-2027, and
  - B. authorise the Executive Director – Place to make minor alterations and typographical corrections to the document before publication.

**Background**

3. The Council enforces food safety on approximately 700 premises, including restaurants, hotels, pubs, schools, shops, home caterers, and small businesses.

Food hygiene rating	Meaning of hygiene rating	No. of premises
<b>5</b>	Very Good	<b>471</b>
<b>4</b>	Good	<b>83</b>
<b>3</b>	Generally Satisfactory	<b>23</b>
<b>2</b>	Some Improvement Necessary	<b>5</b>
<b>1</b>	Major Improvement Necessary	<b>4</b>
<b>0</b>	Urgent Improvement Necessary	<b>0</b>

4. The figures in the table above do not include childminders and other businesses excluded from the risk rating scheme, such as military premises. 98% of premises are classed as ‘broadly compliant’ and have a food hygiene rating of 3 or above.
5. The Environmental Health team works with the food businesses to ensure they comply with legislation and adopt best practices to control the health risks that may be associated with food storage, preparation, processing, and

handling. In so doing, this helps to promote a high level of public confidence in the safety of food prepared, handled and sold, including by participating in the national food hygiene rating scheme: [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)

6. This new Food Safety Plan complies with the latest FSA's Food Law Code of Practice requirements.

### Main Issues

7. The aims of the Food Safety Plan are:
  - *to ensure that food and drink intended for sale for human consumption, which is produced, stored, distributed, handled, or consumed within Hart district is without risk to the health or safety of the consumer,*
  - *to investigate suspected and confirmed food poisoning incidents, to locate the source of contamination and to prevent it spreading to protect the health of the public, and*
  - *to provide information and advice on food safety matters for business and members of the public.*
8. The Food Safety Plan 2024-2027 will run for three years until April 2027. When the new FSA's Food Business Delivery Model is published, the Food Safety Plan will be assessed to determine whether any updates are required.
9. The Council provides statutory data returns to the FSA on a 6 monthly basis. These returns directly scrutinise the Council's work against the code of practice.
10. The frequency of a food premises inspection is determined by the priority risk rating as set out in the Food Law Code of Practice. The inspection frequency profile is set out in the table below.

Premises Risk Category	Frequency of inspections	No. of premises	2024-2025
<b>A</b>	6 months	0	0
<b>B</b>	12 months	32	32
<b>C</b>	18 months	127	97
<b>D</b>	24 months	228	118
<b>E</b>	9 years	277	30
<b>New / unrated*</b>	-	27	80 (estimate)
Total	-	691	357

\*Unrated food businesses are those that have registered but are awaiting their first inspection.

11. The Environmental Health team is resourced to undertake around 340 annual inspections of food premises alongside their other work. It should be noted

that the risk category of premises can change depending on what is found on an inspection. The team will always focus the resources on those premises where there is the greatest risk.

15. Also, premises with a risk category rating of E (very low risk) will be asked to complete a self-assessment questionnaire every 3 years. For 2024-2025, the target is 95 self-assessment questionnaires from category E food businesses.

### **Alternative options considered and rejected**

12. The alternative would be not to produce a Food Safety Plan 2024-27. This would open the Council to potential criticism from the FSA.

### **Corporate governance considerations**

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

13. The Hart Corporate Plan 2023-2027 has three focus areas:
  - Planet - make all areas directly under the control of the Council carbon neutral by 2035 and make Hart a carbon neutral district by 2040,
  - People – fair treatment for all, help for those in need, and a sustainable economy that makes Hart a great place to live, work and enjoy, and
  - Place - delivering warmer, better homes in sustainable locations that people can afford to live in.

This will be underpinned by providing a resilient and financially sound Council.

#### **Service Plan**

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

#### **Legal and Constitutional Issues**

15. The Food Safety Plan seeks to meet the guidance and best practice requirements of the Food Law Code of Practice revised issue June 2023.
16. The Food Law Code of Practice (England) (the Code) is issued under Section 40(1) of The Food Safety Act 1990, Regulation 6(1) of The Official Feed and Food Controls (England) Regulations 2009 and Regulation 26(1) of The Food Safety and Hygiene (England) Regulations 2013, which empower the Secretary of State to issue Codes of Practice concerning the execution and enforcement of that legislation by Competent Authorities.

#### **Financial and Resource Implications**

17. The Food Safety Plan is within the agreed budget for 2024/25 and the Environmental Health team can conduct 320 food premises inspections per year. Additional resources would be needed for any new or expanded work streams.

#### **Risk management**

18. If the Council does not adopt the 2024-2027 Food Safety Plan with clear targets and tasks aligned with its budget, it risks failing to deliver its objectives and priorities.

#### **Equalities**

19. There are no equality implications arising from the recommendations.

### **Climate Change Implications**

20. The Food Safety Plan 2024-2027 recommendations will not significantly affect the environment. While inspections do require some car travel, the number of visits is not expected to increase, so the report's impact on climate change is neutral.

### **Action**

21. The Food Safety Plan 2024-2027 will be published and made available on the Council's website.
22. The Environmental Health team will implement the requirements of the Plan.

**Contact details:** Neil Hince, Environmental Health Manager

### **Appendix**

Appendix 1 – Food Safety Action Plan 2024-2027

# FOOD SAFETY PLAN 2024-2027



## Contents

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- 3 Resources for 2024-2027
  - 3.1 Financial allocation
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### **Appendices:**

- Appendix 1. Food Recovery Action Plan 2021-2023: Strategic Review
- Appendix 2: Food Safety Action Plan 2024-2027



## Executive Summary

Hart District Council is responsible for enforcing food safety in approximately 700 food premises, including: restaurants, hotels, pubs, schools, and shops. As of January 2024 these premises are within the following categories.

Food hygiene rating	Meaning of hygiene rating	No. of premises
<b>5</b>	Very Good	<b>471</b>
<b>4</b>	Good	<b>83</b>
<b>3</b>	Generally Satisfactory	<b>23</b>
<b>2</b>	Some Improvement Necessary	<b>5</b>
<b>1</b>	Major Improvement Necessary	<b>4</b>
<b>0</b>	Urgent Improvement Necessary	<b>0</b>

The figures in the table above do not include childminders and other businesses excluded from the risk rating scheme, for example, military premises. 98% of premises are classed as 'broadly compliant' which are premises with a food hygiene rating of 3 and above.

This is achieved through a range of official food control interventions, such as hygiene inspections, audits, food sampling, investigating complaints and where necessary, taking appropriate enforcement actions. Other non-official control interventions undertaken include, surveillance, advice, intelligence gathering and questionnaires.

The Environmental Health team works with the food businesses to ensure they comply with legislation and adopting best practice to control the risks to health that may be associated with food storage, preparation, processing, and handling. In so doing, this helps promote a high level of public confidence in the safety of food prepared, handled and sold, including by participating in the national food hygiene rating scheme: [Search for ratings | Food Hygiene Ratings](#) and encourages businesses to display their rating.

The previous Food Recovery Plan was adopted by Cabinet in October 2021. That Plan reflected the Food Standard Agency (FSA) plan for recovery of local authority delivery of food controls and related activities following the Covid-19 lockdown years. That Plan has two phases which ran 1 July 2021 to 30 September 2021, and 1 October 2021 to April 2023 and beyond. It focussed on re-starting the regulatory delivery system in line with the Food Law Code of Practice. The Food Recovery Plan was successfully implemented with all strategic actions and milestones being reached.

This new Food Safety Plan complies with the requirements of the latest FSA's Food Law Code of Practice

The aims of the Food Safety Plan are:

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

A new Food Business Delivery model was expected to be introduced by the FSA to take over from the guidance for the Food Recovery Plan. This new guidance has been delayed with development works still ongoing.

