

Service Board meeting Thursday 19th August 2021 – Place Service Quarter One

1 Service Overview

The Place Service covers a range of services focussed on delivering excellent services to our resident, businesses and other stakeholders.

We create a vision for the Place of Hart – Place Shaping - through the Local Plan and other development plan documents delivered by our Planning Policy & Economic Development team; and deliver the great developments – creating the Conservation Areas of the future – through Place Making and our Planning Development Management team.

Every day, we deliver critical services such as Environmental Health. We work hard to support economic growth, and employment opportunities for our residents. Meanwhile, we continue to strengthen the partnerships behind shared services and contributing to new strategic policies.

Behind the scenes, our business support and facilities teams provide the oil to ensure the engine keeps running.

A key feature of our 2021/22 Service Plan is the Council's response to the Covid-19 Pandemic and moving into the recovery phase.

1. Planning Policy / Strategic Planning
2. Economic Development, Employment & Skills
3. Development Management (inc Heritage & Enforcement)
4. Building Control
5. Street Naming & Numbering

- 6. Environmental Health
- 7. Licensing
- 8. Health & Safety
- 9. Business Support and Data
- 10. Land Charges
- 11. Facilities
- 12. Corporate Health & Safety

Matt Saunders:
**Business Support, Data &
Facilities**

Steph Baker:
**Development Management
& Building Control**

Neil Hince:
**Environmental Health &
Licensing**

Daniel Hawes:
**Planning Policy &
Economic Development**

2 Service Priorities

	Service Priority	Expected Outcomes	Completion date	Update Q1
1	Covid-19 Response	Office safe and prepared for social distance working Covid-19 Patrols Business Newsletter	On going	Help with ARG grants to Businesses (Harriet and Laura) Offices made safe for Officers to return to the office, desks safe distance apart COVID secure tea points and sanitisers on every desk. HSE business inspections
2	Covid-19 Recovery	Offices of the future	On going	See Economic Recovery work at item 25 below FSA Food Recovery Plan being prepared for Cabinet in Autumn
3	Uniform Project: Make better use of Uniform throughout the Service / Council to ensure we are making the best most efficient use of this product	To ensure we get the best use of the software to help run an efficient and effective service	On-going – continuous improvement	Establish a Project Plan (Autumn 2021) with a series of short, medium and long term actions. Project completed by 31 st March 2023
4	GIS Project: make better use of GIS throughout the Service/Council to ensure we are	To ensure we get the best use of the software to help run an efficient and effective service	On-going – continuous improvement	Establish a Project Plan (Autumn 2021) with a series of short, medium and long term actions. Project completed by 31 st March 2023

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	making the best most efficient use of this product			
5	Review all webpages relating to the Place Service to ensure they are helpful, up to date, relevant, easy to navigate. Includes overhaul of DM and Planning Policy pages	Helping our residents, businesses and other customers find the answers on-line 24/7 to enable more effective self-service	On-going – continuous improvement All Place webpages reviewed at least once per year Overhaul of DM & Planning Policy pages (1 st October 2021)	Establish a Project Plan (Autumn 2021) with a series of short, medium and long term actions. Project completed by 31 st March 2023
6	Improved Customer Satisfaction	Improved customer engagement and feedback Review criteria for Customer Excellence Award	Engaging with planning agents and developers and other stakeholders including set up agents' forum (Summer 2021)	Establish a Project Plan (Autumn 2021) with a series of short, medium and long term actions. Project completed by 31 st March 2023
7	Complaints: Examine level and nature of complaints received to identify any common causes or areas of concern	To reduce the number of complaints received in Place Service	Action Plan by 30 th June 2021	Council wide Complaints Audit (Jo Innes)

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8	Facilities Management	Preparing the office for new ways of working	On-going	Facilitating the Agile Working Policy
9	Implement the Development Management Service Action Plan	Improved Development Management service	Short 31 Mar 2021 Medium 31 Dec 2021 Long 30 Jun 2022	KPIs will be discussed with Joint Working Group in September BSU validation training ongoing Case management review Autumn 2021
10	Produce an Action Plan for the Planning Enforcement Service following the external review	Improved Planning Enforcement service	Summer 2021	Internal review ongoing Changes implemented to webpages and standard forms
11	Review pre-application advice process and introduce the use of Planning Performance Agreements (PPA) and frontloading (introduction of an appropriate Protocol)	Production of an updated pre-application service and associated charges	Summer / Autumn 2021	On-going – Autumn 2021 review

