



## Place Directorate Overview & Scrutiny Panel meeting – Q1 and Q2 2022/23 Tuesday 1 November 2022

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Version 1	Draft circulated to Panel members	28 October 2022
Version 2	Updated notes / KPIs	31 October 2022

## **1 Introduction**

The Quarter One (1 April to 30 June 2022) review of the Place Directorate was due to be held on 14 September 2022. This meeting was postponed, and then cancelled due to the passing of HRH the Queen, and the national period of mourning. The papers were circulated to the Panel members.

On 1 August 2022 the restructure of the Senior Leadership Team commenced, with the move from 4 Service Areas to 3 separate Directorates. This restructure was completed on 30 September 2022.

The Quarter One Environment and Technical Service Panel was held on 5 September 2022.

This document picks up the Quarter One (1 April to 30 June 2022) and Quarter Two (1 July to 30 September 2022) review, and now incorporated those elements of the former Environment & Technical Services which have transferred to the Place Directorate.

## **2 Service Overview**

The Place Directorate covers a range of services focussed on delivering excellent services to our resident, businesses and other stakeholders. Implementation of policies plans and budgets to deliver effective and efficient place making services within legislative requirements and in compliance with the Council's policies, financial regulations and standing orders.

In summary, the Place Directorate is now responsible for the efficient and effective delivery of the following services:

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

In detail, what this means is:

1. Development Management (including Heritage, Conservation & Planning Enforcement)
2. Planning protected trees (TPOs (Tree Preservation Order), CATs etc)
3. Section 106 Developer Contributions (administration, monitoring and spend on top of negotiating s106s on applications as before)
4. Building Control (shared service with Rushmoor)
5. Street Naming & Numbering
6. Administration of Council-owned SANG (Suitable Alternative Natural Greenspace)
  
7. Planning Policy / Strategic Planning
8. Economic Development, Employment & Skills
9. Emergency Planning and Preparedness
10. Flood risk management and land drainage (incl Fleet Pond reservoir management and water asset management)
11. Maintenance of Hart's drainage assets and delivery of Environment Agency funded flood alleviation schemes
  
12. Environmental Health (including Food Safety and Environmental Protection)
13. Animal Welfare Licensing, the Dog Warden Service and Pest Control
14. Fly tipping enforcement / prosecutions
15. Health & Safety
16. Licensing service
  
17. Business Support and Data
18. Land Charges
19. Facilities
20. Corporate Health & Safety
21. Corporate apprentices
  
22. Infrastructure delivery including:
23. Traffic management / Highways Agency (until 31 March 2023) and
24. Client management of Bus shelter contract
25. Street nameplates - replacement of damaged signs and advising developers of name plate locations
26. Special event traffic orders (Town & Police Clauses Act)
27. Tables & Chairs licences

The Place Directorate helps communities to be 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.

We plan for the future in terms of homes, employment space and associated infrastructure and ensure that development is high quality, meeting the socio-economic needs of our communities now and in the future.

The Place Directorate supports Hart's communities to live healthy and active lives through the promotion of sustainable and active travel, encouraging healthy communities and promoting urban design which leads to active lifestyles.

The Planning Service leads the statutory function of Local Planning Authority (LPA) for Hart district, dealing with around 1,764 (Jan 2021 – Dec 2021) planning matters per year that are reported to DLUHC (Department for Levelling Up, Housing and Communities). The service handles many more which are not reported.

The Service Plan does not reflect all the 'business as usual' tasks. Instead, the Place Directorate will be circulating a newsletter annually to highlight performance and key achievements. We have the responsibility for effective and creative place-shaping through the Local Plan and other planning documents. We help to support communities undertaking their own neighbourhood plans or conservation appraisals. We carry the statutory responsibility for determining planning applications and, using an evidence-led approach, ensuring the right balance between social, community, economic and environmental objectives. We also utilise our discretionary planning enforcement powers where it is expedient in the public interest to take enforcement action.

By delivering sustainable growth and developing vibrant and diverse economies this provides opportunities for communities to access affordable homes that is supported by essential infrastructure; whilst protecting and enhancing the natural and built environment.

