



## Place Service Overview & Scrutiny Panel meeting – Quarter One 1 August 2023

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Version 1	Version sent to the Scrutiny Panel	25.07.2023
Version 2	Incorporating changes following the Service Panel <ul style="list-style-type: none"><li>• revision to Service Priority no. 6</li><li>• Place organogram removed for accessibility reasons</li><li>• Correction of typos</li></ul>	01.08.2023

## 1 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.

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

**Katherine Fitzherbert-Green:**  
**Development Management &  
Building Control**

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

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

## 2: Projects and actions (as set out in the Service Plan)

The table in the Service Plan sets out the service priorities for 2023/24, over and above day to day service delivery with progress in Q1 detailed in the final column.

Colour coding: Green the project is on track. Amber is there may be a slight delay to completion date. Red the project is not going to meet the completion date. Grey the project is paused / stopped. Blue the project is completed. White is project not yet commenced.

	Service Priority	Expected Outcomes	Completion date	Update Q1
1	Local Cycling & Walking Infrastructure Plan (LCWIP)	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	Cabinet approved consultation 1 June 2023 Consultation started w/c 12 June 2023 for 10 weeks until 20 <sup>th</sup> August 2023 <i>Consideration: O&amp;S November 2023</i> <i>Adoption: Cabinet December 2023</i>
2	Local Plan Review (Assessment)	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	No work will take place until the Levelling Up and Regeneration Bill (LURB) is enacted, and policy updates are published. At the current time there is too much uncertainty

	Service Priority	Expected Outcomes	Completion date	Update Q1
				Under the current system a 'review' (i.e. an assessment of whether the Plan needs updating) must be carried out by April 2025
3	Settlement Capacity & Intensification Study	Understanding of the scope to accommodate future homes within settlements (Cabinet decision Nov 21).	December 2023	Procurement completed. Urban Intelligence selected through G-Cloud 13 framework Call for sites starts August 2023 <i>Consideration: O&amp;S November 2023</i> <i>Adoption: Cabinet December 2023</i>
4	Cycle and car parking in new development Supplementary Planning Document (SPD)	Guidance on well designed and appropriate quantum of cycle and car parking provision on new developments to encourage use of cycles.	Adopt by December 2023	Consultation commenced 12 May 2023 for 6 weeks (closed 23 June 2023) <i>Consideration: O&amp;S September 2023</i> <i>Adoption: Cabinet October 2023</i>
5	Viability assessments in new development Supplementary	Viability assessments submitted which follow Council's preferred approach and contains the	Adopt by December 2023	Consultation commenced 12 May 2023 for 6 weeks (closed 23 June 2023) <i>Consideration: O&amp;S September 2023</i> <i>Adoption: Cabinet October 2023</i>

	Service Priority	Expected Outcomes	Completion date	Update Q1
	Planning Document (SPD)	necessary information.		
6	Affordable homes Supplementary Planning Document (SPD)	Guidance for provision of affordable homes on sites and off-site contributions.	Adopt by March 2024	Project not yet commenced due to other work priorities Principal Planner starting 1 August 2023 will enable this to progress
7	Review and project plan the flood Schemes at: Kingsway, Blackwater Mill Corner, North Warnborough Phoenix Green, Hartley Wintney	Full review of the current schemes, new project plans, project management, resources, timeframes	Report to Cabinet Summer 2023	Report due to be considered at: <i>O&amp;S 15 August 2023</i> <i>Cabinet 7 September 2023</i>
8	Water environment asset management plan (Phase 1)	Identification of the Council's existing drainage assets and existing information on condition and maintenance.	March 2024	On track. Have collated datasets needed to create the plan and received details of assets maintained by the Countryside and Grounds Maintenance Team <i>O&amp;S April 2024</i>

	Service Priority	Expected Outcomes	Completion date	Update Q1
9	Planning Local Enforcement Plan	To update the Planning Local Enforcement Plan which was adopted in January 2016	March 2024	This is being driven forward by one of the new Development Management Team Leaders <i>Consideration: O&amp;S 14 November 2023</i> <i>Adoption: Cabinet 7 December 2023</i>
10	Review the Planning Pre-Application Advice Service	To ensure great customer service which also covers costs of providing the service. Will feed into the 2024/25 Fees and Charges	December 2023	This is being driven forward by one of the new Development Management Team Leaders
11	Review of Council-wide fly tipping activity and to establish best practice	The Council is involved with fly tipping across all Service areas: <ul style="list-style-type: none"> <li>• deterrents</li> <li>• reporting</li> <li>• detection</li> <li>• collection</li> <li>• investigation</li> <li>• prosecution / warnings</li> </ul>	March 2024	A series of cross service internal workshops have started  The EH Fly-tipping enforcement/ prosecution officer (0.4 FTE) has recently left the Council. Interim arrangements (6 months) with East Hants pending this review  Overview & Scrutiny Committee are proposing their own Task & Finish on fly tipping