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12	Prepare a protocol and practice guidance note on Extensions of Time (EoTs) on planning applications	Ensure there is less need to seek EoT on the majority of planning applications	Summer 2021	New Protocol for Extensions of Time implemented and being trialled as of August 2021
13	Update the Planning Local Enforcement Plan	Best practice is to review and keep updated the Planning Local Enforcement Plan. Look to ensure there is conformity with similar plan across the Council	Autumn 2021	Being prepared following adoption of the Local Enforcement Plan for Environmental Health
14	Statement of Community Involvement (SCI)	Update to the SCI primarily linked to the Development Management service	Summer 2021	To Cabinet September 2021
15	Building Control: Maintaining market share and IT improvements	Data transfer and harmonising two systems	On-going	On-going
16	Review and update the Local	The LDS is a high-level project plan for	Spring 2021	Considering best approach in light of Planning White Paper

	Service Priority	Expected Outcomes	Completion date	Update Q1
	Development Scheme (LDS)	the production of development plan documents		Once known the LDS will be revised once we know the outcome of the Planning White Paper, and decide to progress with a new Local Plan and/or other Development Plan Document
17	Community Infrastructure Levy (CIL) charging schedule	A CIL charging schedule is first step to securing an increase in developer contributions towards infrastructure	<ul style="list-style-type: none"> Two consultations within the monitoring year Submit for examination Spring/Summer 2022 	Expect one consultation this year starting in Winter
18	Car & Cycle Parking Supplementary Planning Document (SPD)	New parking standards and guidance on how to design-in parking on new developments	Adopt Spring 2022	<p>Project is underway, consultants appointed to do the evidence base</p> <p>Aiming to adopt in Spring / Summer 2022</p>
19	Annual Monitoring Report (AMR)	Reports annually on development plan matters in accordance with legal requirements	December 2021	On track
20	Infrastructure Funding Statement (IFS)	Report of developer contributions towards infrastructure in	December 2021	On track

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		accordance with legal requirements		
21	Supporting Neighbourhood Plans	Supporting Parishes & Town Councils with Neighbourhood Plans including carrying out statutory functions e.g. public consultation, arranging examination, referenda & adoption	<p>Crondall and Crookham Village NPs referenda in May 2021</p> <p>Winchfield NP and Yateley NP have both started. Depending on their progress, based on current timetables during this year HDC could be arranging Reg 16 consultations, examinations, referenda and adoption (making) for both plans</p>	<p>Referenda held and both Crondall and Crookham Neighbourhood Plans have been formally 'made'</p> <p>Website updated including on-line mapping</p> <p>Yateley Neighbourhood Plan underwent Regulation 14 consultation on a draft Plan May to July 2021</p> <p>Yateley Town Council looking to submit before Christmas</p> <p>Winchfield Parish Council are reviewing their Neighbourhood Plan and are preparing Reg 14 consultation draft Plan</p>

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22	Fulfil legal and other obligations including: Housing data returns to Govt; Five Year Housing Land Supply; Self Build and Brownfield Registers; Assets of Community Value; TBHSPA JSPB related work.	Fulfil legal and other obligations. Up to date 5-year housing land supply position statement important for maintaining control over residential development.	Deadlines throughout the year, or ongoing tasks	<p>All on track</p> <p>Shoulder of Mutton currently within a 6-month Moratorium period during which time it cannot be sold – allows time for local community to make a bid for the property</p> <p>Work currently taking place to establish the 5-year supply</p> <p>AMR and Brownfield register update due by end of December 2021</p> <p>Self-build register maintained, and updated figures reported in AMR</p>
23	Employment Land Article 4 Direction	In light of recent changes to the Use Classes Order, and proposed changes to permitted development rights and the NPPF, consider a new Article 4 direction to protect key employment sites against permitted development rights from commercial to residential use	To be confirmed following Government consultation on changes to permitted development rights	<p>Received legal advice on current Article 4 Direction</p> <p>Decision to be taken this Autumn whether to pursue a new Article 4 Direction</p>

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24	Work with Town and Parish Councils to update Conservation Area Appraisals	Updated Conservation Area Appraisals. At present the following Parishes are involved: Odiham, Crondall, Fleet, Hartley Wintney.	Ongoing to parish timetables	<p>Odiham almost finished – next stages are consultation then finalising the document</p> <p>Crondall in progress</p> <p>Hartley Wintney PC considering way forward</p> <p>North Fleet – FTC considering way forward</p>
25	Covid-19 Economic Recovery Action Plan: deliver, monitor and review in light of changing circumstances	<p>Support for parishes to prepare town/village strategies</p> <p>Encourage inward investment</p> <p>Improved engagement with businesses</p>	Timescales contained within Economic Recovery Action Plan	<p>Economic Recovery work all but complete unless any work arises from Parishes wishing to progress Town/village centre action plans (having been introduced to the idea by the Council back in Spring)</p> <p>Inward investment site is live Why Hart District? Hart for Business High Skilled Workforce</p> <p>Engagement with Business complete for purposes of Economic Recovery, but Newsletter remains weekly/fortnightly</p>

