



Place Service Overview & Scrutiny Panel meeting – Quarter Two 10 October 2023

Contents	Page
1 Service overview	2
2 Projects and actions (as set out in the Service Plan)	4
3 Place service risk register	9
4 Performance indicators and targets	10
5 Quarter Two 2023/24: key challenges and achievements	15
6 Looking forward to Quarter Three 2023/24: key deliverables	18
Annex: Notes on performance indicators and targets	20

Version 1	Version sent to the Scrutiny Panel	04.10.2023

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:

- Development Management & Building Control (including heritage / conservation and enforcement),
- 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 area 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.

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 Q2 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 Q2
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	<p>Cabinet approved consultation 1 June 2023</p> <p>Consultation ran for 10 weeks from June to August 2023</p> <p>Very good response to the consultation, currently being summarised by Hampshire County Council and details provided to Sustrans</p> <p><i>Consideration: O&S November 2023</i></p> <p><i>Adoption: Cabinet December 2023</i></p>
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	<p>No work will take place until the Levelling Up and Regeneration Bill (LURB) is enacted, and policy updates are published</p> <p>Under the current system a 'review' (i.e. an assessment of whether the Plan needs updating) must be carried out by April 2025</p>

	Service Priority	Expected Outcomes	Completion date	Update Q2
3	Settlement Capacity & Intensification Study	Understanding of the scope to accommodate future homes within settlements (Cabinet decision Nov 21).	December 2023	<p>Call for sites took place August and September 2023 - closed 26 September 2023</p> <p><i>Consideration: O&S November 2023</i></p> <p><i>Adoption: Cabinet December 2023</i></p>
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	<p>Consultation ran for 6 weeks from May to June 2023</p> <p><i>Consideration: O&S November 2023</i></p> <p><i>Adoption: Cabinet December 2023</i></p>
5	Viability assessments in new development Supplementary Planning Document (SPD)	Viability assessments submitted which follow Council's preferred approach and contains the necessary information.	Adopt by December 2023	<p>Consultation ran for 6 weeks from May to June 2023</p> <p><i>Consideration: O&S October 2023</i></p> <p><i>Adoption: Cabinet November 2023</i></p>

	Service Priority	Expected Outcomes	Completion date	Update Q2
6	Affordable homes Supplementary Planning Document (SPD)	Guidance for provision of affordable homes on sites and off-site contributions.	Adopt by March 2024	Drafting of a PID is underway Indicative estimate would be an adopted in 2024/25 allowing for engagement, drafting and the statutory stages, and noting other work priorities
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	Draft report considered at O&S 15 August 2023 Report was further reviewed following consideration by O&S <i>Cabinet October 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. Further progress made digitally mapping known drainage assets (ditches, culverts, watercourses) with linked data on type and size of asset and dates of inspections and maintenance.
9	Planning Local Enforcement Plan	To update the Planning Local Enforcement Plan	March 2024	<i>Consideration: O&S November 2023</i> <i>Adoption: Cabinet 7 December 2023</i>

	Service Priority	Expected Outcomes	Completion date	Update Q2
		which was adopted in January 2016		
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	<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</p>	March 2024	<p>A series of cross service internal workshops are progressing</p> <p>The EH Fly-tipping enforcement/ prosecution officer (0.4 FTE) function is being maintained on an interim basis (6 months) with East Hampshire pending a wider corporate review</p> <p>Overview & Scrutiny Committee have set up a task & finish group to consider the wider strategic integration of fly tipping services</p> <p>Terms of reference were agreed at O&S in September 2023</p>

	Service Priority	Expected Outcomes	Completion date	Update Q2
		approach, and assessment against best practice elsewhere		

3: 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 risks from Corporate Risk Register – impact on achieving corporate objectives, assessment at 2 October 2023.

Code	Description of risk	Impact	Source	Owner	Initial Likelihood	Initial Consequence	Prior Assessment	Risk appetite exceeded?	Key Risk?	Risk treatment	Controls in place	Effectiveness of Controls	Current Likelihood	Current Consequence	Current Assessment Score
Pla1	Loss of staff	Unable to deliver key services / Service Plan.			4 - Likely	3 - Major	12	No	1		Succession planning, appropriate staff recognition, backfill with agency staff as last resort	Limited	3 - Possible	3 - Major	9
Pla2	Recruitment of staff	Unable to deliver key services / Service Plan.	Recruitment issues in technical areas, competition with other Council's and private sector for same pool of staff		4 - Likely	3 - Major	12	No	2		Succession planning, appropriate staff recognition, backfill with agency staff as last resort	Limited	3 - Possible	3 - Major	9
Pla3	Consequences of the proposed changes to the Planning System (Planning Policy & Development Management)	Major changes to planning services, potential roles and responsibilities and work priorities.	National changes		4 - Likely	3 - Major	12	No	3		Keep up to date with current think / consultations, plan for different scenarios		4 - Likely	2 - Moderate	8
Pla4	Workload required due to outside influences. For example, neighbourhood plans, Parish-led Conservation Area Appraisals, Duty to Corporate	Unable to deliver key statutory service / Service Plan	Workload created by other organisations where the District Council is obliged to respond		5 - Almost Certain	3 - Major	15	No	4		Better working with partner organisations to understand their work, and what requirements they will have for support from the District Council	Limited	4 - Likely	3 - Major	12
Pla5	New legislation / guidance / regulations, eg FSA, Biodiversity Net Gain	Impact of details of legislation being published late and requiring considerable work			4 - Likely	3 - Major	12	No	5			Satisfactory	4 - Likely	2 - Moderate	8