	<b>Service Priority</b>	<b>Expected Outcomes</b>	<b>Completion date</b>	<b>Update Q1</b>
		The review is to ensure a fully coordinated approach, and assessment against best practice elsewhere		



#### 4: Place service 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.

Top 3 risks from Corporate Risk Register – impact on achieving corporate objectives, assessment at 10 July 2023.

Description	Residual rating	Potential Impact	Source of Risk	Controls in place
Recruitment & retention of key staff	9	Unable to deliver key statutory service / Service Plan	Loss of key staff and unable to recruit	Succession planning, appropriate staff recognition, backfill with agency staff as last resort
Workload required due to outside influences. For example, neighbourhood plans, Parish-led Conservation Area Appraisals, Duty to Corporate	8	Unable to deliver key statutory service / Service Plan	Workload created by other organisations where the District Council is obliged to respond	Better working with partner organisations to understand their work, and what requirements they will have for support from the District Council
Changes to the Planning System (Planning Policy & Development Management)	6	Major changes to planning services, potential roles and responsibilities and work priorities	National changes	Keep up to date with current think / consultations, plan for different scenarios

## 5 Performance indicators and targets

KPI	Description	Annual Target	Q1
Development Management			
DM1	Context: Number of Major development applications determined	<i>Data only</i>	2
DM2	Percentage of Major development application decisions made within the statutory determination period (including Extensions of Time)	60%	100%
DM3	Context: Number of Minor development applications determined	<i>Data only</i>	31
DM4	Percentage of Minor development application decisions made within the statutory determination period (including Extensions of Time)	70%	96%
DM5	Context: Number of Other applications determined	<i>Data only</i>	160
DM6	Percentage of Other application decisions made within the statutory determination period (including Extensions of Time)	80%	92.5%
DM7	Context: Number of Tree preservation works applications determined	<i>Data only</i>	82
DM8	Percentage of Tree Preservation works applications decisions within the statutory determination period (including Extensions of Time)	75%	19.5%

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]	80%	48%
EH2	Percentage of Environmental Protections service requests (including noise, statutory nuisance and public health) responded within time	80%	90%
EH3	Percentage of Food and Health & Safety service requests (including RIDDORs, HSADV, food poisoning investigations) responded to within time	80%	71%
EH4	Percentage of formal consultation responses made within time (including Planning and Licensing)	80%	91%
EH5	Number of fly-tipping service requests received by service	<i>Data only</i>	10 FT enforcement services contracted to EHDC from Q2
EH6	Number of fly-tipping enforcement actions	<i>Data only</i>	1 prosecution. Pleaded guilty to Sect 34 Duty of Care offence. Trial for remaining Sect 33 offence set for Nov 2023 1 x CPW served

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)	80%	99.7%
L2	Percentage of LA2003 premises and personal licences issued within response time. (Target 2-5 working days)	80%	99%
L3	Percentage of TENs responded within time (Target 1 working day)	80%	98%

Planning Policy			
PP1	<p>Housing Land Supply Position Statement</p> <p>[Identifies whether the Council has at least a 5-year supply of land for housing, which is a requirement of national planning policy]</p>	<i>Publish by 30 September</i>	On track
PP2	<p>Brownfield Register</p> <p>[Statutory Duty to publish annually an update to the register of previously developed land that has been deemed as suitable for residential development]</p>	<i>Publish by 31 December</i>	On track
PP3	<p>Authority Monitoring Report (AMR)</p> <p>[Statutory duty to publish annually, reporting on matters including local plan policy formulation and implementation, duty to cooperate activity, and Neighbourhood Plans]</p>	<i>Publish by 31 December</i>	On track
PP4	<p>Infrastructure Funding Statement (IFS)</p> <p>[Statutory duty to publish annually, reporting on s106 (and where relevant CIL) monies secured, received, allocated and spent]</p>	<i>Publish by 31 December</i>	On track
PP5	<p>Statutory returns to Government</p> <p>[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]</p>	<i>Various deadlines throughout the year</i>	On track None required in Q1

