



Service Board meeting Tuesday 23rd November 2021 – Place Service Quarter Two

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 Q2
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 Offices made safe for Officers to return to the office, bookable desk spaces, desks safe distance apart, COVID-secure tea points and sanitisers on every desk, ventilation on office floors and meeting rooms HSE business inspections completed
2	Covid-19 Recovery	Offices of the future	On going	See Economic Recovery work at item 25 below FSA Food Recovery Plan approved by Cabinet in October, Council in November 2021 All Food Inspections required for 30 th September 2021 completed in time
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 (Winter 2021) with a series of short, medium, and long-term actions. Project completion deadline 31 st March 2023

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4	GIS Project: make better use of GIS 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 (Winter 2021) with a series of short, medium and long-term actions. Project completion deadline 31 st March 2023
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)	Scope of project is evolving due to decision to procure new web platform. Meetings being held with the Change and Digital Manager 17 th November 2021 Establish a Project Plan (Winter 2021) with a series of short, medium and long-term actions Project completion deadline 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)	Customer service training set for 25 th November 2021 Establish a Project Plan (Winter 2021) with a series of short, medium and long-term actions. Project completion deadline 31 st March 2023 Planning Agents and developer Forum has not yet been set up

	Service Priority	Expected Outcomes	Completion date	Update Q2
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) See update under item 6 above Action Plan not yet completed, move to Spring 2022
8	Facilities Management	Preparing the office for new ways of working	On-going	Completed: Facilitated the Agile Working Policy
9	Implement the Development Management Service Action Plan	Improved Development Management service	'Expected' milestones: Short 31 Mar 2021 Medium 31 Dec 2021 Long 30 Jun 2022	Action Plan and the KPIs were discussed at Joint Working Group in September 2021 BSU validation training ongoing Customer service training for DM staff in Autumn 2021 Case management review undertaken in Autumn 2021 and protocol established Overall assessment 'green' although some items within the DM Service Action Plan are 'amber'
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 <i>Note: 0.5 FTE Enforcement Officer transferred to Development Management cases due to increase in workload</i>

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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	PPAs already in place for major pre-applications, consideration of extending this to applications, for example Hartland Village, Grove Farm and Bramshill Charges reviewed Autumn 2021 as part of the wider review of Fees & Charges for the Budget Setting Process
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	Complete. New Protocol for Extensions of Time implemented late 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 & Licensing Move to Spring 2022

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14	Statement of Community Involvement (SCI)	Update to the SCI primarily linked to the Development Management service	Summer 2021	Complete. Adopted by Cabinet September 2021
15	Building Control: Maintaining market share and IT improvements	Data transfer and harmonising two systems	On-going	On-going. Joint (Hart & Rushmoor) Portfolio Holder working group held Autumn 2021
16	Review and update the Local Development Scheme (LDS)	The LDS is a high-level project plan for the production of development plan documents	Spring 2021	<p>The review of the Local Development Scheme was put on hold pending the outcome of the Planning White Paper. This is now not expected until Spring 2022 following the appointment of Michael Gove as new SoS and the reinvention of MHCLG into DLUHC</p> <p>Cabinet considered a report on the Local Plan at its meeting November 2021. Cabinet resolved that a Local Plan review assessment is carried out once any 'Planning Bill' has passed through Parliament and the Government has issued any associated updated guidance</p>
17	Community Infrastructure Levy (CIL) charging schedule	A CIL charging schedule is first step to securing an increase in developer	<ul style="list-style-type: none"> Two consultations within the monitoring year Submit for examination 	Following consideration by Overview & Scrutiny in October, Cabinet approved the Preliminary Draft Charging Schedule for consultation at its November 2021 meeting. Consultation began Friday 5 th November for 6 weeks until Friday 17 th December 2022