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. Since March 2020 we have been operating amidst the Covid-19 pandemic. This is both in the emergency phase and the recovery phase; with the implications for the services we provide, and how we provide them dependant on which phase or wave of the pandemic we are in. Over the last year we have had to react to both the Delta and the Omicron variant. In setting the 2022/2023 Service Plan it is understood that targets and priorities may change considering how the pandemic evolves.

In addition, this Service Plan is subject to change and amendment during the year as a result of:

- Implementation of the Tier 1 and Tier 2 Council savings;
- Implications of the Senior Leadership Team restructure; and
- Consideration and implementation of Tier 3 Council savings.

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

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

**Neil Hince**  
**Environmental**  
**Health**  
**& Licensing**

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

**Phil Sheppard**  
**Infrastructure**

### 3 Service Priorities (taken from Service Plan)

	Service Priority	Expected Outcomes	Completion date	Update Q1 & Q2
1	Key Performance Indicators and milestones shown in Appendix 1 are all met and monitored monthly	High quality service, value for money for residents	Quarterly reporting of data to Service Panels	Please see Section 5 below
2	Covid-19 Response & Recovery	Office safe and prepared for social distancing Safe working practices Business Newsletter	On going	<p>The Council Office has been adapted to make sure it is safe and prepared for the pandemic. The layout has been amended to reflect the current level of Covid-19 risk, and additional desk provision made to help facilitate slightly greater office presence</p> <p>Food Recovery Plan an ongoing priority for Food Safety team (see KPIs (Key Performance Indicators) below)</p> <p>Ongoing support work for Covid-19 advice and response to businesses, event organisers, and the wider public.</p> <p>National Public health campaign and regulatory support work</p>

	Service Priority	Expected Outcomes	Completion date	Update Q1 & Q2
3	Implementing Tier 2 Savings		31 March 2023	<p>Dog Warden Service contract was implemented in 2021/22</p> <p>Corporate Health &amp; Safety Service considered at Cabinet in August 2022 (Part 2 item). Notice to Terminate has been served on Basingstoke &amp; Deane</p> <p>Review and revise skills and resources required in the future on going</p>
4	Consideration and Implementation of Tier 3 Savings		31 March 2023	<p>Currently Tier 3 savings are being reviewed on a Council wide basis.</p>
5	To continually improve and make better use of the Place Services IT Systems and Website, including Cyber Security	<p>To ensure best use of existing software to run an efficient and effective service</p> <p>Helping residents, businesses and other customers find the answers on-line 24/7 to enable more effective self-service</p>	<p>On-going continuous improvement. Quarterly review</p> <p>Implementing measures linked to action plan (in accordance with Milestones)</p> <p>Feed into the Council-wide website project by end of Q3</p>	<p>Continuing Uniform development including updates to the systems and working on reports. Working to update template letters to reflect the Council's new logo</p> <p>Uniform training for Planning and EH (Environmental Health) team staff</p> <p>IDOX and the Council's IT team are working on a 2 factor authorisation process for Uniform (cyber security).</p> <p>Briefing for all Members on Uniform to be provided before end December 2022.</p> <p>A priority has been to work on the website pages to make accessible, edited and updated to enable the</p>

	Service Priority	Expected Outcomes	Completion date	Update Q1 & Q2
				<p>transition to the Council's new website in November 2022</p> <p>Provided training and advice to Wokingham Borough Council</p>
6	Facilities Management	<p>Review and reduction of Council's energy consumption, upgrading of all lightbulbs to LEDs and sourcing clean energy from renewables.</p> <p>Solar PV Cells on the roof</p>	On-going	<p>Provisional start date for installation of solar panels confirmed for week commencing 21<sup>st</sup> November</p> <p>Consideration of the need for LED lightbulbs on half of the 3<sup>rd</sup> floor – linked to future potential use of this space</p> <p>Review of the use of 'green energy' we buy via Hampshire</p>
7	Ongoing Implementation of Development Management Service Action Plan	Creation of Development Management priorities and action plan post-summer 2022	Long term actions before July 2022	<p>The Development Management Service Action Plan long term actions were expected to be completed by 30 June 2022</p> <p>Engagement with the Parish &amp; Town Councils x 2</p> <p>Next Parish &amp; Town Council mtg planned for 30 November</p>



