



**Service Panel Meeting Monday 7 March 2022 - Environment and Technical Services Quarter Three**

**1.0 - Performance against Service Plan.**

	<b>Service Priority</b>	<b>Link to corporate plan</b>	<b>Expected Outcomes</b>	<b>Update on 07 March 2022</b>
<b>1</b>	Delivery of the council's response to Covid-19 pandemic	Statutory requirement	Ensure that the Council meets its statutory obligations under the Civil Contingencies Act.	All staff now deployed on BAU activities.
<b>2</b>	New ways of working	Corporate	Working with the council's operational recovery team to identify and implement opportunities for new ways of working.	Apart from the parking team who are office based the agile working policy is now being operated by all staff.
<b>3</b>	Identify budget saving/ increased income opportunities.	Corporate	Review all service budgets for saving/income opportunities.	Level 2 savings now approved, working with leadership team on the development of level 3 savings proposals.

4	Co-ordination of Harts climate change action plan.	Improve energy efficiency Promote a clean environment	Facilitate member and officer working group meetings and provide update reports to Cabinet.	Consultants appointed to prepare carbon pathway report for Hart. This will detail what the council needs to do to achieve its carbon emission targets. Full council will be provided with progress update at its April 22 meeting.
5	Develop a proposal for the installation of electrical vehicle charging points on land in Hart's ownership.	Improve energy efficiency Promote a clean environment	Develop and tender proposal.	Final draft for further competition is being finalised anticipate being able to request proposals using the Kent framework in April.
6	Replacement of Harts vehicle fleet with electric vehicles.	Improve energy efficiency Promote a clean environment	Produce costed proposal for replacement of Harts vehicle fleet with Electric vehicles.	Proposal produced for countryside service, this will be extended to include other Hart owned vehicles.
7	Increase knowledge and awareness of climate change matters	Improve energy efficiency Promote a clean environment	Arrange staff and member training sessions.	<p>Great Big Green Week 18th - 26th Sept '21 provided focus for climate change comms.</p> <p>Working Group approved climate change communications plan which is regularly reviewed and updated.</p> <p>Daily comms put out during COP 26.</p> <p>Winter edition of Hart News included Climate Change focus <a href="#">Hart News Winter 2021 FINAL PRINT-compressed.pdf</a></p> <p>Monthly staff briefings include climate emergency update.</p>

				<p>Carbon literacy training for key officers and members held in December 21.</p> <p>Recent communications campaigns have included: Great big energy week - early January. Green Homes Grant launch – end of January.</p> <p>Future campaigns include: Global recycling day – March Sustainable Business Network event - March Earth Day - April World Environmental Day - June Bike Week - June World Car Free day - September COP 27 – November</p> <p>Corporate communications team will shortly be recruiting a new member of staff who will focus on climate change communications.</p>
8	Reduce carbon emissions from Harts operational buildings.	Improve energy efficiency Promote a clean environment	Energy audit to be completed of Hart operational buildings.	<p>Energy audit of civic offices &amp; countryside workshop carried out. Final report has been reviewed and to be discussed with consultants.</p> <p>Project to install solar PV has been approved proposals to be sought in March for approval in early April. If agreed will save an estimated 12.8tCO<sub>2</sub>e in first year and generate 60,000KWh/annum.</p>
9	Carbon offsetting	Improve energy efficiency	Produce draft proposal for carbon offsetting on Hart owned land.	Action to be carried forward to 22/23 service plan - December Cabinet agreed commissioning of

		Promote a clean environment		consultants to produce Biodiversity Net Gain report which will consider proposals for carbon offsetting, specification for commission currently being prepared. Bid for grant funding submitted,
10	Reduction in carbon emissions from contracted services.	Improve energy efficiency Promote a clean environment	Work with Serco and Street care team to develop carbon reduction plan for services.	Have agreed carbon reporting framework with Serco and are currently awaiting baseline data to be submitted. Also working with Serco to identify potential offsetting projects and opportunities for running vehicles on Hydrotreated Vegetable Oil (HVO).  Discussing revised KPIs for energy use and carbon emissions with Everyone Active.  New agreement for provision of street care services includes requirement to monitor and identify opportunities for minimising carbon emissions.  Replacement vehicle fleet for street care service ordered (awaiting delivery), includes new grass cutting equipment and electric van for the service manager.
11	Climate change adaption plan.	Improve energy efficiency Promote a clean environment	Produce a climate change adaption plan for Hart.	Action to be carried forward to 22/23 service plan - Awaiting recommendations form carbon pathway report before commencing work on the adaption plan.
12	Delivery of Fleet Pond Green Corridor - Phase 1	Enhance access to open space and recreation facilities	Contract for Phase 1 to be awarded.	Work on programme - commenced on site in December 21 anticipated completion 31 March 21.

