



## Place service Overview & Scrutiny Panel meeting – Quarter Three 23 January 2024

<b>Contents</b>	<b>Page</b>
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 Three 2023/24: key challenges and achievements	15
6 Looking forward to Quarter Four 2023/24: key deliverables	17
Annex: Notes on performance indicators and targets	18

Version 1	Version sent to the Scrutiny Panel	16.01.2024
Version 2	Updated with changes discussed at the Service Panel meeting	23.01.2024

## 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 /  
Mark Berry:**  
**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 Q3 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 Q3
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 ran for 10 weeks from June to August 2023. Very good response to the consultation <i>Consideration: O&amp;S November 2023</i> Ward Member review of indicative interventions: late January <i>Adoption: Cabinet March 2024</i>
2	Local Plan Review (Assessment)	Undertake a Local Plan Review involving an	Will take place once the Levelling Up & Regeneration Bill	Levelling Up and Regeneration Act (LURA) received Royal Assent in October 2023

	Service Priority	Expected Outcomes	Completion date	Update Q3
		assessment of whether the adopted local plan needs updating	becomes an Act, plus the associated policy and guidance are updated	Awaiting secondary legislation. Under the current system a 'review' (i.e. an assessment of whether the Plan needs updating) must be carried out by April 2025  Likely to be a Service Priority for 2024/25 Service Plan
3	Settlement Capacity & Intensification Study	Understanding of the scope to accommodate future homes within settlements (Cabinet decision Nov 2021)	December 2023	Call for sites took place August and September 2023 - closed 26 September 2023  <i>O&amp;S: December 2023</i>  <i>Cabinet: January 2024</i>  Cabinet papers published December 2023  Cabinet noted the report which will now be published on the Council's website: <a href="http://www.hart.gov.uk/settlement-capacity">www.hart.gov.uk/settlement-capacity</a>
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	Adopt by December 2023	Consultation ran for 6 weeks from May to June 2023  <i>Consideration: O&amp;S November 2023</i>  <i>Adoption: Cabinet December 2023</i>

	Service Priority	Expected Outcomes	Completion date	Update Q3
		encourage use of cycles		
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&amp;S October 2023</i></p> <p><i>Adoption: Cabinet November 2023</i></p>
6	Affordable homes Supplementary Planning Document (SPD)	Guidance for provision of affordable homes on sites and off-site contributions.	Adopt by March 2024	<p>Slipped from 2023/24 Service Plan due to resources and other work priorities.</p> <p>Work taking place on a Technical Advice Note (TAN) as an interim step to strengthen current guidance</p> <p>TAN will be published before end of March</p>
7	Review and project plan the flood Schemes at: Kingsway, Blackwater Mill Corner, North Warnborough	Full review of the current schemes, new project plans, project management, resources, timeframes	Report to Cabinet Summer 2023	<p>Report considered at O&amp;S: August 2023</p> <p>Report was further reviewed following consideration by O&amp;S</p> <p><i>Cabinet: October 2023</i></p>

	Service Priority	Expected Outcomes	Completion date	Update Q3
	Phoenix Green, Hartley Wintney			
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	Local Enforcement Plan	To update the Planning Local Enforcement Plan which was adopted in January 2016	March 2024	<i>Consideration: O&amp;S February 2023</i> <i>Adoption: Cabinet March 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	Slipped from 2023/24 Service Plan due to resources and other work priorities

	Service Priority	Expected Outcomes	Completion date	Update Q3
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"> <li>• deterrents</li> <li>• reporting</li> <li>• detection</li> <li>• collection</li> <li>• investigation</li> <li>• prosecution / warnings</li> </ul> <p>The review is to ensure a fully coordinated approach, and assessment against best practice elsewhere</p>	March 2024	<p>A series of cross service internal workshops are progressing</p> <p>In parallel Overview &amp; Scrutiny Committee have set up a task &amp; finish group to consider issues around fly tipping</p> <p>Terms of reference were agreed at O&amp;S in September 2023. Report expected to be produced and issued in Q4.</p> <p>The EH Fly-tipping enforcement/ prosecution function is being maintained on an interim basis by East Hampshire pending the wider corporate review(s)</p>



