



Service Plan: Place Service 2023/24

Version 1	Version to be considered by Overview & Scrutiny Committee on 14 March 2023	
Version 2	Updated post consideration by Overview & Scrutiny Committee <ul style="list-style-type: none">• Organogram removed• KPI's updated	

Service Overview

The Place Service consists of four teams covers a range of services focussed on delivering excellent services to our resident, businesses, and other stakeholders. The organogram below sets out the teams that deliver these services:

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

The Place service helps communities 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.

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

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. We also utilise our discretionary planning enforcement powers where it is expedient in the public interest to take enforcement action. The Place Service includes the statutory function of Local Planning Authority (LPA) for Hart district.

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.

Resourcing

The staffing structure for Place Service is below:

Service Priorities

The table below sets out the service priorities for 2023/24, over and above day to day service delivery. Delivery against these is monitored via the quarterly O&S Service Panel.

	Service Priority	Link to Corporate Plan	Expected Outcomes	Target Completion Date
1	Local Cycling & Walking Infrastructure Plan (LCWIP) part of the Green Grid	Planet People Place	A network plan for walking and cycling - preferred routes and core zones for further development, and a prioritised programme of infrastructure improvements for future investment.	Adopt December 2023
2	Local Plan Review (Assessment)	Planet People Place	Undertake a Local Plan Review involving an assessment of whether the adopted local plan needs updating	Will take place once the Levelling Up & Regeneration Bill becomes an Act, plus the associated policy and guidance are updated
3	Settlement Capacity Study	Planet People Place	Understanding of the scope to accommodate future homes within settlements (Cabinet decision Nov 21).	December 2023
4	Cycle and car parking in new development Supplementary Planning Document (SPD)	Planet People Place	Guidance on well designed and appropriate quantum of cycle and car parking provision on new	Adopt by December 2023

			developments to encourage use of cycles.	
5	Viability assessments in new development Supplementary Planning Document (SPD)	Planet People Place	Viability assessments submitted which follow Council's preferred approach and contains the necessary information.	Adopt by December 2023
6	Delivery of affordable homes through planning Supplementary Planning Document (SPD)	Planet People Place	Guidance for provision of affordable homes on sites and off-site contributions.	Adopt by March 2024
7	Review and project plan the flood Schemes at: <ul style="list-style-type: none"> • Kingsway, Blackwater • Mill Corner, North Warnborough • Phoenix Green, Hartley Wintney 	Planet People Place	Full review of the current schemes, new project plans, project management, resources, timeframes	Report to Cabinet Summer 2023
8	Water environment asset management plan (Phase 1)	Planet People Place	Identification of the Council's existing drainage assets and existing information on condition and maintenance.	March 2024
9	Planning Local Enforcement Plan	Planet People Place	To update the Planning Local Enforcement Plan which was adopted in January 2016	March 2024

10	Review the Planning Pre-Application Advice Service	Planet People Place	To ensure great customer service which also covers costs of providing the service. Will feed into the 2024/25 Fees and Charges	December 2023
11	Review of Council-wide fly tipping activity and to establish best practice	Planet People Place Resilient & financially sound Council	<p>The Council is involved with fly tipping across all Service areas:</p> <ul style="list-style-type: none"> • deterrents • reporting • detection • collection • investigation • prosecution / warnings <p>The review is to ensure a fully coordinated approach, and assessment against best practice elsewhere</p>	March 2024

Performance indicators and targets

KPI	Description	Annual Target
Development Management		
	Context: Number of Major development applications determined	<i>Data only</i>
DM1	Percentage of Major development application decisions made within the statutory determination period (including Extensions of Time)	60%
	Context: Number of Minor development applications determined	<i>Data only</i>
DM2	Percentage of Minor development application decisions made within the statutory determination period (including Extensions of Time)	70%
	Context: Number of Other applications determined	<i>Data only</i>
DM3	Percentage of Other application decisions made within the statutory determination period (including Extensions of Time)	80%
	Context: Number of Tree preservation works applications determined	<i>Data only</i>
DM4	Percentage of Tree Preservation works applications decisions within the statutory determination period (including Extensions of Time)	75%
DM5	Planning application fee income	Data only
DM6	Income from Pre-Application Advice and PPAs (including LBCs)	Data only
Building Control		
BC1	Number of Building Control Applications Received	Data only

KPI	Description	Annual Target
BC2	Building Control income	Data only
Environmental Health		
EH1	Percentage of scheduled/proactive Food Safety inspections undertaken within timeframe [Based upon routine programme of interventions in accordance with the frequencies set out in the Food Law Code of Practice]	<u>80%</u>
EH2	Food Recovery Plan (prioritised)	Data only
EH3	Percentage of Environmental Protections service requests (including noise, statutory nuisance and public health) responded within time	80%
EH4	Percentage of Food and Health & Safety service requests (including RIDDORs, HSADV, food poisoning investigations) responded to within time	80%
EH5	Percentage of formal consultation responses made within time (including Planning and Licensing)	80%
EH6	Number of fly-tipping service requests received by service	Data only
EH7	Number of fly-tipping enforcement actions	Data only
Licensing		
L1	Percentage of driver and vehicle applications and renewals issued within response time (including Hackney Carriage, Private Hire, Vehicle Operators) (Target 10 working days)	<u>80%</u>
L2	Percentage of LA2003 premises and personal licences issued within response time. (Target 2-5 working days)	<u>80%</u>
L3	Percentage of TENs responded within time	<u>80%</u>

KPI	Description	Annual Target
	(Target 1 working day)	
Planning Policy		
PP1	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
PP2	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
PP3	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
PP4	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
PP5	Statutory returns to Government [Collation and submission of data relating to housing delivery and self-build including Housing Flows Reconciliation (HFR), Housing Delivery Test information, Self and Custom Build]	Various deadlines throughout the year