In the absence of the revised guidance this Food Safety Plan is based on the requirements guidance of the Food Law Code of Practice.

The Food Safety Plan 2024-2027 will run for a period of 3 years up until April 2027. When the new FSA's Food Business Delivery Model is published the Food Safety Plan will be assessed to consider whether any updates are required.

The Council provides statutory data returns to the FSA on a 6 monthly basis. These returns provide direct scrutiny of the Council's work against the code of practice.

The frequency of a food premises inspection is determined by the priority risk rating as set out in the Food Law Code of Practice. The inspection frequency profile is set out in the table below.

Premises Risk Category	Frequency of inspections	No. of premises	2024-2025
<b>A</b>	6 months	0	0
<b>B</b>	12 months	32	32
<b>C</b>	18 months	127	97
<b>D</b>	24 months	228	118
<b>E</b>	9 years	277	30
<b>New / unrated*</b>	-	27	80 (estimate)
<b>Total</b>	-	691	357

\*Unrated food businesses are those that have registered but are awaiting their first inspection.

The Environmental Health team is resourced to undertake around 340 food premises inspections per year, alongside their other work. It should be noted that risk category of premises can change

depend on what is found on an inspection. The team will always focus the resource on those premises where there is a greatest risk.

In addition, premises with a risk category rating of E (very low risk) will be asked to complete a self-assessment questionnaire every 3 years. For 2024-2025 the target is 95 self-assessment questionnaires from category E food businesses

Whilst the focus of this plan is food hygiene to satisfy the overseeing national authority, for completeness it covers other functions of the team.

If you would like further information regarding the service, or would like to speak to an officer for advice on food safety matters, the team can be contacted via email [eh@hart.gov.uk](mailto:eh@hart.gov.uk)

Or the team can be contacted on 01252 774421 during office hours 8:30 – 17:00 Monday – Thursday and 8:30 – 16:30 Friday.

The Council office address is:

Civic Office  
Harlington Way  
Fleet  
Hampshire  
GU51 4AE

We do not have an out of hours service for food safety, however our online form can be completed at any time: [Complain about food made, prepared, sold or served in Hart | Hart District Council](#)

# 1 Introduction

## 1.1 Food safety plan

This Food Safety Plan 2024-2027 sets out how the official food controls are planned and delivered by Hart District Council and includes performance information. This service is provided by the Council's Environmental Health team. The plan has been produced based on the requirements of the Food Law Code of Practice (FLCoP) and guidance. It replaces the Food Recovery Plan 2021-2023.

## 1.2 Aims and objectives

The aims of the Food Safety Plan are:

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

## 1.3 The Corporate Plan

The Corporate Plan for 2023-2027 has three focus areas:

- **planet** – tackling climate change is central to all our activities and we plan to lead our community to carbon neutrality. We will produce and implement an action plan. Our ambition is to become a carbon neutral and climate-resilient council by 2035, and district by 2040.
- **people** – we are committed to fair treatment for all, help for those in need and a sustainable economy that makes Hart district a great place to live, work and enjoy. We need to continue our people-centred approach which directs wealth back into the local economy and places control and benefits in the hands of people. We will work with our key local partners such as Hampshire County Council, the voluntary sector, local businesses, the Community Safety Partnership, police, NHS, and education providers to provide more local sustainability.
- **place** – we will work to deliver warmer, better homes in sustainable locations that people can afford to live in. Our homes have a huge influence on the quality of all our lives and health. By promoting access to safe, secure, and affordable housing, we can help support people's wellbeing and create sustainable communities where they can live and work.

These are underpinned by providing a resilient and financially sound Council for the next four years.

## 1.4 Delivering the Council's vision through environmental health

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

The team promotes a level playing field through the Council's Local Enforcement Plan, which takes a graduated approach to enforcement based on risk. Duties are carried out in an open, fair and consistent manner that promotes economic development.

The Environmental Health team works with a range of partners including:

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

## 1.5 Service goals

- Delivering high quality service of customer contact, outcomes, and satisfaction,
- Building resilience and efficiency,
- A supported community where we listen and respond to residents,
- Working with neighboring councils to share services and reduce costs and increase efficiencies,
- Provide the best customer service by focusing on resolving questions and problems first time,
- Solve your issues and questions by being knowledgeable and available through an enhanced and accessible website, by phone, in person, and online, and
- Work with partners, including the Community Safety Partnership, Hampshire Constabulary, the voluntary sector, and local businesses, to keep the district a safe place to live, work and enjoy.

## 1.6 Profile of the district

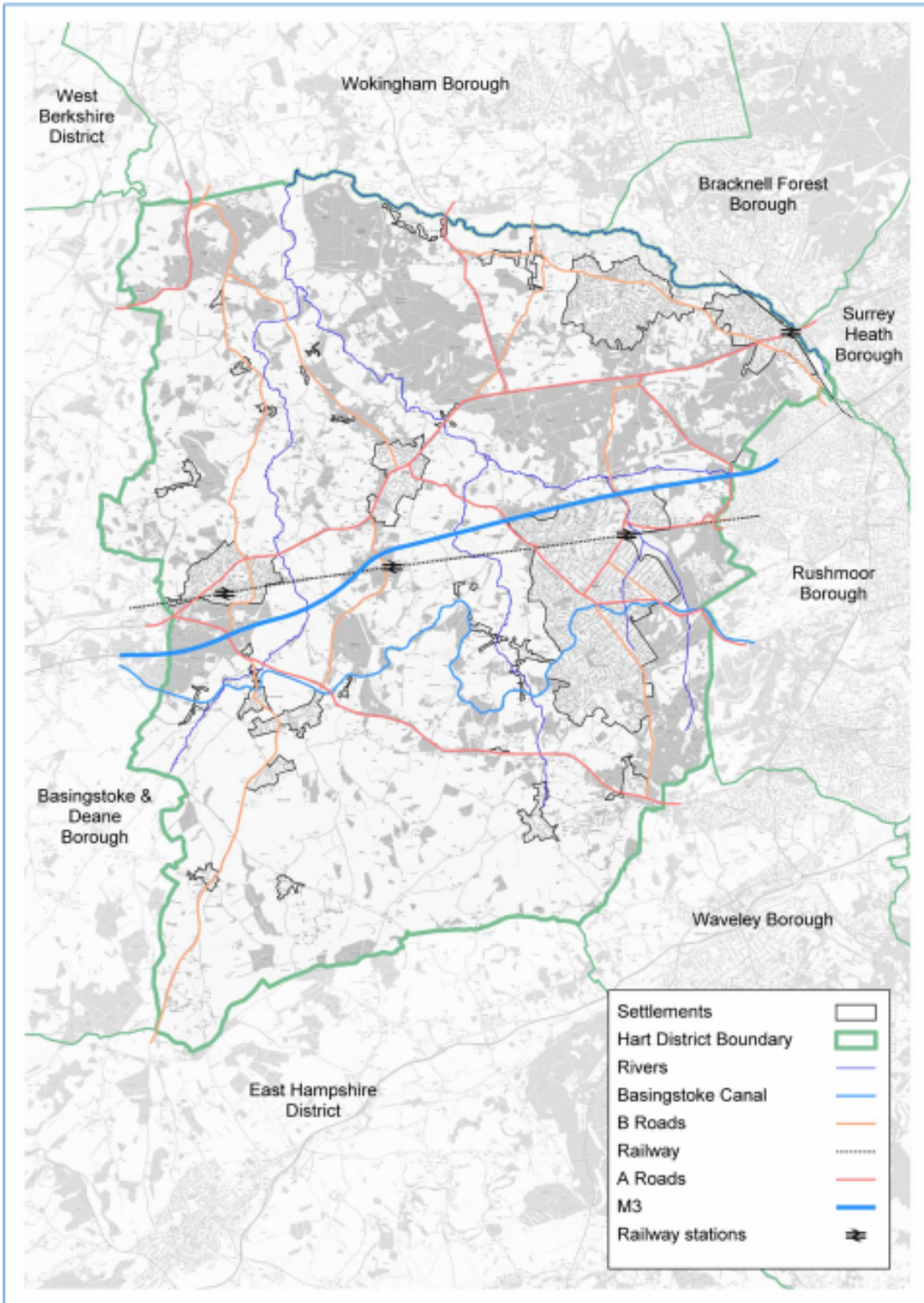
Hart district is primarily rural, covers some 21,500 hectares (83 sq. miles) and is situated in north-east Hampshire, bordering both Surrey and Berkshire. Within Hampshire, Hart district is adjoined by Rushmoor, Basingstoke and Deane Borough and East Hampshire.