	Service Priority	Expected Outcomes	Completion date	Update Q2
		contributions towards infrastructure	Spring/Summer 2022	
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	Project is underway, consultants appointed to do the evidence base Aiming to adopt in Spring / Summer 2022 - summer looking more achievable as it needs to go through consultation process.
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 accordance with legal requirements	December 2021	On track
21	Supporting Neighbourhood Plans	Supporting Parishes & Town Councils with Neighbourhood Plans including carrying out statutory functions e.g. public consultation,	Crandall and Crookham Village NPs referenda in May 2021 Winchfield NP and Yateley NP have both	Referenda held and both Crandall and Crookham Neighbourhood Plans have been formally 'made' Website updated including on-line mapping Yateley Neighbourhood Plan underwent pre-submission consultation during May to July 2021. The Council fed back comments on the draft plan, signed off by James Radley. Since

	Service Priority	Expected Outcomes	Completion date	Update Q2
		arranging examination, referenda & adoption	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>then officer level discussions have taken place in response to draft revisions to the plan.</p> <p>The Town Council submitted the plan for examination on 8 November 2021. HDC will now lead the process of submission consultation and appoint an examiner to hold the examination.</p> <p>Winchfield Parish Council are reviewing their Neighbourhood Plan and are preparing Reg 14 consultation draft Plan</p>
22	<p>Fulfil legal and other obligations including:</p> <p>Housing data returns to Govt; Five Year Housing Land Supply; Self Build and Brownfield Registers; Assets of Community Value; TBHSPA JSPB related work.</p>	<p>Fulfil legal and other obligations. Up to date 5-year housing land supply position statement important for maintaining control over residential development.</p>	<p>Deadlines throughout the year, or ongoing tasks</p>	<p>All on track bar the 5-year land supply which we aim to publish in September each year. Delayed to revisit windfall allowance, and recent legal case. The document has been prepared</p> <p>Shoulder of Mutton (ACV) currently within a 6-month Moratorium period during which time it cannot be sold – this expires 10 December 2021 and allows time for local community to make a bid for the property</p> <p>AMR and Brownfield register update due by end of December 2021</p> <p>Self-build register maintained, and updated figures to be reported in AMR</p> <p>Overall assessment 'green' although delay in publishing 5-year land supply figures</p>

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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	Project now cancelled in light of Government advice
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	Odiham out to consultation Crondall in progress Hartley Wintney PC considering way forward North Fleet – FTC considering way forward

	Service Priority	Expected Outcomes	Completion date	Update Q2
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.</p> <p>We engaged with the main Town & Parish councils on how to commence a Town / Village Action Plan. Odiham has done one – we are currently responding to Odiham Centre action Plan which his out to consultation</p> <p>Inward investment site is live Why Hart District? Hart for Business High Skilled Workforce</p> <p>Hart District Council was allocated £86,003 from the Government’s Welcome Back Fund. Parish and Town Councils, Business Improvement District or other relevant stakeholders were given the opportunity to submit a bid, identifying projects, which would meet the Welcome Bank fund criteria. In October, Cabinet approved the following applications to progress:</p> <ul style="list-style-type: none"> • Fleet Bid/Fleet Town Council - The temporary installation of up to three parklets on wider pavement sections of Fleet Road. • Odiham Parish Council - Production of a two-sided leaflet promoting local businesses: Creation of picnic areas - Hiring 10 picnic benches; the provision of bins, bin emptying and associated wayfinding. • Yateley Town Council - Large Lit Christmas Character; Picnic Tables; Wildflower Turf; Heavy-Duty Gazebo for community; Larger capacity dual litter/recycling bins <p>Engagement with Business complete for purposes of Economic Recovery, but Newsletter remains weekly/fortnightly</p>

	Service Priority	Expected Outcomes	Completion date	Update Q2
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)	<p>Timing of a new Economic Strategy currently being considered in light of savings, Local Plan review etc</p> <p>Officers are re-visiting the action plan following Covid-19 response to see what actions have been completed, what are outstanding, and whether there are any new actions to identify</p>
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</p> <p>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, plus a new onsite community training hub</p> <p>North Hants youth employment skills zone joint initiative with Rushmoor, Basingstoke and Hart due to launch January 2022</p> <p>Ongoing employer engagement and promotion of incentive schemes such as apprenticeships and the Kickstart schemes</p> <p>Virtual job club 'Here for Hart' launched to support those looking for work</p>