	Service Priority	Expected Outcomes	Completion date	Update Q1 & Q2
8	Local Plan Review (Assessment)	Undertake a Local Plan Review involving an assessment of whether the local plan needs updating	Will take place following the Planning Bill (or updates to the Levelling Up and Regeneration Bill) becomes an Act and associated policy and guidance updates are published	<p><b>Project on hold:</b> Work will commence once the Levelling Up and Regeneration Bill (LURB) is finalised and becomes an Act. At the current time there is too much uncertainty.</p> <p>Under the current system, legally a review (ie an assessment of whether the Plan needs updating) must be carried out by April 2025.</p>
9	Settlement Capacity Study	Understanding of the scope to accommodate future homes within settlements (Cabinet decision Nov 21).	December 2022	<p>Project is progressing with initial discussions with potential consultants in September 2022</p> <p>Need for a formal brief and run a Request for Quotes process – Autumn 2022</p> <p>December 2022 for completion no longer realistic due to staff resources. The Council has advertised the Principal Planner post several times with no suitable candidates</p>
10	Community Infrastructure Levy (CIL) [Subject to content of new Planning Act / Levelling Up Act.]	Adoption of CIL Charging Schedule and implementation	Formal consultation, examination and adoption of CIL Charging Schedule during 2022/23 Start collecting CIL April 2023	<p><b>Project on hold:</b> Government has indicated its intent to introduce a new 'Infrastructure Levy' through the Levelling Up and Regeneration Bill (LURB).</p> <p>Work completed to date is expected to be helpful in implementing the new levy.</p>

	Service Priority	Expected Outcomes	Completion date	Update Q1 & Q2
11	Environmental Health Team Plan	<p>Devise and implement an action plan to promote continued EH Service improvements: incl. learning from best practice examples, promote joint working, and maximise resources</p> <p>Improve resilience of Service through cross-skilling and enhancing procedures</p>	Summer 2022 On-going through recruitment, training and development of staff	<p>Ongoing development and implementation of plan to support wider team development</p> <p>Development to include training, capacity building, and increased service resilience</p> <p>Recruitment of Senior Environmental Health Officer to be undertaken Autumn / Winter 2022</p>
12	Review of the fly-tipping enforcement strategy	<p>To evaluate the Council's strategy and priorities in relation to fly-tipping</p> <p>To reduce incidents of fly tipping across the District</p>	March 2023	<p>Enforcement priorities, and individual case actions subject to ongoing review, and in line with established priorities and available resources</p> <p>Confirmation of priorities notified to members from statement of response to full council</p> <p>Approach to enforcement set out within 'Environmental Health and Licensing Enforcement Plan' July 2021</p>

	Service Priority	Expected Outcomes	Completion date	Update Q1 & Q2
		To educate and raise awareness of fly tipping across the District through targeted publicity.		
<b>NEW E&amp;T</b>	Storm Response Plan	Develop effective Storm Response Plan using lessons learnt from Storm Eunice	Sept 22	Draft completed October 2022 Internal consultation taking place Endorsement by SLT (Senior Leadership Team) in November 2022
<b>NEW E&amp;T</b>	Green Grid Strategy	Production of Local Cycling & Walking Infrastructure Plan (LCWIP)	March 23	Sustrans appointed Initial stakeholder and community engagement November / December 2022 Follow up stakeholder engagement January 2023 Public consultation on draft LCWIP May 2023
<b>NEW E&amp;T</b>	Delivery of the 22/23 traffic management programme	Delivery of the traffic management programme for 22/23	Jan 23	Traffic Regulation Order advertised for 21 days commencing Friday 28 October 2022 Consultation will close on 18 November