There are around 35 settlements across the district, although some are just isolated groups of homes with no community facilities. The Hart Local Plan 2032 categorises the settlements by tiers based upon their size and the services and facilities they offer. Fleet, including Church Crookham and Elvetham Heath, is the main urban area. Blackwater, Hook and Yateley are the primary local service centres, Hartley Wintney, Odiham and North Warnborough are the secondary local service centres.

The district is a popular place to live as it benefits from low unemployment, low crime rates and good schools. It has a healthy, active population with high participation in sports and leisure. In 2020, Hart were placed third in the top 50 local authorities in the UK.

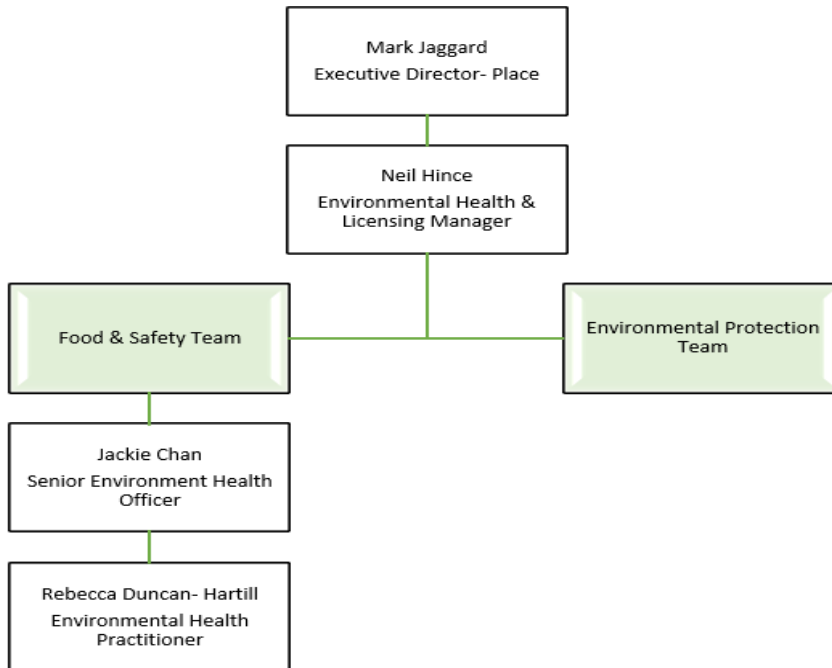
There are approximately 99,400 residents in the district with an ageing population.

[A great place to live and work | Hart District Council](#)



Map of Hart district

## 1.7 Environmental Health team structure chart



## 1.8 Scope of food safety service

The key objectives of the Environmental Health team in relation to food safety enforcement during 2024-2027 are:

- to carry out programmed food hygiene inspections, in accordance with the statutory code of practice and guidance,
- to carry out inspections of new 'Unrated' food businesses,
- to approve, register and license relevant premises in accordance with relevant legislation, statutory code of practice and guidance,
- to investigate food complaints in accordance with the service's food complaint procedure, and to respond to complaints,
- to provide advice to businesses and members of the public with respect to food hygiene and allergens,
- Promotion of the FSA's Food Hygiene Rating Scheme (FHRS),
- to promote a range of food hygiene training courses,
- to promote national food safety campaigns which aim to raise awareness of food issues among catering businesses and the public,
- to produce and implement a sampling program based on national priorities and local needs,
- to investigate food poisoning notifications (except campylobacter) and outbreaks in collaboration with the UK Health Security Agency (UKHSA),
- to respond to food alerts in accordance with the relevant instructions and where necessary notify food incidents to the relevant national body in accordance with the statutory code of practice,
- to ensure that the team's authorised officers adhere to the Council's enforcement policies when making enforcement decisions, and

- to continue to ensure the team’s authorised officers are suitably qualified, experienced, and competent to carry out the range of tasks and duties they are required to perform, including providing additional training where required.

### 1.9 Demands on the service

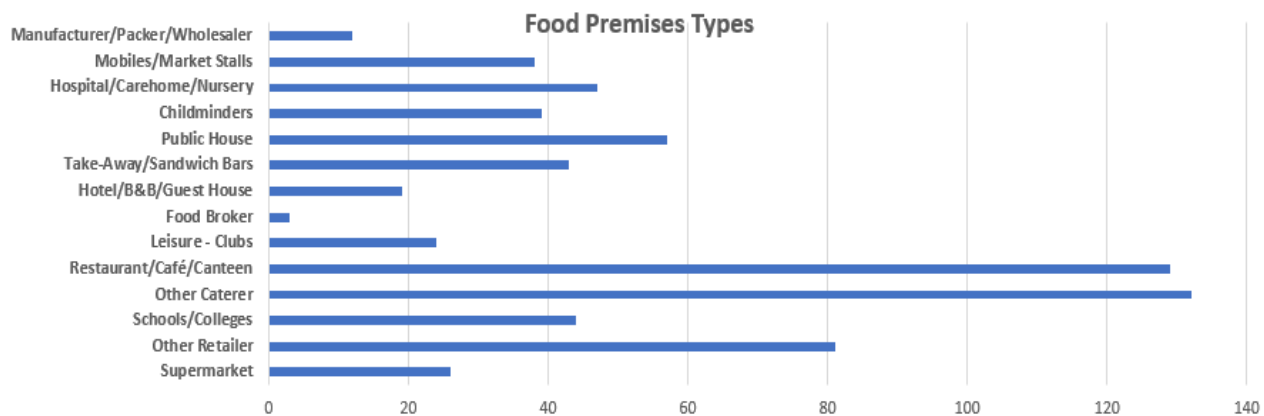
The Council participates in the National Food Hygiene Rating Scheme (FHRS).

The FHRS is an open and transparent platform for all food businesses, giving the public the opportunity to view the hygiene rating: [Search for ratings | Food Hygiene Ratings](#). The public can choose whether to visit those food premises based on how well they comply with the law.

Each year the number of food businesses varies, as existing food businesses close and new businesses open. On 1st Feb 2024, there were 691 food businesses.

The team does not inspect each food business annually, instead it inspects according to risk and performance to make sure that the highest risk and the lowest performers receive the most attention.

The table below shows how these businesses are distributed by the following premises types:



In addition, there are 3 premises approved under assimilated EC Regulation 853/2004 for the processing, handling and preparation of products of animal origin. These premises are a dairy product producer, egg packer and egg product producer.

There were no prosecutions taken against the food businesses in 2022-2023 due to food businesses acting on advice and meeting legal requirements following a hygiene inspection.