### 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 12 January 2024.

Code	Description of risk	Type	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	Service Delivery	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	Service Delivery	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	Satisfactory	3 - Possible	3 - Major	9
Pla3	Consequences of the proposed changes to the Planning System flowing from LURA and secondary legislation (Planning Policy & Development Management)	Legal/Regulatory	Major changes to planning services, potential roles and responsibilities and work priorities.	National changes		5 - Almost Certain	3 - Major	15	No	3		Keep up to date with current think / consultations, plan for different scenarios	Good	4 - Likely	2 - Moderate	8
Pla4	Workload required due to outside influences. For example, neighbourhood plans, Parish-led Conservation Area Appraisals, Duty to Corporate	Service Delivery	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	Legal/Regulatory	Impact of details of legislation being published late and requiring considerable work	National changes		4 - Likely	3 - Major	12	No	5		Keep up to date with current think / consultations, plan for different scenarios	Satisfactory	4 - Likely	2 - Moderate	8
Pla6	IDOX down	Service Delivery	Inability to perform key services, issue decisions or retrieve data, public perception and confidence.	Idox issues, data storage		4 - Likely	4 - Critical	16	No			Regular scheduled IDOX updates, planned maintenance and contact with Idox via account meetings.	Satisfactory	2 - Unlikely	4 - Critical	8
Pla7	Unplanned an/or unexpected peaks in work eg Licensing Hearings, Planning appeals	Service Delivery	Unable to deliver key services / Service Plan.			4 - Likely	3 - Major	12	No			Liaison with colleagues, Shared Services and other partners. Review resources / priorities when this occurs. Consider opportunities to outsource some work	Limited	3 - Possible	3 - Major	9

## 4 Performance indicators and targets

Colour coding:

- Green the Annual KPI target is being met
- Amber the performance is within 10% of the Annual KPI target
- Red the performance is below 10% of the Annual KPI target

KPI	Description	Annual Target	Q1	Q2	Q3	YTD
Development Management						
DM1	Context: number of Major development applications determined	<i>Data only</i>	2	4	5	11
DM2	Percentage of Major development application decisions made within the statutory determination period (including Extensions of Time)	60%	100%	75%	60%	73%
DM3	Context: number of Minor development applications determined	<i>Data only</i>	31	32	26	89
DM4	Percentage of Minor development application decisions made within the statutory determination period (including Extensions of Time)	70%	96%	28%	66%	63%
DM5	Context: number of Other applications determined	<i>Data only</i>	160	145	165	470
DM6	Percentage of Other application decisions made within the statutory	80%	92.5%	43.4%	72%	71%

KPI	Description	Annual Target	Q1	Q2	Q3	YTD
	determination period (including Extensions of Time)					
DM7	Context: number of tree preservation works applications determined	<i>Data only</i>	82	74	73	229
DM8	Percentage of tree preservation works applications decisions within the statutory determination period (including Extensions of Time)	75%	19.5%	6.8%	12.3%	13%

Environmental Health			Q1	Q2	Q3
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%*	95%
EH2	Percentage of environmental protections service requests (including noise, statutory nuisance and public health) responded within time	80%	90%	91%	96%
EH3	Percentage of food and health & safety service requests (including RIDDORs,	80%	71%	100%	100%

	HSADV, food poisoning investigations) responded to within time				
EH4	Percentage of formal consultation responses made within time (including Planning and Licensing)	80%	91%	81%	93%
EH5	Number of fly-tipping service requests received by service	<i>Data only</i>	10 FT case	7 FT cases	7 FT cases
EH6	Number of fly-tipping enforcement actions	<i>Data only</i>	<p>1 prosecution. Pleaded guilty to Sect 34 Duty of Care offence.</p> <p>Trial for remaining Sect 33 offence set for Nov 2023</p> <p>1 x CPW served</p>	<p>1x Court hearing FPN refusal to pay-Fly Tipping Offence. Trial date set Jan 2024</p> <p>Ongoing. 1x Prosecution (Guilty plea to Sect 34 Duty of Care Offence. Trial for remaining Sect 33 Offence. Trial set for Nov 2023.</p>	<p>2x Fixed Penalty Notice. (FPN) Section 33 Fly-tipping Offence admitted</p> <p>1x Reschedule of trial date by court into Q4 Section 33 Offence</p> <p>1x Reschedule of FPN appeal by court. Trial date moved to Q4/Q1 2024</p>

Licensing			Q1	Q2	Q3
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%	98.1%	99.2%
L2	Percentage of LA2003 premises and personal licences issued within response time. (Target 2-5 working days)	80%	99%	97.9%	100%
L3	Percentage of TENs responded within time (Target 1 working day)	80%	98%	94.3%	97.7%

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>	Published December 2023
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>	Published December 2023
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>	Published December 2023
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>	<p>On track</p> <p>Q3 saw neighbourhood planning return completed on time</p>

## **5 Quarter Three 2023/24: key challenges and achievements**

### ***Key Challenges***

Retention and recruitment of staff in various teams. Leave and long-term sickness. Successful recruitment see below.