		Protect and enhance biodiversity	Work on construction of Phase 1 to commence.  Phase 1 complete.	
13	Design of Fleet Pond Green Corridor – Phase 2 (car park and access road at Fleet Pond)	Enhance access to open space and recreation facilities  Protect and enhance biodiversity	Design of new car park layout, access road and sustainable drainage system  Tender preparation	Work ahead of programme - will commence early March, programmed completion end of April 22.
14	Delivery of Ecological Feasibility Study at Fleet Pond	Enhance access to open space and recreation facilities  Protect and enhance biodiversity	Scoping study  Costed plan agreed  Feasibility study to be considered by Cabinet	Scoping study completed and comments received  Feasibility study to be carried forward to 22/23 service plan - Work to commence on feasibility study shortly outcomes to be considered by Cabinet autumn 22/23.
15	Delivery of Phase 1 works at Edenbrook Country Park	Enhance access to open space and recreation facilities  Work with partners to keep Hart healthy and active	Award contract for construction of skate park.  Skate park to open.  Work to commence on community allotments.  Community allotments to be open.	Tendering of contract for skate park carried forward to 22/23 service plan, agreed that project should be delayed until community gardens complete and increased costs resulting from Brexit and Covid had stabilised.  Community allotments, work on site complete, currently allocating allotments, anticipate allotments being fully operational by May 22. Community garden area to be finalised once water pipeline complete, in autumn 22.

16	SANG adoptions	Enhance access to open space and recreation facilities	<p>Snagging works complete</p> <p>Legal transfer</p> <p>Adoption</p>	<p>Whitewater Meadows adoption completed.</p> <p>Hawley Park Farm anticipate October 22 adoption.</p> <p>Poulters Meadow adoption delayed due to change of developers programme.</p> <p>Moulsham Lane, Yateley, adoption delayed as snagging issues make it non compliant. Enforcement action being taken.</p>
17	Delivery of wetland at Bramshot Farm	<p>Protect and enhance biodiversity</p> <p>Enhance access to open space and recreation facilities</p>	<p>Work commences.</p> <p>Work complete.</p>	<p>Work complete and site open to the public.</p>
18	Delivery of Countryside Vision and Commercialisation Strategy	<p>Protect and enhance biodiversity</p> <p>Enhance access to open space and recreation facilities</p> <p>Supporting the Local economy</p> <p>Promoting high quality design and good standard of amenity</p>	<p>Outline proposals to be considered, and way forward agreed.</p>	<p>October Cabinet approved concession proposals for Edenbrook and Bramshot Farm. Currently seeking expressions of interest, tenders to be sought in March 22.</p> <p>Proposals for development of long term vision for the countryside service have been put on hold.</p>

		<p>Work with partners to keep Hart Healthy and Active</p> <p>Explore options to increase financial self –sustainability</p>		
19	Review of the Joint Waste Client Team	Promote a clean environment	Cabinet to consider recommendation to transfer team to Basingstoke and Deane.	Complete .
20	Delivery of the 21/22 traffic management programme.	<p>Support our town and village centres</p> <p>Support the local economy</p>	Delivery of the traffic management programme for 21/22.	<p>Traffic regulation order advertised, currently reviewing consultation anticipate placing orders for agreed works in March.</p> <p>21/22 programme published on Hart website <a href="https://www.hart.gov.uk/traffic-management-programme-2021-1">Traffic Management Programme 2021 (1).pdf (hart.gov.uk)</a></p> <p>22/23 programme to be published on website shortly.</p>
21	Complete asset management plan for Council car parks.	<p>Support our town and village centres</p> <p>Support the local economy</p> <p>Promote a clean environment</p>	Cabinet to approve draft asset management plan and programme of works.	Work delayed due to other priorities, action carried forward to 22/23 service plan.
22	Delivery of approved flood alleviation schemes	Support our town and village centres	Completion of approved projects for Blackwater, Hartley Wintney and North Warnborough.	On track - Project being developed anticipate engaging contractor in early summer 22.