## 1.10 Enforcement policy

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

Any enforcement action taken will be graduated, proportionate and in line with the Council's Local Enforcement Plan (adopted March 2024). A copy of the plan can be found at:

[Environment | Hart District Council](#)

## 2 Service delivery

### 2.1 Interventions at food establishments

The frequency of a food premises inspection is determined by the priority risk rating as set out in the FLCoP. The inspection frequency profile is set out in the table below:

Premises Risk Category	Frequency of Inspection	No. of Premises 2023	No. of Premises 2024
<b>A</b>	6 months	<b>0</b>	<b>0</b>
<b>B</b>	12 months	<b>32</b>	<b>32</b>
<b>C</b>	18 months	<b>117</b>	<b>127</b>
<b>D</b>	24 months	<b>236</b>	<b>228</b>
<b>E</b>	9 years	<b>276</b>	<b>277</b>
<b>New/ Unrated*</b>	-	<b>33</b>	<b>27</b>
<b>Total</b>	-	<b>694</b>	<b>691</b>

**Table 1. Number of Food Premises by Category of Risk**

\*Unrated food businesses are those that have registered but are awaiting their first inspection.

In addition, premises with a Risk category rating of E will be asked to complete a self-assessment questionnaire every 3 years.

The table below shows the FHRS for food premises over the last year and January 2024.

Food Hygiene Rating	Meaning of Hygiene Rating	No. Premises 2023	No. Premises 2024
<b>5</b>	Very Good	<b>497</b>	<b>471</b>
<b>4</b>	Good	<b>84</b>	<b>83</b>
<b>3</b>	Generally Satisfactory	<b>15</b>	<b>23</b>
<b>2</b>	Some Improvement Necessary	<b>6</b>	<b>5</b>
<b>1</b>	Major Improvement Necessary	<b>2</b>	<b>4</b>
<b>0</b>	Urgent Improvement Necessary	<b>0</b>	<b>0</b>
N/A	Broadly Compliant (FHR 3 or above)	<b>99%</b>	<b>98%</b>

**Table 2 Number of Food Premises by Food Hygiene Rating**

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

While the overall performance is excellent, it is notable that there is a small number of food businesses with food hygiene ratings of 2 and below. Reasons for poor food hygiene ratings include poor cleaning, inadequate written food safety procedures, storing high risk food for too long and inadequate pest control.

## 2.2 Our approach to hygiene inspections

The Environmental Health team will normally carry out food hygiene inspections without appointment, with limited exceptions such as home caterers. The team will identify themselves to the food business owner (or person in charge) before starting the inspection. The intervention will be conducted in accordance with the FLCoP:

- the hazards and risks will be assessed,
- the controls will be verified,
- the businesses validation will be examined,
- the findings will be discussed,
- a report of visit form will be left, and
- a follow up letter may be issued for poor performers with a hygiene rating of 2 or less.

## 2.3 Revisits and re-ratings

Revisits will be undertaken for poor performing business. Non-compliance may lead to formal action plans, service of Hygiene Improvement Notices or prosecution.

Businesses that have not achieved a maximum rating of 5 may apply for a re-rating revisit after they have undertaken the necessary improvements. The fee for the revisit is chargeable.

In addition to the program of inspections it is anticipated that following additional interventions will also be undertaken in 2024/2025:

- revisits (to verify compliance): 10
- FHRS rescoring requests / visits: 20

## 2.4 Hygiene inspections planned for 2024-2025

For the year 2024-2025 the planned inspections are categorised as follows:

Premises Risk Category	Frequency of inspections	No. of premises	2024-2025
<b>A</b>	6 months	0	0
<b>B</b>	12 months	32	32
<b>C</b>	18 months	127	97
<b>D</b>	24 months	228	118
<b>E</b>	9 years	277	30
<b>New / unrated*</b>	-	27	80 (estimate)
<b>Total</b>	-	691	357

\*Unrated food businesses are those that have registered but are awaiting their first inspection

The Environmental Health team is resourced to undertake around 340 food premises inspections per year, alongside their other work. It should be noted that risk category of premises can change depend on what is found on an inspection. The team will always focus the resource on those premises where there is a greatest risk.

In addition, premises with a risk category rating of E (very low risk) will be asked to complete a

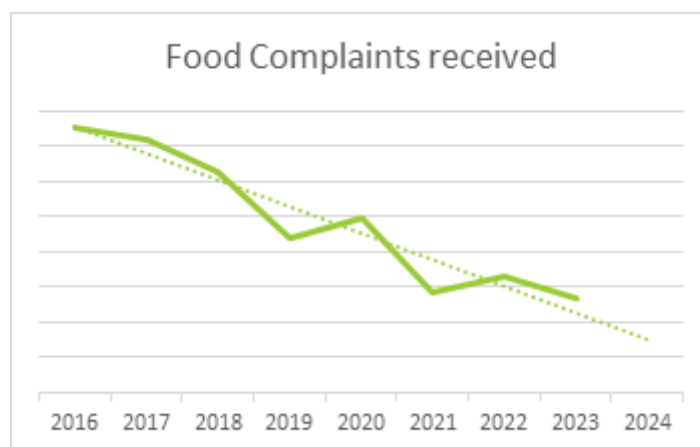
self-assessment questionnaire every 3 years. For 2024-2025 the target is 95 self-assessment questionnaires from category E food businesses.

## 2.5 New food businesses

New food businesses are required to register 28 days before starting trading. Each of these businesses are given advice and guidance on food hygiene matters. A hygiene inspection is carried out normally within 28 days of opening as required by the FSA FLCoP. Priority is given to those businesses that are highest risk, such as those offering a full catering service or manufacture on a large scale.

For the first ten months of this financial year 2023-2024, 77 new food businesses registered. It is anticipated that there will be around 80 new food business applications in the year 2024-2025.

## 2.6 Food complaints and enquiries



The team will investigate complaints received from consumers about food or food safety concerns at a premises and take appropriate action to ensure food safety.

- In 2022-2023 there were 66 food complaints
- In 2023-2024 \*(year to 31 January 2024) – there were 53 food complaints.
- It is estimated there will be between 50 and 60 food complaints over the next year.

The most common type of complaint received is in relation to allegations of food poisoning.

## 2.7 Primary authority partnership scheme

The Council participates in the national Primary Authority Partnership Scheme. The scheme entitles businesses or organisations which operate across authority boundaries to ask for a Partnership with a Council. The businesses will work closely with their partner Councils to ensure they are complying with food safety and health & safety legislation. The Council charges the business for their time on a cost recovery basis.

The aim of scheme is to promote greater compliance by businesses, and also to ensure greater consistency and co-ordination of regulatory enforcement by Councils.

The Council currently has one partnership arrangement with British Car Auctions (B.C.A). The terms of this agreement are currently under review.

## 2.8 Support for local businesses and the community

The Council supported local businesses and the community through:

- food safety and health and safety advice
- press releases, the Council website and social media posts,
- a Primary Authority partnership agreement with British Car Auctions (BCA) providing specialist health and safety advice to improve standards in their sites throughout Great Britain.

35 requests for advice were received for the year 2022-2023.

## 2.9 Food sampling

The team takes part in routine food sampling and environmental swabbing of food premises based on local intelligence and as part of regional and national sampling programs/studies.

The purpose of the UK Health Security Agency (UKHSA) studies is to identify the microbiological quality of the food products and the food handling environment. Sampling and swabbing also takes place during food complaint and outbreak investigations. Samples for examination are submitted to the UKHSA laboratory in Porton Down which holds the necessary UKAS accreditation for microbiological examination of food samples. The Council has a service sampling credit allocation. A courier service for delivering samples to the laboratory is included.