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

Planning Policy: Matt Harris took paternity leave this quarter – Matt leads on AMR, IFS and brownfield register all with deadlines in December, so the timing was difficult – nevertheless those projects were all completed on time.

Royal Ascent of the Levelling Up and Regeneration Act (LURA) 26 October 2023, and new version(s) of NPPF.

Approaches from surrounding authorities for duty to cooperate discussion and documentation have picked up lately and came at a busy period.

Hampshire County Council involving district in Local Nature Recovery Strategy

A number of appeals, hearings and public inquiry (Paynes Cottage)

Pre application advice / meetings, including Lodge Farm, Geoffrey's House

### ***Key Achievements***

New starters joining the Development Management and their successful onboarding comprising a Planner and a contract Principal Planner.

Parish & Town Council planning engagement evening, October 2023.

Public inquiry at Paynes Cottage, Potbridge.

There has been a positive improvement in the development management performance during the quarter. December's figures were very good, which built on November figures were much better than October.

The review of the three flood alleviation schemes at: Mill Corner, North Warnborough; Phoenix Green, Hartley Wintney and Kingsway,

Blackwater were considered agreed by Cabinet in October 2023.

Referendum on the Winchfield Neighbourhood Plan – Plan to me ‘made’ at Council in January 2024.

Viability Supplementary Planning Document (SPD) and Cycle & Car Parking SPD adopted by Cabinet.

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.

The Local Cycling & Walking Infrastructure Plan (LCWIP) considered by Overview & Scrutiny. Plan to be considered by Cabinet in March 2024.

The Settlement Capacity & Intensification Study – update to Overview & Scrutiny in December, report to Cabinet in January.

Work to support the Parish Councils with conservation area appraisals for Crondall, Crookham Village and Hartley Wintney. Crondall and Crookham Village conservation area appraisals to be adopted by Cabinet in March 2024.

Delivered a significantly elevated number of Licensing sub-committee hearings within Q3.

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.

A Dog Fouling Public Space Protection Order (PSPO) was adopted December 2023.



## **6 Looking forward to Quarter Four 2023/24: key deliverables**

Welcome to Mark Berry, interim Development Management & Building Control Manager

Additional tree contractor support for planning trees

Additional Senior Planner – capacity money

Parish & Town Council planning engagement evening, February 2024

Planning appeals hearings Rye Logistics Ancells Farm and Safari Engineering Ltd, Eversley (January)

The Local Cycling & Walking Infrastructure Plan (LCWIP) further engagement with Ward Members, and then to be considered by Cabinet in March 2024

Guidance to Parish & Town Councils on Conservation Area Appraisals going to O&S February 2024 (following on from the Task & Finish Group)

Crandall Conservation Area Appraisal and Crookham Village Conservation Area Appraisal to Cabinet March 2024

Formally 'make' the Winchfield Neighbourhood Plan at Council 25 January 2024

Respond to the draft Odiham Neighbourhood Plan which went out to consultation on 22 January for 6 weeks.

Respond to local plan consultations from both East Hampshire and Basingstoke and Deane.

Confirmation of 'Food Safety Plan' for the Council's Food Safety services for the period 2024/25

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.

Completion of the second part of the third floor and relocation of second floor office space to third floor

## 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	2/3 = 66%
	Q4	
	Year to date	7/11 = 73%

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	17/26 = 64%
	Q4	
	Year to date	56/89 = 63%

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	122/165 = 74%
	Q4	
	Year to date	333/470 = 71%

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	9/73 = 12.3%
	Q4	
	Year to date	30/229 = 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	95% (77/81 inspections/site visits) *Use of contractor to bolster inspection capacity
	Q4	
	Year to date	92% (223/243 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	95.9% (71/74)
	Q4	
	Year to date	N/A

EH3	Percentage of Food and Health & Safety service requests (including RIDDORs, HSADV, food poisoning investigations) responded to within time	
	Q1	71%
	Q2	100% (35/35)
	Q3	100% (19/19)
	Q4	
	Year to date	N/A

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	93.45% (93.75% Planning 93.15% Licensing)
	Q4	
	Year to date	N/A

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	589/600 = 98.1%
	Q3	595/600 = 99.16%
	Q4	
	Year to date	

L2	Percentage of LA2003 premises and personal licences issued within response time. (Target 2-5 working days)	
	Q1	396/400 = 99%
	Q2	391/400 = 97.9%
	Q3	400/400 = 100%
	Q4	
	Year to date	

L3	Percentage of TENs (Temporary Event Notice) responded within time (Target 1 working day)	
	Q1	91/93 = 98%
	Q2	283/300 = 94%
	Q3	293/300 = 97%
	Q4	
	Year to date	