	Service Priority	Expected Outcomes	Completion date	Update Q1 & Q2
<b>NEW E&amp;T</b>	Delivery of approved flood alleviation schemes.	<p>Provision of Property Level Flood Protection on third party property Kingsway, Blackwater, and Phoenix Green, Hartley Wintney</p> <p>Provision of Natural Flood Risk Management Measures on third party land -Hartley Wintney, and Mill Corner</p>	March 23	<p>Mill Corner NFRM: the project will be reviewed, and a decision on further progress will be made</p> <p>Phoenix Green PFP &amp; NFRM: the new EA (Environment Agency) Framework will be assessed and reviewed ahead of the procurements process</p> <p>Kingsway PFP: the new EA Framework will be assessed and reviewed ahead of the procurements process</p> <p>Draft legal agreements completed</p> <p>Stakeholder engagement being developed</p> <p>Development of tender using Environment Agency Framework underway</p>
<b>NEW E&amp;T</b>	Water environment asset management plan	Complete an asset management plan and improvement / renewal programme of works for water assets	October 22	<p>Has not been progressed due to other priorities</p> <p>Revised programme for delivery to be agreed</p>

	Service Priority	Expected Outcomes	Completion date	Update Q1 & Q2
<b>NEW E&amp;T</b>	HCC (Hampshire County Council) highway agencies for TM	Complete transfer of agencies for on street parking enforcement and traffic management back to HCC	March 23	Project plan agreed and being monitored through monthly meetings with HCC Formal letters sent to affected individuals

## 4 Place Directorate Risk Register

A detailed service risk assessment has been completed and is reviewed on a quarterly basis (minimum). 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
					id	ence	Rating			d	ence	Risk			
Place 1	Contract for Legal Services	Delayed or late legal advice	Reputational Risk - potential missed planning/appeal deadlines or serving of notices deadlines, in adherence with laws and regulations	Basingstoke contract and working relationship with BDBC	2 - Unlikely	2 - Moderate	4	Regular meetings, improved dialogue and collaboration.	Satisfactory	1 - Rare	2 - Moderate	2		Mark Jaggard / s151 Officer	Remove from risk register due to reduce level of risk
Place 2	Staffing	Loss of key staff and unable to recruit	Unable to deliver key services / Service Plan	Restructure of SLT and shared working with Rushmoor, general uncertainty as a result of Tier 2 savings including changes to roles and budget savings, could result in staff leaving to work elsewhere / retire; plus recruitment issues in particular sectors for short or long-term, competition with other Councils and private sector for same pool of staff	4 - Likely	3 - Major	12	Succession planning, appropriate staff recognition, backfilling with agency staff	Limited	3 - Possible	3 - Major	9		Mark Jaggard	

Ref Number	Group	Description	Impact	Source of Risk	Prior Assessment			Existing Controls	Effectiveness of Controls	Current Assessment			Further Mitigations	Risk Owner	Notes
Place 3a	Staffing	Covid-19 - Loss of key staff due to sickness	Unable to deliver key statutory services / Service Plan	Sickness days due to Covid-19 causing gaps in capacity	3 - Possible	3 - Major	9	Working from home working well as part of the Council's Agile Working Policy. Majority of staff are now vaccinated. Movement of staff around the organisation; to even out the impact across the organisation.	Satisfactory	3 - Possible	2 - Moderate	6		Mark Jaggard	
Place 3b	Staffing	Covid 19 - inability to conduct normal BAU work due to staff being redirected to the Council's emergency response	Unable to deliver key of statutory services / Service Plan	Covid-19 emergency response	3 - Possible	3 - Major	9	Movement of staff around the organisation; to even out the impact across the organisation	Satisfactory / limited	3 - Possible	2 - Moderate	6		Mark Jaggard	
Place 3c	Staffing	Covid-19 - inability to conduct normal BAU work including site visits or meetings due to restrictions	Unable to deliver key statutory services / Service Plan	National or regional lockdown restrictions due to Covid-19 (or another pandemic)	2 - Unlikely	3 - Major	6	Movement of staff around the organisation; to even out the impact across the organisation	Satisfactory	2 - Unlikely	2 - Moderate	4		Mark Jaggard	
Place 4	Shared services: Licensing / Building Control	Failing to deliver a statutory 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	Clarified the relates to Statutory Services
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	