In 2022-2024 the team took part in four regional sampling studies:

Study 74:

**Hygiene in Takeaway Sandwich and Salad bars.** Food samples such as sandwiches with salad fillings and swabs of worktops were taken from food premises, for example farm shops.

Study 75:

**Ready to eat plant based (Vegan) Meat, Fish and Dairy substitutes study.** Food samples of ready-to-eat vegan alternatives to meat, fish and dairy products taken from food premises such as supermarkets.

Study 77:

**Ready to eat salad, and salad components, from retail and catering.** Food samples of ready to eat (RTE) salad products taken from retail and catering premises.

Study 78:

**Hygiene in catering premises.** Environmental samples including cloths, and hygiene swabs of food preparation areas taken from catering premises.

2022-2023				
Study/reason for sample	No. of premises	No. of samples taken	No. of Satisfactory results	No. of unsatisfactory results
74	2	4	3	1
75	2	4	4	0
Compliant	2	2	2	0
Routine sampling	2	15	11	4

2023-2024				
Study/reason for sample	No. of premises	No. of samples taken	No. of Satisfactory results	No. of unsatisfactory results
77	5	8	8	0
78	4	10	7	3

Unsatisfactory samples were followed up with the businesses to ensure appropriate action was taken, which included advice on personal hygiene and cleaning methods.

#### Sampling for Chemical Analysis and Foreign Bodies in Food:

Public Analyst services are provided by Hampshire Scientific Services located at Portsmouth. A courier service is used to take these samples to the laboratory as and when required. No samples were submitted during the period 2022- Jan end 2024.

## 2.10 Food safety incidents and alerts

The team has a Food Safety Incident procedure to ensure appropriate response to food alerts from the FSA.

The FSA issue electronic Food Alerts to LAs specifying required actions following food safety concerns raised with a particular food product. Actions required range from circulating alerts to officers for information, to visiting premises, and removing products from sale.

In 2022-2023 the Council received 2 alerts that were categorised 'for action'. Action by the team included visiting retail food businesses to make sure that any of the affected products were not on sale and to display the product recall poster. Food businesses were made aware of the product recall by way of social media and post.

It is estimated that the Council will receive a low number of 'for action' high priority alerts over the next year.

## 2.11 Liaison with other Councils & partnership working

The team has a range of liaison arrangements in place to help ensure consistency of enforcement, to share best practice and to coordinate activities across Hampshire. The Council is actively represented within the Hampshire and IOW Food Advisory Committee (FAC), Hampshire and IOW

Environmental Health Managers Group, the Hart Safety Advisory Group (SAG) and the Hampshire and Sussex Private Water Supply working group.

These groups meet regularly representing 13 Hampshire local authorities. There is active representation and coordination with the UKHSA, FSA, HSE and other key stake holders. The working groups actively share best practice, updates on regulatory enforcement, promote training, and liaise in active case liaison.

## 2.12 Food Safety promotional work

Where resources permit, work is undertaken to promote food safety, local initiatives, and FSA campaigns. Over the last year the food safety team worked with the Council's communications team to promote the service in the local newsletter and publish social media articles on good hygiene practices particularly during public holidays.

## 2.13 Control & investigation of outbreaks and food related infectious diseases

The team works in partnership with the UKHSA, to investigate cases of actual or suspected food poisoning and foodborne infectious disease. The aim is to try to determine the source and ensure the infection is contained. The response is risk based and is determined by:

- the nature of the (suspected) illness,
- the number of cases,
- the nature of the employment of affected individuals, and
- the previous record of implicated food businesses.

In 2022-2023 the Council was notified of 166 cases of food poisoning cases. The majority of the cases were Campylobacter (120).

In 2023-2024 the Council was notified of 164 cases of food poisoning cases. (Year to date 1<sup>st</sup> Feb 2024). Most of the cases were Campylobacter (134).

In 2024- 2025 It is estimated that there will be between 150 and 200 reported food poisoning cases.

## 2.14 Imported food control

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

## 2.15 Health and safety

Hart District Council is designated as an Enforcing Authority under the Health & Safety (Enforcement Authority) Regulations 1998. The Council is required to 'make adequate arrangements for health and safety enforcement' under section 18 of Health and Safety at Work etc. Act 1974 (HSWA). Compliance with the National Local Authority Enforcement Code (the

Code) sets out what these are. It is mandatory and focuses on delivering proportionate and targeted enforcement using a risk-based approach.

In line with the Code, the Council adopts a risk-based intervention approach to health and safety enforcement, rather than undertaking proactive/routine inspections.

Promotion of national guidance and good practice for reducing public safety risks will be an ongoing consideration for Environmental Health.

## 2.16 Health and safety service requests and accidents investigations

Businesses are responsible by law under RIDDOR (Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 2013), for reporting certain types of accidents, ill-health and dangerous occurrences that occur in association with their business.

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

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

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

During the 2022-2023 year the Council received 42 enquiries and complaints in relation to health and safety concerns. This included:

- 21 x RIDDOR reports, and
- 21 x Health and Safety related service requests.

During the 2023-2024 (year to date 1<sup>st</sup> Feb 2024) the Council received enquiries and complaints in relation to health and safety concerns. This included:

- 24 x RIDDOR reports, and
- 14 x Health and Safety related service requests.

## 2.17 Health and safety enforcement actions

The Council completed a fatal accident investigation. Actions resulted in successful prosecution of the business owner and his company. Additional input from the Council was provided to support the Coroner's hearing. The company and business owner were fined and issued with a cost award of £110,000.

The Council have played a key role in transitional advice to individuals and business from the Covid-19 period to the time of full removal of restrictions. This for example, included Covid-19 related premises ventilation and safety advice to businesses.

Hart's Safety Advisory Group (SAG) has continued to support a diverse range of event organisers to ensure compliance with legislative restrictions, and to promote good practice for managing public safety at community events. The Council has worked with Hampshire County Council (HCC) Public Health teams and Hampshire Local Authorities to ensure a consistency of approach and establish best working practices.



### 3 Resources for 2024-2027

#### 3.1 Financial allocation 2024-2025 - budget

The Environmental Health – Commercial team has a budget £187,200 for 2024-2025 financial year. Full details of the Council’s budgets, and budget setting processes are published on the Council’s website.

[Financial budgets, fees and charges | Hart District Council](#)

#### 3.2 Staffing allocation

The Food Safety team is part of the Environmental Health team. The resource for food safety is:

- Principal Environmental Health Officer 1.0 FTE
- Environmental Health Practitioner(s) 1.2 FTE
- Environmental Health contractor 150 inspections per annum
- Business support officers 1.0 FTE

Plus the leadership and management of the Environmental Health & Licensing Manager.

Their time spent within these roles is broken down as below:

Lead food officer	Official food controls	Health and safety	Other food controls and training	Other service work
0.2 FTE	0.7 FTE	0.1 FTE	0.8 FTE	0.2 FTE

\*FTE = Full time equivalent

1 member of the team is authorised to carry out a full range of official food controls. The other member of staff is a graduate environmental health practitioner (EHP) working towards completing a programme of officer training to ensure all elements of FSA competencies are in place.

Currently, whilst the graduate EHP is undergoing training, which could take at least 12 months, there is only 0.7 FTE authorised to carry out official food controls including food hygiene inspections. The 0.7 FTE is also a lead officer responsible for the day-to-day operation of the food and health and safety service.

Successful completion of the training program, by the graduate EHP remains a key service priority for 2023-2024. Once authorised, there will be an additional 0.9 FTE to carry out official food controls.