	Service Priority	Expected Outcomes	Completion date	Update Q2
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>New Environmental Health & Licensing Local Enforcement Plan approved by Cabinet at its meeting in July 2021</p> <p>New Food Recovery Plan approved by Cabinet October 2021, Council to approve in November 2021. Premises which needed to be visited by end September completed</p> <p>Formal returns to the FSA completed</p> <p>EH recruitment progressing towards full complement of staff. Ongoing</p> <p>New staff Members now embedded within Team</p> <p>Programme of staff training, development and cross skilling ongoing</p>
29	Licensing	<p>Successful transfer of data from Hart to B&DBC'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>	<p>B&D have pushed the data transfer to later in the year (currently planned Winter 2021/Spring 2022) due to competing work pressures at B&DBC. All work required by Hart District Council are complete</p> <p>Cabinet agreed to renew Shared Licensing Service deed at its meeting on 1st July 2021</p>

	Service Priority	Expected Outcomes	Completion date	Update Q2
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>3 no. successful prosecutions conducted, and schedule of prosecution cases pending court action. (1 no. further successful prosecution concluded in October)</p> <p>Outcomes being publicised in press releases</p> <p>Participation in joint enforcement initiative 'Operation Wolf' with Police and Environment Agency. Press release produced</p> <p>Fly tipping information sharing agreements ongoing</p>
31	Reduce incidence of dog fouling through education and targeted enforcement	<p>Dog fouling patrols targeted at hotspots</p> <p>Enforce District-wide Public Spaces Protection Order to deter dog fouling</p> <p>Review effectiveness of PSPO</p>	<p>Weekly dog fouling patrols for Parish Councils and directed patrols in hotspots</p> <p>On-going</p> <p>March 2022</p>	<p>There is a broad range of delivery for our dog service functions including the enforcement of dog fouling through our partnership with East Hampshire DC, 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
					Likelihood	Consequence	Risk Rating			Likelihood	Consequence	Residual Risk		
Place 1	Contract for Legal Services	Delayed or late legal advice	Reputational Risk - potential missing planning/appeal deadlines or serving of notices deadlines, in adherence with laws and regulations	Basingstoke contract + Working relationship with B&DBC	3 - Possible	3 - Major	9	Regular meetings, improved dialogue and collaboration.	Satisfactory	2 - Unlikely	2 - Moderate	4		Mark Jaggard / Emma Foy
Place 2	Staffing	Loss of key staff and unable to recruit	Unable to deliver key services / Service Plan	Leave the organisation to work elsewhere / retire / redundancy and recruitment issues for short or long-term	3 - Possible	3 - Major	9	Succession planning, appropriate staff recognition, backfilling with agency staff	Satisfactory	3 - Possible	3 - Major	9		Mark Jaggard
Place 3	Staffing	Loss of key staff	Unable to deliver key services / Service Plan	Sickness or moved onto Covid-19 emergency plan	3 - Possible	3 - Major	9	Movement of staff around the organisation	Satisfactory	3 - Possible	3 - Major	9		Mark Jaggard
Place 4	All other shared services: Licensing / Building Control	Failing to deliver a high quality service to our customers	Public safety, reputational risk	Working relationship with B&DBC and Rushmoor BC	3 - Possible	3 - Major	9	Regular meetings, improved dialogue and collaboration.	Satisfactory	2 - Unlikely	3 - Major	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	Limited	3 - Possible	2 - Moderate	6		Mark Jaggard
Place 6	Licensing	Completion of the new Deed with B&DBC	No Licensing Service	Contract with B&DBC	3 - Possible	4 - Critical	12	Cabinet agreed new Deed in Summer 2021	Satisfactory	1 - Rare	1 - Minor	1		Mark Jaggard
Place 7	Policy	Community Infrastructure Levy (CIL) Charging Schedule	Delays to CIL project, financial implications, found unsound	Risk from unadoption of Charging Schedule	3 - Possible	3 - Major	9	Proper project management, risk assessment, legal advice	Satisfactory	2 - Unlikely	2 - Moderate	4		Mark Jaggard
Place 8	Policy	Community Infrastructure Levy (CIL) Charging Schedule	Missed deadline for implementation, incorrect monitoring, failure of internal processes	Consequences of implementation of CIL	3 - Possible	3 - Major	9	Proper project management, risk assessment, legal advice	Satisfactory	2 - Unlikely	2 - Moderate	4		Mark Jaggard
Place 9	Place	Idox down	Inability to perform key services, issue decisions or retrieve data, public perception and confidence	Idox issues, data storage	2 - Unlikely	5 - Catastrophic	10	Regular Idox updates and contact with Idox via account meetings	Satisfactory	2 - Unlikely	5 - Catastrophic	4		Mark Jaggard
Place 10	Env.Health	Imposition of new Covid enforcement requirements	Reduction in key services. Diversion of EH resources	National changes and public health legislation	4 - Likely	3 - Major	12	Appropriate staff awareness and training. Potential redeployment of staff resources.	Limited	4 - Likely	2 - Moderate	8		Mark Jaggard