Ref Number	Group	Description	Impact	Source of Risk	Prior Assessment			Existing Controls	Effectiveness of Controls	Current Assessment			Further Mitigations	Risk Owner	Notes
					3 - Possible	4 - Critical	12			Possible	Moderate	1			
	Management)	other Govt Changes	responsibilities and work priorities					for different scenarios		Possible	Moderate				
Place 6	Licensing	Completion of the new Deed with BDBC	No Licensing Service	Contract with BDBC	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) - Adopting a 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	CIL is not currently progressing in light of Govt confirmation of a replacement Infrastructure Levy
Place 8	Policy	Community Infrastructure Levy (CIL) - Implementation	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	CIL is not currently progressing in light of Govt confirmation of a replacement Infrastructure Levy
Place 9	Place	IDOX down	Inability to perform key services, issue decisions or retrieve data, public perception and confidence	Idox issues, data storage	4 - Likely	4 - Critical	16	Regular scheduled IDOX updates, planned maintenance and contact with Idox via account meetings	Satisfactory	3 - Possible	4 - Critical	12		Mark Jaggard	
Place 10	Place Services	Imposition of new Covid-19 enforcement requirements	Reduction in key services. Diversion of EH resources	National changes and public health legislation	3 - Possible	3 - Major	9	Movement of staff around the organisation; to even out the impact across the organisation	Limited	3 - Possible	2 - Moderate	6		Mark Jaggard	Remove from risk register - now covered under Place 3 above



## 5 Performance indicators and targets

KPI	Description	Annual Target	Q1	Q2	Cumulative
	<b>Development Management</b>				
DM1 [R07]	Major development application decisions made within the statutory determination period (including extensions of time)	60%	87.5%	66.7%	77%
DM2 [R08]	Minor development application decisions made within the statutory determination period (including extensions of time)	70%	90%	71.4%	81.2
DM3 [R09]	Other application decisions made within the statutory determination period (including extensions of time)	85%	96%	82.3%	89.7%
DM4 [R11]	Percentage of Tree Preservation Order works applications determined within eight weeks	90%	40%	TBC	TBC
DM4 [P01]	Planning application fee income (see notes)	<i>Data only</i>	£267,796	£48,644	£316,440
DM5 [P02]	Income from Pre-Application Advice and PPAs (including LBCs) (see notes)	<i>Data only</i>	£37,588	£8,336	£45,924

<b>KPI</b>	<b>Description</b>	<b>Annual Target</b>	<b>Q1</b>	<b>Q2</b>	<b>Cumulative</b>
	<b>Building Control</b>				
BC1 [P03]	Number of Building Control Applications Received	<i>Data only</i>	<b>339</b>	<b>226</b>	<b>565</b>
BC2 [P04]	Building Control income (see notes)	<i>Data only</i>	<b>£146,635</b>	<b>£37,252</b>	<b>£183,887</b>

KPI	Description	Annual Target	Q1	Q2	Cumulative
	<b>Environmental Health</b>				
EH1 [P05]	Percentage of scheduled/proactive Food Safety inspections undertaken within time	<i>Data only</i>	<b>81%</b>	<b>77%</b>	
P06	Food Recovery Plan (prioritised)	<i>Data only</i>	<p>Phase 2 of the 'Food Recovery Plan' requires that all establishments rated 'Category B' for hygiene should have received an on-site intervention by the 30 June 2022</p> <p>This milestone was successfully achieved with 100% of Category B inspections completed</p> <p>Statutory data return submitted to FSA</p>	<p>Phase 2 of the 'Food Recovery Plan' requires that all the less than broadly compliant Category C establishments should have received on-site intervention by 30 September 2022</p> <p>This milestone was successfully achieved with 100% of less than broadly compliant Category C inspections completed</p> <p>Statutory data return submitted to FSA</p>	
EH2	Percentage of Environmental Protections service requests (including noise, statutory	<i>80%</i>	<b>86%</b>	<b>86%</b>	