Due to the loss of a suitably qualified officer in 2023 and until the graduate officer becomes suitably qualified it was and will be necessary to outsource the hygiene inspections.

A program of 130 low/medium risk category inspections were successfully completed by a qualified contractor which concluded in January 2024. Contracted inspections have been met from within existing Food Safety budgets.

The business support team equivalent to 1.0 FTE assists the food safety service.

There are currently three officers authorised to undertake health and safety enforcement. However, the time allocated to this service is limited to 0.1 FTE due to prioritisation given to Environmental Protection and Food Safety work.

At least 2.5 FTE authorised officers is required to meet food control targets based on the number of inspections visits expected to be carried out as outlined in section 2.

### 3.3 Staff development

The Council is committed to ensuring that officers have the required qualifications, skills, experience, and competencies commensurate with their work requirements. Staff are encouraged to attend a variety of relevant events to improve their competency to meet the FSA's minimum 20 hours of Continuing Professional Development (CPD) relating to food, the Competency Framework and the Chartered Institute of Environmental Health's CPD requirements.

All designated inspecting Officers will review and complete / update the Competency Matrix on a regular basis.

### 3.4 Quality assessment

The Council will continue to oversee the work of its officers to ensure that it complies with its legal requirements, the FLCoP and internal policies and procedures.

Examples of quality assurance checks include:

- accompanied monitoring inspections by the Senior/Lead EHP,
- 1:1 meetings with the officer and manager,
- regular Portfolio Holder updates,
- statistical performance monitoring e.g. inspection program,
- Quarterly reporting to the Council's Overview and Scrutiny Service Panel,
- completion of FSA statutory enforcement monitoring return and HSE (Health and Safety) LAE1 Return,
- participation in FSA national consistency exercises,
- completion and review of the FSA Competency Matrix,
- adherence to Environmental Health authorisation policy, and
- regulatory liaison and shared working practices through the Hampshire and IOW Food Safety Advisory Committee.

## 4 Review for 2022-2023 and 2023-2024

### 4.1 Key Performance Indicators (KPIs) and review against the service plan

KPIs are documented and reported on a quarterly basis to the Council's Overview & Scrutiny Service Panel. The KPIs are also subject to corporate collation and publication.

A review of KPIs for the Food Safety and Health and Safety service was undertaken in 2021/22, and then further updated in 2022/23.

The 2021/22 KPIs specifically reflect the milestones of the Food Recovery Plan and FSA objectives. This included specific reporting on strategic progress and key achievements.

The new 2022/23 KPIs were introduced to reflect the wide range of work areas covered by the Environmental Health team. These KPIs along with other Environmental Health service indicators better represent the customer service, response, and performance across the service.

The 2022-2023 performance indicators for Environmental Health team includes:

- EH1 – Percentage of scheduled/proactive Food Safety inspections undertaken within time, and
- EH3 – Percentage of Food and Health & Safety service requests (including RIDDORs, HSADV, food poisoning investigations) responded to within time.

New data reporting requirements were introduced by the FSA commencing in October 2023. These will be an ongoing requirement, consisting of 6 monthly statutory returns.

Internal mechanisms for data capture and reporting will be reviewed, and these statutory returns will be fully implemented by the Environmental Health team.

A review of performance against the Food Recovery Plan 2021-2023 is set out in Appendix 1.

Post pandemic, it should be noted that a significant focus of the Environmental Health team's work has been in providing regulatory support and advice to local businesses. The food and hospitality industry has undergone significant challenges, and structural changes in the last few years. The Environmental Health team have played a key role in supporting local business, ensuring regulatory compliance, and providing timely advice to food businesses operators through periods of transition.

Service performance data is collected, documented and published within Key Performance Indicators.

A food hygiene training programme did not take place due to Covid-19 transitions, limited staff resources, and wider service priorities.

Appendix 2 outlines the Action Plan for 2024-2027 with proposed timeframes.

## 4.2 Food hygiene inspections

In 2021-2022, 185 food premises were inspected.

In 2022-2023, 228 food premises were inspected.

In 2023-2024, 249 food premises were inspected (to date 1<sup>st</sup> Feb 2024).

Summary of interventions undertaken in 2023/24 (Jan end)				
Premises risk category	Total due for 2023/24	Completed interventions	Outstanding and carried into 2024/25	Percentage complete
A	0	0	0	N/A
B	19	16	3	84%
C	88	69	19	78%
D	148	120	28	81%
E	245	107	138	44%
Unrated	82	59	23	72%
Total	582	361	211	62%

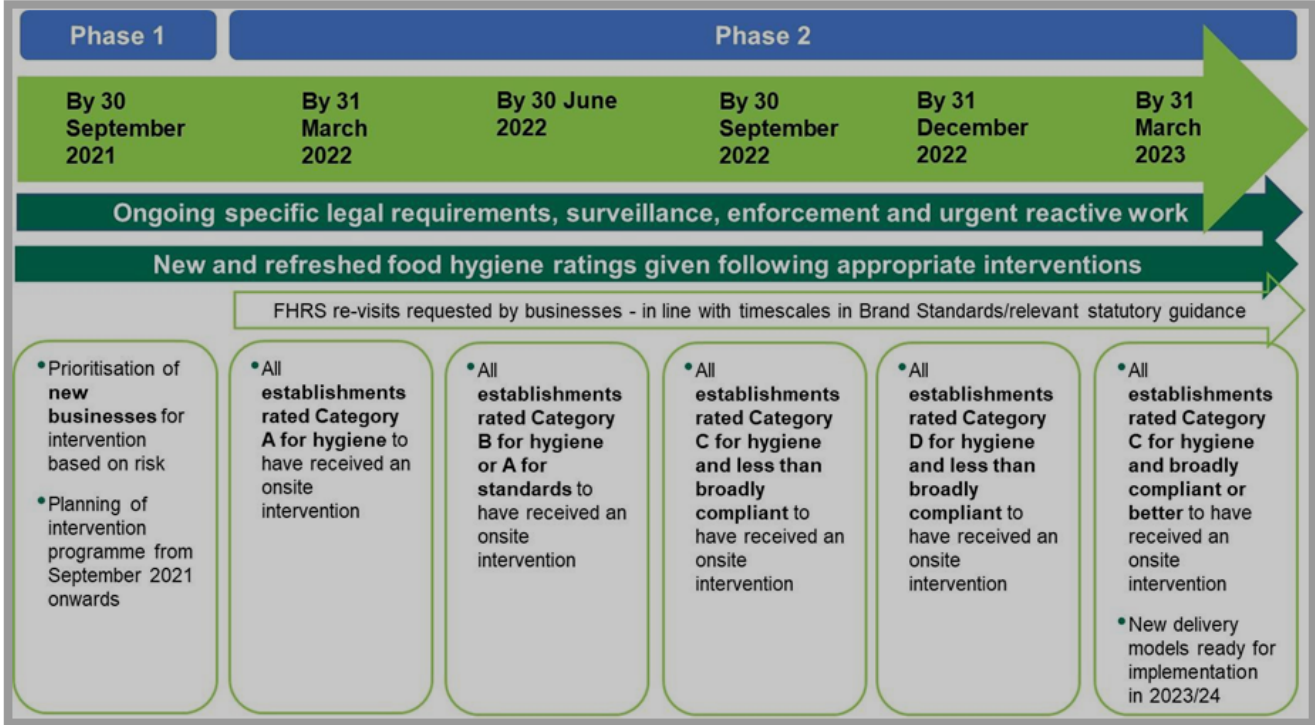
It is planned that 85% of businesses falling within category A-D are inspected and 50% of category E receive an intervention.