4 Performance indicators and targets

KPI	Description	Annual Target	Q1	Q2	YTD
Development Management					
DM1	Context: number of Major development applications determined	<i>Data only</i>	2	4	6
DM2	Percentage of Major development application decisions made within the statutory determination period (including Extensions of Time)	60%	100%	75%	83%
DM3	Context: number of Minor development applications determined	<i>Data only</i>	31	32	63
DM4	Percentage of Minor development application decisions made within the statutory determination period (including Extensions of Time)	70%	96%	28%	62%
DM5	Context: number of Other applications determined	<i>Data only</i>	160	145	305
DM6	Percentage of Other application decisions made within the statutory determination period (including Extensions of Time)	80%	92.5%	43.4%	69%

DM7	Context: number of tree preservation works applications determined	<i>Data only</i>	82	74	156
DM8	Percentage of tree preservation works applications decisions within the statutory determination period (including Extensions of Time)	75%	19.5%	6.8%	13%

Environmental Health			Q1	Q2	YTD
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%	132%*	91%
EH2	Percentage of environmental protections service requests (including noise, statutory nuisance and public health) responded within time	80%	90%	91%	90%
EH3	Percentage of food and health & safety service requests (including RIDDORs, HSADV, food poisoning investigations) responded to within time	80%	71%	100%	85%

EH4	Percentage of formal consultation responses made within time (including Planning and Licensing)	80%	91%	81%	86%
EH5	Number of fly-tipping service requests received by service	<i>Data only</i>	10 FT case	7 FT cases	17 FT cases
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	1x Court hearing FPN refusal to pay- Fly Tipping Offence. Trial date set Jan 2024 Ongoing. 1x Prosecution (Guilty plea to Sect 34 Duty of Care Offence. Trial for remaining Sect 33 Offence. Trial set for Nov 2023.	

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

Note: data delayed due to sickness in Shared Licensing Service

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>	Published September 2023
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 Q2 saw Housing Flows reconciliation submitted.

5 Quarter Two 2023/24: key challenges and achievements

Key Challenges

Retention and recruitment of staff in various teams. Early maternity leave, and long-term sickness. However successful recruitment see below.

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

Key Achievements

New starters joining the Development Management, Planning Policy and Environmental Health teams and their successful onboarding. For example, the Development Management & Building Control Manager and 3 x DM Team Leaders; new Principal Policy Planner and Assistant Environmental Health Practitioner posts are all now covered.

Parish & Town Council planning engagement evening, 19 July 2023.

Total number of development management decisions issued of all types across all areas of work (development management and trees) in the period 1 July 2023 – 30 September 2023 = 694.

Examples of other types of decisions:

Pre-application enquiries	28
Permitted development enquiries / advice	43
Telecommunication notifications (PDTELS) decided	104
Discharge of conditions	44
Lawful Development Certificates	14
EIA screening opinions issued	2
Prior approval	4
SANG enquiries	10
Discharge of clauses in a S106 legal agreements	1
Advertisement consent	2

Planning appeals hearings taken place – The Bell, Odiham, Cove Road Fleet and Dunleys Hill, Odiham.

Preparation for planning hearing at Nyasaland, Crookham, enforcement hearings at land south of Beechcroft, South Warnborough and Winchfield Court Winchfield, and a public inquiry at Paynes Cottage, Potbridge.

14 x written rep appeals.

2 x enforcement notices issued: Hares Farm and Granary Court. 6 x planning contravention notices (PCN) issued.

New enforcement cases opened = 58; enforcement cases closed = 55.

The review of the three flood alleviation schemes at: Mill Corner, North Warnborough; Phoenix Green, Hartley Wintney and Kingsway, Blackwater were considered by Overview & Scrutiny in August 2023.

Examination held into the Winchfield Neighbourhood Plan. Examiner's report received. Cabinet report prepared for October meeting. Referendum date set for 23 November 2023.

Analysis of the consultation responses on the draft Viability Supplementary Planning Document (SPD). Committee report prepared for Overview & Scrutiny in October 2023.

Analysis of the consultation responses on the draft Cycle & Car Parking SPD. Committee report being drafted for Overview & Scrutiny in November 2023.

Consideration of the recommendations of the Overview & Scrutiny Committee task & finish group on the conservation area appraisal process, report drafted for Overview & Scrutiny in October 2023.