[P07]	nuisance, and public health) responded within time				
EH3 [P08]	Percentage of Food and Health & Safety service requests (including RIDDORs, HSADV, food poisoning investigations) responded to within time	80%	<b>81%</b>	<b>85%</b>	
EH4 [P09]	Percentage of formal consultation responses made within time (including Planning and Licensing)	80%	<b>93%</b>	<b>94%</b>	
EH5 [P10]	Number of fly-tipping service requests received by service	<i>Data only</i>	<b>11</b>	<b>18</b>	<b>29</b>
EH6 [R12]	Number of fly-tipping enforcement actions	<i>Data only</i>	<p>Successful prosecution of R. MacKinnon for fly-tipping offence (21/00612/FLYP)</p> <p>Fine of £1,760 plus £176 victim surcharge. Award of full costs of £2,805. <b>Total £4,741</b></p> <p>Press release issued</p>	<p>No.2 Fly tipping prosecution case files built for legal submission and summons. Prosecution pending:</p> <p>No.1 Duty of care offence (22/01114/FLYPUB)</p> <p>No.1 Offence of Depositing controlled waste (Fly-tipping) and waste Duty of Care 21/02119/FLYPRI).</p>	

				Parallel prosecution of company and individual.	
EH7 [P11]	Environmental Health Commercial fee income (see notes)	<i>Data only</i>	<b>£9,137</b>	<b>£1,793</b>	<b>£10,930</b>
EH8 [P12]	Environmental Health Protection fee income (see notes)	<i>Data only</i>	<b>£5,933</b>	<b>£247</b>	<b>£6,180</b>

KPI	Description	Annual Target	Q1	Q2	Cumulative
	<b>Planning Policy</b>				
PP1 [P13]	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]	<i>Publish by 30 September</i>	<b>Published August 2022</b> (with 10.9 years housing land supply) Housing Trajectory was published at same time		
PP2 [P14]	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]	<i>Publish by 31 December</i>	<b>On track</b> No deadlines in Q1 / Q2		
PP3 [P15]	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	<b>On track</b> A draft of the AMR is scheduled to go to O&S in December 2022		
PP4 [P16]	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	<b>On track</b> No deadlines in Q1 / Q2		
P17	Statutory returns to Government [Collation and submission of data relating to housing delivery and self-build including Housing Flows Reconciliation (HFR), Housing	Various deadlines throughout the year	<b>On track</b> No deadlines in Q1 Q2: September saw returns submitted for Housing Flows Reconciliation and Housing Delivery Test		

	Delivery Test information, Self and Custom Build]		
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KPI	Description	Annual Target	Q1	Q2	Cumulative
	<b>Infrastructure</b>				
	No KPIs in the elements of the former Environment & Tech Service which transferred to Place Directorate	N/A	N/A	N/A	N/A

## **6 Quarter One and Two 2022/23: Key Challenges and Achievements**

### ***Key Challenges***

- Vacant Principal Planner post in Planning Policy & Economic Development Team, recruitment is challenging (advertised 3 times previously)
- Vacant Tree Officer post – the planning element of the role moving to Place from Environment & Tech; looking to procure consultants
- Vacant Economic Development Officer Post in Planning Policy & Economic Development Team – post on hold at current time
- Staff retention
- Ensuring team capacity
- New website project and making existing website accessible diverted resources

### ***Key Achievements***

- Successful Parish & Town Council engagement evenings (2) with feedback including “I have just come off this evening’s call – I thought it was outstanding. Thank you and your team for their time and effort... Once again, thank you for a very informative session.” from Dogmersfield PC and “Once again thank you all very much for a very informative meeting on Wednesday. I found it very useful and would certainly be interested in keeping in touch in future.” from Odiham PC
- Successfully defended Farnham Lodge Judicial Review with legal costs recovered
- Successful injunction served in the High Court on an enforcement matter 19 October 2022
- Plateau but high number of DM (Development Management) application submissions
- Despite the challenges, strong performance in terms of dealing with applications within deadlines or agreed EoTs
- Major applications determined include: Hartland Village Phase 3; Grove Farm, Bartley Wood, and the Elvetham Hotel
- Other major DM workload includes: Bramshill, Minley Manor and warehouse proposal at North Warnborough (Lodge Farm)
- Enforcement activity includes: gypsy and traveller activity at Bartley Wood, Hook; Bowenhurst Farm; Potbridge, Winchfield/Hartley Wintney, assisting Natural England at Chapel Bungalow, Totters Lane; Moulsham Lane, Yateley and former Red Cross site, Fleet
- Completion of Phase 1 and Phase 2 inspection targets for Food Recovery Plan