From April 2023 to end of January 2024, the following percentages of interventions were completed:

- 80% A-D
- 62% A-E
- 44% E

# Appendix 1: Food Recovery Plan 2021-2023: Strategic Review

Staged reporting of progress was required of all Local Authorities, with regular statistical returns being submitted to the FSA by Environmental Health.



Phase	Date	Requirement	Number inspected	% completed	Overall Compliance
<b>Phase 1</b>	By 30 Sept 2021	Inspection of all 'Unrated' premises. Prioritisation of new businesses for intervention based on risk	76	<b>100%</b>	Completed
<b>Phase 2</b> 1 <sup>st</sup> Oct 2021 to 31 <sup>st</sup> March 2023	By 31 March 2022	All Category A for hygiene to have received an onsite intervention and thereafter be back in the system for interventions in accordance with the Food Law Codes of Practice	2	<b>100%</b>	Completed
	By 30 June 2022	All Category B for hygiene to have received onsite intervention and thereafter be back in the system for interventions in accordance with the Food Law Codes of Practice	19	<b>100%</b>	Completed
	By 30 September 2022	Category C for hygiene – less than broadly compliant (FHRS 0, 1 or 2) to have received onsite intervention and thereafter be back in the system for interventions in accordance with the Food Law Codes of Practice	0	<b>N/A</b>	N/A
	By 31 Dec 2022	Category D for hygiene – less than broadly compliant (FHRS 0, 1 or 2)	1	<b>100%</b>	
	By 31 March 2023	Category C for hygiene – broadly compliant or better (FHRS 3, 4 or 5)	69	<b>99%</b>	
	Ongoing	Category D for hygiene – broadly compliant or better (FHRS 3, 4 or 5)			
	Ongoing	Category E for hygiene			

## Appendix 2: Food Safety Action Plan 2024-2027

Priority	Intervention	Target	Date	Outcome of Intervention	Performance Review
1	Continue to deliver programme of food hygiene inspections	<ol style="list-style-type: none"> <li>to inspect 85% inspection of all category A-D food hygiene inspections due in line with Food Hygiene Risk Rating Scheme. Priority given to inspect 100% of A and B and non-compliant C &amp; D,</li> <li>to carry out at least 50% of all due E rated interventions every year, and</li> <li>to inspect new food businesses within 28 days of opening in accordance with the FSA Code of Practice.</li> </ol>	April 2024 to March 2027	All food businesses rated according to risk and appropriate enforcement action taken in line with enforcement policy.	Annually
2	Sampling	<p>Participate in 2 studies per annum. Sample at least 25 food items and swabs every year.</p>	April 2024 to March 2027	Contribution to FSA and UKHSA sampling programmes. Improve National compliance.	Annually This is dependent on available staff resources.
3	Health and safety	Investigate RIDDOR report requiring Mandatory or Discretionary investigation in accordance with LAC Number: 22/13 (rev1) (Incidence Selection Criteria)	April 2024 to March 2027	Compliance with mandatory RIDDOR requirements. Promote health & safety compliance in the district.	Annually
4	Officer training	<ol style="list-style-type: none"> <li>maintain 20 hours of CPD in food safety in accordance with FSA Code of Practice, and</li> <li>ensure officer compliance and training with FSA competency matrix.</li> </ol>	April 2024 to March 2027	Ensure competency and development of officers within the team to comply with FSA Code of Practice.	Annually

5	Health and safety interventions	<ol style="list-style-type: none"> <li>1. seek compliance with HSE's LAC 67/2: "Setting Local Authority Priorities and Targeting Interventions" for 2023/24,</li> <li>2. undertake 15 health &amp; safety visits. These may include proactive inspections of electrical safety in hospitality settings or falls from height in warehouse environment, and</li> <li>3. undertake proactive health and safety interventions targeted at premises where local intelligence suggests that controls may not be sufficiently managed.</li> </ol>	April 2024 to March 2027	Promote improved health and safety compliance & awareness. Priorities linked to nationally identified risks.	Annually This is dependent on available staff resources.
6	Gas safety and pressure operated coffee machine maintenance	<ol style="list-style-type: none"> <li>1. ensure gas safety certificates and coffee machine certification within food businesses. Investigate &amp; enforce where necessary, and</li> <li>2. local focus on Gas Safety and pressure operated coffee machine maintenance during routine inspections to Food Premises.</li> </ol>	April 2024 to March 2027	Monitoring of maintenance of high-risk catering equipment with a view to protecting health and safety of employees	Annually
7	Primary Authority agreement	<ol style="list-style-type: none"> <li>1. officers to provide specialist health &amp; safety advice and guidance, and</li> <li>2. review Primary Authority agreement for BCA Marketplace Plc.</li> </ol>	April 2024 to March 2025	Supporting growth of national business. Ensure health & safety compliance. Income generation.	Annually
8	Review corporate website	<ol style="list-style-type: none"> <li>1. enable customers to better access to information and advice through our website. Promote and enable customer self-service. Promote efficiency and responsiveness, and</li> <li>2. ensure EH webpages are helpful, up to date, easy to navigate and comply with accessibility requirements.</li> </ol>	April 2024 to March 2027	Helping our customers help themselves. Part of a responsive and helpful council. Enhance online accessibility.	Annually



<p>9</p>	<p>New opportunities for enhanced ways of working</p>	<ol style="list-style-type: none"> <li>1. improvement and modernisation of software,</li> <li>2. enhanced use of communications software and social media,</li> <li>3. work with key stake holders to identify and implement new opportunities for enhanced ways of working, and</li> <li>4. online database management.</li> </ol>	<p>April 2024 to March 2027</p>	<p>Improved communications. Enhanced software and database management. Development of best practice.</p>	<p>Annually</p>
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## Useful Websites:

<b>Food Standards Agency (FSA)</b>	<a href="#">Homepage   Food Standards Agency</a>
<b>Food Hygiene Ratings</b>	<a href="#">Search for ratings   Food Hygiene Ratings</a>
<b>Safer Food, Better Business</b>	<a href="#">Safer food, better business (SFBB)   Food Standards Agency</a>
<b>Allergen Guidance for Businesses</b>	<a href="#">Allergen guidance for food businesses   Food Standards Agency</a>
<b>Free Allergen Training</b>	<a href="#">Home   FSA Food Allergy Training</a>
<b>Health and Safety Executive (HSE)</b>	<a href="#">HSE: Information about health and safety at work</a>
<b>The Royal Society for the Prevention of Accidents (RoSPA)</b>	<a href="#">RoSPA – The Royal Society for the Prevention of Accidents - RoSPA</a>

## **Cabinet**

**Thursday 4 April 2024**

**Hart Property Maintenance Company: Governance Review**

**Report of: Chief Executive**

**Cabinet Portfolio:** Climate Change and Corporate Services

**Key Decision:** No

**Confidentiality:** Non-Exempt

## **Purpose of report**

1. The purpose of this report is to review the governance arrangements associated with the management of Hart Housing Property Management Company Limited (trading as Butterwood Homes) (the Company).

## **Recommendation**

Cabinet agrees that:

- A. The Chief Executive, in consultation with the Portfolio Holder for Climate Change and Corporate Services, be authorised to replace the independent layperson with an officer appointed from the Council's Finance team, as a Company director.
- B. The Portfolio Holder for Climate Change and Corporate Services will be an observer and invited to attend scrutiny meetings between the Company and the Scrutiny Panel.
- C. Unless otherwise agreed upon between the Company and the Scrutiny Panel, only a single annual meeting is needed.