4 Performance indicators and targets

KPI	Description	Annual Target	Q2
Development Management (KPIs currently under review)			
	Major development application decisions made within the statutory determination period	60%	94%
	Minor development application decisions made within the statutory determination period	70%	79%
	Other application decisions made within the statutory determination period	85%	75%
	% of Tree Preservation Order works applications determined within eight weeks	90%	93%
	Planning application fee income – at 31 st October 2021	<i>Data only</i>	£637,216
	Income from Pre-Application Advice and PPAs (including LBCs) – at 31 st October 2021	<i>Data only</i>	£118,164
Building Control			
	Number of Building Control Applications Received	<i>Data only</i>	101 Full Plans 89 Building Notices 79 Initial Notices

KPI	Description	Annual Target	Q2
	Building Control income – at 31 st October 2021	<i>Data only</i>	£237,780
Environmental Health			
	% of proactive inspections (including food, health and safety, animal welfare and licensed premises) completed within prescribed time	<i>Data only %</i>	Please see notes below re Food Recovery Plan
	% of Environmental Health complaints (including noise, public health, food) responded on time	<i>Data only %</i>	Please see below contextual information
	Number of fly-tipping enforcement actions	<i>Data only</i>	3 Prosecutions undertaken. (2x Successful- Duty of Care, 1x Ongoing - deposition of waste) 11x Community Protection Warnings. 2x prosecutions pending for Q3.
	Number of fly-tipping complaints received by service	<i>Data only</i>	60
	Environmental Health income – at 31 st October 2021	<i>Data only</i>	£17,107
	Number of Food Hygiene Training sessions run / number of participants	<i>Data only</i>	Not undertaken due to Covid-19 restrictions,

KPI	Description	Annual Target	Q2
			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 LDS is out of date – see Notes below
Completion of SANG/Strategic Access Management and Monitoring (SAMM) returns and payments to Hampshire County Council (HCC)	<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	October deadline missed but work is in progress – should be submitted in November. Not a statutory deadline.
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	To be published in November 2021 – see notes below. Not a statutory deadline
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	On track

KPI	Description	Annual Target	Q2
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	On track
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	On track

Notes on Performance Indicators and Targets

Planning application fee income

The current fee income at end of October 2021 is £637,216

Full year budget target is £745,300

In addition applications are being registered and validated for Grove Farm (£65k) plus Hartland Park Phase 3.