- [Yateley, Darby Green and Frogmore Neighbourhood Plan](#) passed referendum 30 June 2022, and was 'made' at Council on 28 July 2022
- Response to Surrey Heath Local Plan consultation (Regulation 18 stage), May 2022
- Update to the [Older Person specialist accommodation position statement](#) June 2022
- [Biodiversity Technical Advice Note](#) (TAN) published July 2022
- [Cycle and Car Parking TAN](#) endorsed by Cabinet August 2022
- [Five-year housing land supply](#) published August 2022
- Response to Basingstoke & Deane Local Cycling & Walking Infrastructure Plan Sept 2022
- Response to Rushmoor LCWIP Sept 2022
- Commissioned the Hart Local Cycling & Walking Infrastructure Plan (LCWIP) Sept 2022
- Made the website pages accessible
- Move of the Infrastructure & Emergency Planning team to Place Directorate on 1 August 2022
- Statutory data return submitted to Food Standards Agency (FSA)

## 7 Looking forward to Quarter Three 2022/23: Key Deliverables

- Implementation of the Traffic Management plan
- UNI-form Improvement Project Plan
- GIS Improvement Project Plan
- Updates to the Planning Local Enforcement Plan
- Production and reporting of Hart's 2022 Air Quality Annual Status Report
- Phase 2 of Food Recovery Plan targets
- Adopt Odiham & North Warnborough Conservation Area Appraisal at Cabinet November 2022
- Go out for quotes on the Settlement Capacity Study
- Respond to Winchfield Draft Neighbourhood Plan consultation
- Review Draft SEA (Strategic Environmental Assessment) and HRA (Habitats Regulations Assessment) Screening Opinion for Winchfield Neighbourhood Plan and consult statutory bodies
- Review draft Conservation Area Appraisal for Hartley Wintney
- SANG update report to Cabinet December
- Draft Annual Monitoring Report (AMR) to O&S December and publish final AMR by end of December.
- Publish Infrastructure Funding Statement (IFS) by end of December
- Publish Brownfield Register by end of December
- Coroner's Inquest in relation to the Lubrication Management Systems Ltd (LMS) case
- Emergency Planning (Emergency Control Centre) training October 2022
- Emergency Planning Exercise December 2022
- Approval of the Snow Plan and Storm Plan. Update to the Emergency Plan to reflect new roles and responsibilities

## Annex: Notes on Performance Indicators and Targets

### Development Management & Building Control

Members will also be aware that separate statistics on appeal performance over a longer period (2 years) were circulated by Steph Baker on 3<sup>rd</sup> August. These statistics confirmed that the DM team's performance has been shown to be extremely strong with quality of decision making, speed of decision amongst other KPIs showing 95-98%. There were also comparisons drawn with neighbouring authorities where we share services to provide some context.

As part of a recent audit process primarily looking at Extensions of Time reporting and EIA applications conducted by KPMG (results pending) they had recommended that HDC do not generate different statistics for Service Panel and instead, suggested that we report the same set of PS1/PS2 statistics which have been sent to DLUHC for the period ending before the meeting is held. Previously, we ran statistics whilst we were in the middle of the cycle which resulted in questions around percentage differences in different reports, due to the date of reporting.

To resolve this, we have considered either reporting to service panel straight after PS1/PS2 reports are sent, or at the meeting we do not generate a second set of statistics and Members will be provided with the latest published statistics. The above statistics are what has been reported to DLUHC for April-June 2022 (majors 87.5%, minors 90% and others 96%) and July-September 2022 (\*\*\*\*)

DM1 [R07]	Q1	<b>87.5%</b> (6/7 decisions were decided in time or with an EoT)
	Q2	<b>66.7%</b> (4/6 decisions were decided in time or with EoT)
	Cumulative	<b>77%</b> (10/13 decisions were decided in time or with EoT)

DM2 [R08]	Q1	<b>90%</b> (19/20 decisions were determined in time or with EoT)
	Q2	<b>71.4%</b> (20/28 decisions were decided in time or with EoT)
	Cumulative	<b>81.2%</b> (39/48 decisions were determined in time or with EoT)