	Service Priority	Expected Outcomes	Completion date	Update Q1
26	Update the Economic Strategy and Action Plan	An up-to-date strategy to supporting the local economy – aim to improve performance of local economy	Spring 2022 - subject to capacity (Economic Recovery Action Plan is priority)	Project planning underway now that Economic Recovery work ending
27	Helping local people into local jobs / assisting businesses with access to a skilled workforce	<p>Supporting delivery of the Hartland Village employment and skills plan</p> <p>Local companies better able to access suitable local workforce More local people helped into work</p>	2-year project from March 2020	<p>Job creation activities at Hartland Village including apprenticeships, Kickstart placements and DWP insight events</p> <p>A new community training hub has opened at Hartland Village to provide regular onsite activities for both FCOT and BCOT students, plus wider community groups</p> <p>Engagement with further developers within Hart to explore employment and skills opportunities</p> <p>Youth hub funding joint bid with Basingstoke and Rushmoor pending decision August 2021</p> <p>Working with the new Apprenticeship Hub to promote and identify opportunities with local employers</p> <p>Virtual job club launched to support those looking for work</p>

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				Additional online training and job support opportunities promoted to residents
28	Environmental Health	<p>Devise an Action Plan on how to improve EH Service including:</p> <p>Learn from the best EH services, focusing initially on statutory nuisance investigations</p> <p>Improve resilience of Service through cross skilling and enhancing procedures</p>	<p>Summer 2021</p> <p>On-going through recruitment, training and development of staff</p>	<p>EH recruitment progressing with full complement of staff expected by Sept 2021</p> <p>Programme of staff training and development ongoing</p> <p>Action plan for increased resilience and cross skilling being devised. Ongoing</p>

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29	Licensing	<p>Successful transfer of data from Hart to B&D's database</p> <p>Review and renewal of the Shared Licensing Service (current agreement expires July 2021)</p>	<p>Summer 2021</p> <p>Completion by July 2021</p>	B&D have pushed the data transfer to later in the year (currently planned October 2021) due to competing work pressures at B&D
30	Update the Fly Tipping Strategy	<p>To update the Council's strategy and priorities in relation to fly tipping</p> <p>To combat fly tipping in open spaces within the District</p> <p>To continue to raise awareness of fly tipping in the District through publicity.</p>	March 2022	<p>Successful prosecutions being conducted</p> <p>Schedule of prosecution cases being brought to court</p> <p>Outcome being publicised in press releases</p> <p>Participation in joint enforcement initiative and information sharing ongoing</p>
31	Reduce incidence of dog fouling through	Dog fouling patrols targeted at hotspots	Weekly dog fouling patrols for Parish	There are now a broader range of delivering our dog service functions including the enforcement of dog fouling through our

	Service Priority	Expected Outcomes	Completion date	Update Q1
	education and targeted enforcement	<p>Enforce District-wide Public Spaces Protection Order to deter dog fouling</p> <p>Review effectiveness of PSPO</p>	<p>Councils and directed patrols in hotspots</p> <p>On-going</p> <p>March 2022</p>	<p>partnership with East Hampshire District Council, as well as the wealth of support our Countryside team provide to dog walkers when in our country parks</p> <p>Hart also offers a subsidised service to Parish & Town Councils to purchase a patrol service for land under their control</p>

3 Service risk register

A detailed service risk assessment has been completed and is reviewed at a minimum quarterly. This helps inform the Hart District Council Corporate Risk Register which is reported to Overview & Scrutiny Committee on a quarterly basis.