Income from Pre-Application Advice and PPAs

The current pre application income at end of October 2021 is £118,164 (gross)

Plus invoices for circa £40,000

Full year budget target is £170,293 (net)

These figures inc 3rd party consultant fees to be paid out by the Council

Building Control income

The current Building Regulations application & inspection fees end of October 2021 is £237,780

Full year budget target is £324,000

Environmental Health income

The current fee income at end of October 2021

Environmental Health fee income (Dangerous wild animal licence, other licence, pest control income, fees for service) is £9,235

Environmental Protection fee income (pollution control permit licence) is £7,872

Full year budget target is Environmental Health Commercial fee income £13,052

Full year budget target is Environmental Protection fee income £8,000

Food Recovery Plan

Service priority given to production of 'Food Recovery Plan' to meet the national requirements of the Food Standards Agency (F.S.A).

Hart FRP received approval by O&S, Cabinet, and is currently pending final approval by Council in November. Phase 1 requirements of the Hart FRP undertaken in respect of 'Unrated' food businesses. FRP Phase 1 (and national target) successfully achieved by target date of 30th September. No.76 food safety inspections or interventions completed by required date.

Local Development Scheme

The LDS is the published timetable for all development plan documents that comprise the local plan. It sets out the key milestones for each one. The published LDS is available at [LDS 9th Revision May 2019 v1.0 approved GC.pdf \(hart.gov.uk\)](#)

The current LDS was published in May 2019 and refers to three documents:

1. the now adopted local plan 2014-2032
2. a Traveller DPD
3. a Development Management Policies DPD.

The Traveller DPD and Development Management DPD are not being progressed although work did start on the Traveller DPD in 2019/20 and we have an up-to-date needs assessment (GTAA) published. A call for sites did not generate any suitable site options.

Cabinet agreed on 4th November 2021 to undertake a review of the local plan in 2022 when more is known about the proposed changes to the planning system. That would lead to a decision about the scope of an update to the local plan, and then a revision to the LDS. A new local plan would pick up the issues of Travellers and non-strategic policies.

Five-year land supply

Work commenced during Q2 but unusual issues this year have led to some delays. The member of staff who previously dealt with this matter left earlier in the year, and the replacement is being trained. Also, we have developed a new approach to the windfall allowance which is intended to be a more realistic assessment.

5 Quarter Two 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 - adverts went live Monday 8th November 2021
- Plateau but high number of 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
- Establish Case Management Protocol
- Established Extension of Time Protocol
- Created a simpler Committee report template for the Uniform system
- Arranged a Customer Service Training Session for Development Management Team
- Cleared a backlog of legacy planning applications so that they no longer pre-date January 2020
- Initiated a validation procedure for BSU staff to follow for reminders, deadlines and maximum return dates
- Took the Council's updated Statement of Community Involvement (SCI) to Cabinet in September 2021 and it was adopted which means a 3-week consultation (subject to flexibility) and cessation of non-statutory site notices
- Implemented changes to the Duty Planner service
- Completion of Phase 1 inspection targets for Food Recovery Plan
- CIL out for consultation (November 2021 for 6 weeks)
- Joint working with Housing on First Homes
- New evidence base on Hart's need for older persons specialist accommodation
- Input into Odiham Conservation Area Appraisal
- Recruitment of apprentice to Technical Services

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

- UNI-form Improvement Project Plan
- GIS Improvement Project Plan
- Generate an Action Plan following the Planning Enforcement review
- Consideration of government back-office planning system funding options to streamline or enhance digital planning services
- Creation of Environment Act briefing note for Planning Committee Members
- Implement a customer service action plan or charter following training
- Confirm KPIs for DM in Hart from September working group
- Five-year housing land supply position statement
- Annual Monitoring Report (AMR)
- Brownfield Register
- Infrastructure Funding Statement (IFS)
- Yateley Neighbourhood Plan Regulation 16 consultation
- Interim Policy Statement on First Homes to O&S Nov and Cabinet December
- Recruit apprentice to BSU