A good response to the Local Cycling & Walking Infrastructure Plan (LCWIP) consultation. Progressing next steps and remaining on track.

Progress with the Settlement Capacity & Intensification Study, including the launch of the 'call for sites' public consultation.

Published Five-Year Housing Land Supply Position Statement and Housing Trajectory. This calculates that Hart district has 10.8 years of housing land supply. www.hart.gov.uk/sites/default/files/2023-09/Five_Year_Housing_Land_Supply_and_Housing_Trajectory_at_1_April_2023.pdf

Feedback on Crookham Village Conservation Area Appraisal and Hartley Wintney Conservation Area Appraisal.

On going progress with the review of Council-wide fly tipping activity and to establish best practice. Provided input into the Overview & Scrutiny terms of reference task & finish group on fly tipping.

Consultation on a Dog Fouling Public Space Protection Order (PSPO) - consultation ended 2 October 2023. Consideration of the PSPO by Cabinet September 2023.

Successful move of the Place and Community services onto the 3rd floor of the Civic Offices.

Successful welcome of Farnborough College of Technology into the Civic Offices.

6 Looking forward to Quarter Three 2023/24: key deliverables

Parish & Town Council planning engagement evening, October 2023.

Planning appeals hearings at Nyasaland, Crookham (October) and Safari Engineering Ltd, Eversley (January) and work towards a hearing for Rye Logistics.

Enforcement hearings at land south of Beechcroft, South Warnborough (November) and Winchfield Court Winchfield (December),

Enforcement Public Inquiry at Paynes Cottage, Potbridge (December)

The review of the three flood alleviation schemes at: Mill Corner, North Warnborough; Phoenix Green, Hartley Wintney and Kingsway, Blackwater will be considered by Cabinet in October 2023.

Winchfield Neighbourhood Plan Cabinet decision in October to proceed to referendum. Arrange and hold the referendum on 23 November 2023.

The Viability Supplementary Planning Document (SPD) to be considered by Overview & Scrutiny in October and adopted by Cabinet in November 2023.

The Cycle & Car Parking SPD to be considered by Overview & Scrutiny in November and adopted by Cabinet in December 2023.

Feedback on the actions following the Overview & Scrutiny Committee task & finish group on the conservation area appraisal process to Overview & Scrutiny in October 2023.

The Local Cycling & Walking Infrastructure Plan (LCWIP) to be considered by Overview & Scrutiny in November and adopted by Cabinet in December 2023.

The Settlement Capacity & Intensification Study to be considered by Overview & Scrutiny in November and Cabinet in December 2023.

The Authority Monitoring Report (AMR) will be considered by Overview & Scrutiny in December and published by the end December 2023.

The Infrastructure Funding Statement (IFS) and the Brownfield Register Update will both be published by the end of December 2023.

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

The Dog Fouling Public Space Protection Order (PSPO) will be considered / adopted following public consultation.

Production of 'Food Safety Plan' for the Council's Food Safety services for the period 2023/24.

On going progress with the review of Council-wide fly tipping activity and to establish best practice. Provide input into the Overview & Scrutiny task & finish group on fly tipping.

Review of the discretionary Licensing fees and charges at Licensing Committee in November for public consultation.

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	3/4 = 75%
	Q3	
	Q4	
	Year to date	5/6 = 83%

DM4	Percentage of Minor development application decisions made within the statutory determination period (including Extensions of Time)	
	Q1	30/31 = 96%
	Q2	9/32 = 28%
	Q3	
	Q4	
	Year to date	39/63 = 62%

DM6	Percentage of Other application decisions made within the statutory determination period (including Extensions of Time)	
	Q1	148/160 = 92%
	Q2	63/145 = 43%
	Q3	
	Q4	
	Year to date	211/305 = 69%

DM8	Percentage of Tree Preservation works applications decisions within the statutory determination period (including Extensions of Time)	
	Q1	16/82 = 19.5%
	Q2	5/74 = 6.8%
	Q3	
	Q4	
	Year to date	21/156 = 13%

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% (39/81 inspections/site visits)
	Q2	132% (107/81 inspections/site visits) *Use of contractor to bolster inspection capacity
	Q3	
	Q4	
	Year to date	91% cumulative total (147/162 inspections/site visits)

EH2	Percentage of Environmental Protections service requests (including noise, statutory nuisance and public health) responded within time	
	Q1	90.3%
	Q2	90.8% (108/119)
	Q3	
	Q4	
	Year to date	90%

EH3	Percentage of Food and Health & Safety service requests (including RIDDORs, HSADV, food poisoning	
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	investigations) responded to within time	
	Q1	71%
	Q2	100% (35/35)
	Q3	
	Q4	
	Year to date	86%

EH4	Percentage of formal consultation responses made within time (including Planning and Licensing)	
	Q1	91.1% (89.02% Planning 93.33% Licensing)
	Q2	81.25% (78.28% Planning 84.31% Licensing)
	Q3	
	Q4	
	Year to date	86%

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	TBC
	Q3	
	Q4	
	Year to date	TBC

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

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