## **Background**

2. In June 2021, the Council formed a company (Hart Housing Property Management Company Limited (trading as Butterwood Homes)) to manage two properties comprising 41 flats. The Council is the Company's sole owner and aims to make these homes available for rent to key workers and affordable market rent housing. This helps the Council generate a steady income and own more assets.
3. As the Company's sole shareholder, the Council appoints directors and approves important decisions beyond what is agreed upon in the Business Plan. These decisions are made based on a formal agreement between the Council and the Company.
4. The company directors do not possess any executive powers except the ones granted by the shareholder. They are supposed to serve for two years unless the shareholder decides otherwise. Each Director holds the same voting power. A member of the Consultative Committee of Accountancy Bodies (CCAB) who

is qualified in accounting should be appointed as the Finance Director. Of the three Directors, two are Hart District Council employees, and the third is a layperson selected by the shareholder. The Chairman is nominated on an annual basis by the shareholders.

5. Cabinet and a four-member Company Scrutiny Panel oversee and control the Company's activities on behalf of the shareholder.
6. At the January 2024 Cabinet meeting, the Company's financial performance was reported as solid. The 2023/24 projections show the Company's stability beyond its initial set-up phase. The Scrutiny Panel was satisfied that the Company was accomplishing Hart District Council's desired aims.

### **Proposal**

7. The Company has been operating for nearly three years. From an operational point of view, it is operating well, but upon reflection, the arrangements can be refined. A review is also appropriate as the Company's operational model is now totally focused on property maintenance and management rather than pursuing growth and development options.
8. Although small, the Company generates a reasonable number of day-to-day issues that must be addressed. A more hands-on operational approach at the board level is needed to spread the workload. The skill set required to support the Company's operational management is now very different from that envisaged when the Company was set up. Rather than being a growing development company, the Company is now focused solely on property maintenance and management. In practical terms, the Company would also benefit from having a director who is more familiar with financial matters. The proposal, therefore, is that the independent layperson be replaced by a director appointed from the Council's Finance team.
9. The four-member Company Scrutiny Panel arrangement has worked very well. Its terms of reference are to receive a report from the Company on the following:
  - Financial performance in the previous quarter and year-to-date against the annual budget and latest business plan
  - Performance against agreed key performance indicators
  - Any matters previously agreed between the Company and the Shareholder
10. There is room for improvement. A solution that would encourage more effective engagement between the company, the Scrutiny Panel, and the Portfolio Holder is proposed. Inviting the Portfolio Holder to attend Scrutiny Panel meetings with the company enhances the potential for all parties to work together to achieve the best outcomes. It is also suggested that only a single annual meeting will be sufficient unless more is needed.

### **Overview and Scrutiny Committee Comments**

11. The Overview and Scrutiny Committee, at its meeting on 19 March 2024, supported this proposal.

**Action**

Subject to Cabinet's approval the changes proposed will be implemented with immediate effect.

**Contact:** Daryl Phillips, Chief Executive

## CABINET

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

April 2024

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
Fly Tipping Task and Finish Group Report	To ask Cabinet to review the recommendations and to carry out an appraisal of options for service delivery moving forward	4 Apr	No	Portfolio Holder - Regulatory	PL	Open
Draft Service Plans 2024/25	Cabinet to review and approve draft service plans for 2024/25 having regard to O&S comments and the approved budget.	4 Apr	No	Chief Executive	ALL	Open
Management Structure of Butterwood Homes	To consider proposed amendments to the Housing Company management structure.	4 Apr	Yes	Leader and Portfolio Holder - Strategic Direction and Partnerships	CX	Open

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
Food Safety Plan	To recommend to Council that the Food Safety Plan for 2024-2026 is adopted.	4 Apr	Yes	Portfolio Holder - Regulatory	PL	Open
Capital carry forward requests	To consider capital carry forward budget requests for schemes that have commenced or are committed but not completed by 31 March 2024, to avoid pausing progress until the outturn report in August	4 Apr	Yes	Portfolio Holder - Finance	FIN	Open
Appointment of Representatives on Outside Bodies	To confirm membership of Representatives of the Council on Outside Bodies	6 Jun	Yes	Leader and Portfolio Holder - Strategic Direction and Partnerships	CX	Open
Corporate Risk Register (Half Yearly Review)	To ask Cabinet to review and approve the Corporate Risk Register	6 Jun	Yes	Portfolio Holder - Climate Change and Corporate Services	ALL	Open

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
Climate Change Update	Cabinet to receive than update on progress against plans to facilitate Hart's Carbon Pathway	11 Jul	Yes	Portfolio Holder - Climate Change and Corporate Services	CS	Open
Update on the 5Cs Contract	To provide an update on the contract as it approaches its final year, and to agree any actions necessary.	11 Jul	No	Portfolio Holder - Climate Change and Corporate Services	CS	Fully exempt
Q4 Performance Plan Review	Q4 performance plan review report, following information reviewed at O&S	11 Jul	Yes	Portfolio Holder - Finance	ALL	Open
Revenue, Capital and Treasury Outturn 2023/24	To report the final position against budget and agree carry forward requests	1 Aug	Yes	Portfolio Holder - Finance	FIN	Open



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
Corporate Risk Register (Half Yearly Review)	To ask Cabinet to review and approve the Corporate Risk Register	7 Nov	Yes	Portfolio Holder - Climate Change and Corporate Services	ALL	Open
MTFS Emerging Pressures and Budget Strategy	To note emerging pressures on the Council's finances and agree a budget strategy for the coming year and consider changes to the Medium Term Financial Strategy	7 Nov	Yes	Portfolio Holder - Finance	FIN	Open
Q2 Forecast 2024/25 Revenue, Capital and Treasury Outturn	To report the forecasted position against budget	7 Nov	Yes	Portfolio Holder - Finance	FIN	Open
<b>Ongoing Items throughout the year</b>						
Climate Change updated and request for funding allocations for projects to deliver Action Plan	To update Cabinet on progress against Hart's Climate Change Action Plan		No	Portfolio Holder - Climate Change and Corporate Services	CS	

<b>Executive Decisions</b>		
Cllr Neighbour	The release of £3,546.70 of S106 funding collected for the provision of leisure and open space within the parish of Hartley Wintney for the following purpose: installation of accessible benches within the parish of Hartley Wintney	No call in
Cllr Neighbour	The release of £18,252.96 of S106 funding collected for the provision of leisure and open space within the parish of Hartley Wintney for the following purpose: installation of 5x energy efficient wall mounted hot/cold air systems in Appleton Hall and extension of accessible walkway/emergency exit for Jubilee Hall	No call in
Cllr Neighbour	The release of £21,080.49 of S106 funding collected for the provision of leisure and open space within the parish of Hartley Wintney for the following purpose: installation of floodlights at Hartley Wintney Tennis Courts	No call in
Cllr Neighbour	The release of £826.28 of S106 funding collected for the provision of leisure and open space within the parish of Hartley Wintney for the following purpose: Installation of a Freedom Rocket at Vaughan Millenium Orchard	No call in
Cllr Neighbour	The release of £24, 802.18 of S106 funding collected for the provision of leisure and open space within the parish of Hartley Wintney for the following purpose: provision of additional sport and leisure facilities at Lucy Pygott Centre including cricket nets/cages, all weather pitch/strip and croquet pitch	No call in

**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**

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
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### Cabinet Members

D Neighbour	Leader and Strategic Partnerships
J Radley	Deputy Leader and Finance
A Oliver	Development Management and Community Safety
T Clarke	Digital and Communications
T Collins	Regulatory
R Quarterman	Climate Change and Corporate
S Bailey	Community
G Cockarill	Planning Policy and Place

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### Note 3

#### 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