Ref Number	Group	Description	Impact	Source of Risk	Prior Assessment			Existing Controls	Effectiveness of Controls	Current Assessment			Further Mitigations	Risk Owner	Notes
					Likelihood	Consequence	Risk Rating			Likelihood	Consequence	Residual Risk			
Place 1	Contract for Legal Services	Poor advice is provided, cost creep, unlawful decision making	Reputational Risk - not adherence with laws and regulations	Basingstoke contract	3 - Possible	4 - Critical	12	Ongoing discussions and performance management.	Satisfactory	3 - Possible	2 - Moderate	6		Mark Jaggard / Emma Foy	
Place 2	Staffing	Loss of key staff		Leave the organisation to work elsewhere / retire	3 - Possible	3 - Major	9	Succession planning, appropriate staff recognition	Satisfactory	3 - Possible	1 - Minor	3		Mark Jaggard	
Place 3	Staffing	Loss of key staff	Unable to deliver key services / Service Plan	Covid 19 - sickness - or moved onto emergency plan	4 - Likely	3 - Major	12	Movement of staff around the organisation	Satisfactory	3 - Possible	2 - Moderate	6		Mark Jaggard	
Place 4	Licensing	Ensuring a high quality service is delivered to our customers	Reputational Risk	Working relationship with B&DBC	4 - Likely	2 - Moderate	8	Reviewing working relationships; review mechanisms	Limited	3 - Possible	2 - Moderate	6		Mark Jaggard	
Place 5	Planning (Planning Policy & Development Management)	Impact of Planning White Paper and other Govt Changes	Major changes to planning services, potential roles and responsibilities and work priorities	National changes	4 - Likely	3 - Major	12	Respond to existing consultations; plan for different scenarios; highlight budget process	Limited	4 - Likely	2 - Moderate	8		Mark Jaggard	
Place 6	Licensing	Completion of the new Deed with Basingstoke & Deane	No Licensing Service	Contract with B&D	3 - Possible	4 - Critical	12	Working with B&D	Limited	1 - Rare	1 - Minor	1		Mark Jaggard	
Place 7	Policy	Community Infrastructure Levy (CIL) Charging Schedule			1 - Rare	1 - Minor	1			1 - Rare	1 - Minor	1		Mark Jaggard	

4 Performance indicators and targets

KPI	Description	Annual Target	Q1 2021/22
Development Management (KPIs currently under review)			
	Major development application decisions made within the statutory determination period	60%	100%
	Minor development application decisions made within the statutory determination period	70%	85.2%
	Other application decisions made within the statutory determination period	85%	80.4%
	% of Tree Preservation works applications determined within eight weeks	90%	94.4%
	Planning application fee income	<i>Data only</i>	£149,585 (only including Major, Minor and Other Applications)
	Income from Pre-Application Advice and PPAs (including LBCs)	<i>Data only</i>	£87,535.87 (£34,681 + Bramshill £52,854) NB: These figures inc

KPI	Description	Annual Target	Q1 2021/22
			3 rd party consultant fees to be paid out by the Council
Building Control			
	Number of Building Control Applications Received	<i>Data only</i>	101 Full Plans applications 89 Building Notices 79 Initial Notices
	Building Control income	<i>Data only</i>	TBC
Environmental Health			
	% of proactive inspections (including food, health and safety, animal welfare and licensed premises) completed within prescribed time	80%	KPIs under review
	% of Environmental Health complaints (including noise, public health, food) responded on time	90%	KPIs under review
	Number of fly-tipping enforcement actions	<i>Data only</i>	2 Prosecutions undertaken. (1x Successful- Duty of Care, 1x Ongoing -

KPI	Description	Annual Target	Q1 2021/22
			deposition of waste)
	Number of fly-tipping complaints received by service	<i>Data only</i>	24
	Income	<i>Data only</i>	
	Number of Food Hygiene Training sessions run / number of participants	<i>Data only</i>	Not undertaken due to Covid restrictions, and available resources.
Planning Policy			
% of Local Development Scheme (LDS) milestones met	The LDS is the project plan for all development plan documents and sets out the key milestones	100%	N/A
Completion of SANG/Strategic Access Management and Monitoring (SAMM) returns and payments to Hampshire County Council	<p>HCC act as 'banker' for monies paid by developers to Blackwater Park SANG and for the SAMM project (Strategic Access Management and Monitoring).</p> <p>Each quarter it is necessary to transfer funds received to HCC along with information regarding the developments which the monies relate to, (numbers and sizes of dwellings etc.)</p>	Quarterly returns to HCC submitted on time	TBC

KPI	Description	Annual Target	Q1 2021/22
(HCC)			
Brownfield Register	Statutory Duty to publish annually an update to the register of previously developed land that has been deemed as suitable for residential development	Publish by 31 st December each year	N/A
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 st December each year	N/A
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 st December each year	N/A
Housing Land Supply Position Statement	Identifies whether the Council has at least a 5-year supply of land for housing, which is a requirement of national planning policy.	Publish by end September each year	On track

5 Quarter One 2021/22: Key Challenges and Achievements

- Facilitating Agile Working policy for staff
- Offices COVID-19 secure to allow safe return to the office environment
- Challenges of staff resourcing in DM in the context of long-term sickness and resignation
- Significant peak in DM application submissions; well above previous 2 years (national trend)

- Despite the challenges, strong performance in terms of dealing with applications within deadlines or agreed EoTs

6 Looking forward to Quarter Two 2021/22: Key Deliverables

- UNI-form Improvement Project Plan
- GIS Improvement Project Plan
- Generate an Action Plan following the Enforcement review
- Establish Case Management Protocol
- Confirm KPIs for DM in Hart at September working group