## **6 Quarter One 2023/24: key challenges and achievements**

### ***Key Challenges***

Staff turnover in and long-term sickness in various teams. However successful recruitment see below

Large volume of development management case load, planning enforcement requests, environmental health service requests

### ***Key Achievements***

Defending the High Court challenge at Beechcroft / Hares Farm and the individual has to pay the Council's legal fees (circa £10k)

Enforcement Notices served at 39a Kingsway and Paynes Cottage

Successful prosecution of the developers at Hawley Park Farm for failure to comply with Breach of Condition Notice (BCN) - decided in the Magistrates Court 13 June 2023

New starters joining the Development Management team and Environmental Health team and their successful onboarding

Procurement for Settlement Capacity & Intensification Study

Consultation on the Local Cycling and Walking Infrastructure Plan (LCWIP)

Consultation on two Supplementary Planning Documents (SPDs)

Consultation on the Winchfield Neighbourhood Plan

Successful move of the Place and Community teams from the 1<sup>st</sup> floor onto the 3<sup>rd</sup> floor

## **7 Looking forward to Quarter Two 2023/24: key deliverables**

Review and project plan the flood Schemes at: Kingsway, Blackwater Mill Corner, North Warnborough Phoenix Green, Hartley Wintney reported to Overview & Scrutiny August and Cabinet September

Receive Examiner's Report on Winchfield Neighbourhood Plan, prepare Cabinet report for approval to go to referendum

Prepare committee report on the parking and viability SPDs following public consultation ready for Overview & Scrutiny in October and Cabinet in November

Feedback on Crookham Village Conservation Area Appraisal during consultation

Feedback on Hartley Wintney Conservation Area Appraisal prior to consultation

Check/respond to revisions to Crondall Conservation Area appraisal following their public consultation. Progress to Cabinet for adoption at earliest opportunity

Publish Five-Year Housing Land Supply Position Statement

Launch of the Settlement Capacity & Intensification Study 'call for sites' online

## Annex: Notes on performance indicators and targets

### Development Management & Building Control

DM2	Percentage of Major development application decisions made within the statutory determination period (including Extensions of Time)	
	Q1	2/2 = 100%
	Q2	
	Q3	
	Q4	
	Year to date	2/2 = 100%

DM4	Percentage of Minor development application decisions made within the statutory determination period (including Extensions of Time)	
	Q1	30/31 = 96%
	Q2	
	Q3	
	Q4	
	Year to date	30/31 = 96%

DM6	Percentage of Other application decisions made within the statutory determination period (including Extensions of Time)	
	Q1	148/160 = 92%
	Q2	
	Q3	
	Q4	
	Year to date	148/160 = 92%



DM8	Percentage of Tree Preservation works applications decisions within the statutory determination period (including Extensions of Time)	
	Q1	16/82 = 19.5%
	Q2	
	Q3	
	Q4	
	Year to date	16/82 = 19.5%

## Environmental Health & Licensing

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]	
	Q1	48% (39 Inspections/site visits)
	Q2	
	Q3	
	Q4	
	Year to date	

EH2	Percentage of Environmental Protections service requests (including noise, statutory nuisance and public health) responded within time	
	Q1	90.3%
	Q2	
	Q3	
	Q4	
	Year to date	

EH3	Percentage of Food and Health & Safety service requests (including RIDDORs, HSADV, food poisoning investigations) responded to within time	
	Q1	71%
	Q2	
	Q3	
	Q4	
	Year to date	

EH4	Percentage of formal consultation responses made within time (including Planning and Licensing)	
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	Q1	91.1% (89.02% Planning 93.33% Licensing)
	Q2	
	Q3	
	Q4	
	Year to date	91.1% (89.02% Planning 93.33% 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)	
	Q1	598/ 600 = 99.6%
	Q2	
	Q3	
	Q4	
	Year to date	598/ 600 = 99.6%

L2	Percentage of LA2003 premises and personal licences issued within response time. (Target 2-5 working days)	
	Q1	396/400 = 99%
	Q2	
	Q3	
	Q4	
	Year to date	396/400 = 99%

L3	Percentage of TENs responded within time (Target 1 working day)	
	Q1	91/93 = 98%
	Q2	
	Q3	
	Q4	
	Year to date	91/93 = 98%