DM3 [R09]	Q1	<b>96%</b> (213/222 decisions were determined in time or with EoT)
	Q2	<b>82.3%</b> (154/187 decisions were determined in time or with EoT)
	Cumulative	<b>89.7%</b> (367/409 decisions were determined in time or with EoT)

<b>Planning Development (HAPDEV) planning application fee income</b>	<b>Q1</b>	<b>Q2</b>	<b>Cumulative</b>
Planning application fees	£267,334	£48,644	£315,978
Planning permitted development	£462	0	£462
<b>TOTAL</b>	<b>£267,796</b>	<b>£48,644</b>	<b>£316,440</b>
Year to date budget target	£312,525	£62,475	£375,000
Full year budget target			£750,000

<b>Planning Development (HAPDEV) income from Pre-Application Advice</b>	<b>Q1</b>	<b>Q2</b>	<b>Cumulative</b>
<b>Planning pre application advice</b>	<b>£37,588</b>	<b>£8,336</b>	<b>£45,924</b>
Year to date budget target	£62,505	£12,495	£75,000
Full year budget target			£150,000

<b>Building Control (HABCFE) Fee Earning income</b>	<b>Q1</b>	<b>Q2</b>	<b>Cumulative</b>
Building Regs - Applications	£96,500	£16,188	£112,688
Building Regs - Inspection fees	£50,135	£21,064	£71,199
<b>TOTAL</b>	<b>£146,635</b>	<b>£37,252</b>	<b>£183,887</b>
Year to date budget target	£176,472	£35,278	£211,750
Full year budget target			£423,500

## Environmental Health & Licensing

### Food Recovery Plan

Service priority given to production of 'Food Recovery Plan' to meet the national requirements of the Food Standards Agency (FSA). Hart FRP received approved by full Council in November 2021. 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 2021.

All establishments rated 'Category A' for hygiene, inspected by 30th March 2022. All establishments rated 'Category B' for hygiene received an on-site intervention by the 30 June 2022. No. 22 Cat B. No.66 programmed food safety inspections or interventions completed by required date within quarter. Additional 28 establishments verified for closed.

Next Phase 2 food inspections currently on target for September 2022

New formal data returns made to the FSA

P06	Q1	Phase 2 of the 'Food Recovery Plan' requires that all establishments rated 'Category B' for hygiene should have received an on-site intervention by the 30 June 2022 This milestone was successfully achieved with 100% of Category B inspections completed Statutory data return submitted to FSA
	Q2	Phase 2 of the 'Food Recovery Plan' requires that Category C for hygiene – less than broadly compliant (FHRS 0, 1 or 2) – should have received on-site intervention by 30 September 2022; and thereafter be back in the system for interventions in accordance with the Food Law Codes of Practice This milestone was successfully achieved with 100% of less than broadly compliant Category C inspections completed Statutory data return submitted to FSA

EH6 [R12]	Q1	Successful prosecution of R. MacKinnon for fly-tipping offence (21/00612/FLYP) Fine of £1,760 plus £176 victim surcharge. Award of full costs of £2,805.00. <b>Total £4,741</b> Press release issued
	Q2	

<b>Environmental Health Commercial (HAEHCM) fee income</b>	<b>Q1</b>	<b>Q2</b>	<b>Cumulative</b>
Dangerous wild animal licence	£5,634	£1,429	£7,063
Other licence	£1,887	£268	£2,155
Pest control contracts income	£216	£96	£312
Fees for service	£1,400	£0	£1,400
<b>TOTAL</b>	<b>£9,137</b>	<b>£1,793</b>	<b>£10,930</b>
Year to date budget target	£6,417	£1,283	£7,700
Full year budget target			£15,400

<b>Environmental Protection (HAEHPR) fee income</b>	<b>Q1</b>	<b>Q2</b>	<b>Cumulative</b>
Land charges copy document	£152	£0	£152
Pollution control permit licence	£5,781	£247	£6,028
<b>TOTAL</b>	<b>£5,933</b>	<b>£247</b>	<b>£6,180</b>
Year to date budget target	£6,667	£1,333	£8,000
Full year budget target			£16,000