		Support the local economy		
23	Complete water environment asset management plan	Support our town and village centres Support the local economy Promote a clean environment	Draft asset management plan and programme works for Harts water assets.	Work commenced but action to be carried forward to 22/23 service plan due to other priorities.
24	Produce annual parking report.	Support our town and village centres Support the local economy	Delivery of a revised parking policy, and development of annual parking report.	Report considered by O&S in February, amended report being finalised for submission to HCC.
25	Monitoring and management of Harts CCTV cameras to be transferred to Runnymede BC.	Support our town and village centres	Transfer to be completed.	Delay resulting from Runnymede Council maintenance contract procurement, anticipate transfer completing early summer 2022.
26	Implement approved changes to on and off street car parking charges.	Support the local economy	Revised parking order to be drafted and advertised Charges to be introduced.	Complete - Car Park charges amended at the beginning of June. Changes to resident parking permit charges implemented beginning of July.

## 2.0 - 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. *There are currently no*



mitigated service risks with a score of 9 or above in the Environment and Technical services risk register, however the headings for the top 4 mitigated risks are provided below.

- Inadequate monitoring of income and expenditure for SANG delivery programme.
- Single point of expertise in key posts.
- Transfer of CCTV service to Runnymede Borough Council delayed past 01/04/2022.
- Loss of income and staff capacity resulting from termination of the traffic management agency.

### 3.0 - Performance indicators and targets

KPI	Description	Annual Target	Q1	Q2	Q3	Q4
ET03	Number of Green Flags held	3	Awaiting decision - to be reported at Q2.	3	3	
ET04	Number of service requests for Street Cleaning.	1200	365	295 *	244*	
ET05	Number of service requests for Grounds Maintenance.	600	162	171 **	25**	
ET10	Carbon footprint for Council operations	1700 t/CO2e (19/20 outturn)	Data compiled annually – outturn for 20/21 = 1088.96 t/CO2e.			
ET11	Number of hours of CCTV camera downtime per month	10 days	47 days	80 days	26 days	

ET12	Average number of man days of litter enforcement work carried out per month.	16	58 (monthly average April to July)	16	16	
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**(\*) Breakdown of Q3 service requests for Street Cleaning**

- Fly tip removal requests – total = 188. 153 justified and 39 unjustified
- Litterbin empty – total = 8. 5 justified and 3 unjustified
- Sweeping request – total = 14. 5 justified and 9 unjustified
- Litter – total = 8. 5 justified and 3 unjustified
- Dead animal removal – 15 total. 12 justified and 3 unjustified
- Leafing – total = 11. 10 justified and 1 unjustified

**(\*\*) Breakdown of Q3 service requests for Grounds Maintenance**

- Weed treatment = 0
- Prune vegetation = 21
- Grass = 1
- Information for Officer = 0
- Watercourse = 3

**Quarter One 2021/22 Key Challenges and Achievements**

- Implementation of agile working policy following lockdown.
- Support for provision of lateral flow and mobile testing facilities at civic offices.
- Joint Waste Client Team transferred to Basingstoke.
- Bike track and other countryside facilities reopened after Covid lockdown.
- Street care service agreement signed with Basingstoke.
- New Car Park and resident permit charges implemented.
- Delivery and opening of Bramshot Farm wetlands project.

- Harts Green Garden commenced.
- Part 1 of feasibility for Fleet Pond completed.

### **Quarter Two 2021/22: Key Challenges and Achievements**

- Oct 21 Cabinet approved proposals for refreshment concessions at Edenbrook and Bramshot Farm.
- Hazley Heath Digital grazing completed.
- Fleet Pond Green Corridor works tendered.
- Proposal for replacement of Harts vehicle fleet with electric vehicles to developed.

### **Quarter Three 2021/22: Key Challenges and Achievements**

- Fleet Pond Corridor tender awarded and work commenced on site.
- Dec 21 Cabinet approved funding for Biodiversity Net Gain Strategy
- Dec 21 Cabinet approved funding for Hart Green Grid Signage Strategy.
- Quotations for production of Harts Carbon Pathway obtained.
- Whitewater Meadow SANG adopted.

### **Quarter Four: Key Deliverables**

- 21/22 Traffic Management Programme advertised.
- Edenbrook Community Gardens works to be completed.
- Quotations to be sought for Electric Vehicle charging points on Hart land.
- Consultants commissioned and draft report produced for Hart Carbon Pathway.
- First phase of Fleet Pond corridor to be completed.
- Fleet Pond Countryside Stewardship grant funding awarded.
- Bid for Natural Environment Investment Readiness Fund submitted.