



NOTICE OF MEETING

Meeting:	Overview and Scrutiny Committee
Date and Time:	Tuesday, 15 March 2016 at 7.00 pm
Place:	Committee Room 1, Civic Offices, Fleet
Telephone Enquiries to:	01252 774141 (Mrs G Chapman) gill.chapman@hart.gov.uk
Members:	Axam, Bailey (Chairman), Clarke, Crisp, Dickens, Gray, Harward, Renshaw, Makepeace-Browne, Wheale, Woods

Joint Chief Executive

CIVIC OFFICES, HARLINGTON WAY
FLEET, HAMPSHIRE GU51 4AE

AGENDA

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1 MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of 16 February 2016 are attached to be confirmed and signed as a correct record. **Paper A**

2 APOLOGIES FOR ABSENCE

3 CHAIRMAN'S ANNOUNCEMENTS

4 DECLARATIONS OF INTEREST

To declare disclosable pecuniary, and any other, interests.

5 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

Anyone wishing to put a question or statement to the Committee should contact the Committee Services Officer by phone or email (see front page of this Agenda) at least two clear working days prior to the meeting. Further information can be found at https://www.hart.gov.uk/sites/default/files/4_The_Council/Council_meetings/Public%20Participation%20leaflet%202015%20A4.pdf

6 FEEDBACK FROM SERVICE BOARDS

7 PORTFOLIO HOLDER

Councillor Anne Crampton to attend.

8 UPDATE ON LEISURE CENTRE

Head of Leisure to report on handover to Everyone Active.

9 DRAFT SERVICE PLANS 2016/17

To enable the Overview and Scrutiny Committee to scrutinise and comment on the draft Service Plans for 2016/17 prior to their approval at Cabinet on 7 April 2016.

Paper B

RECOMMENDATION

That the Committee scrutinise the draft Service Plans for 2016/17 and submit any comments to Cabinet for their consideration on 7 April 2016.

10 REVIEW OF THE WITHDRAWN HOUSING OPTIONS CONSULTATION

This report provides an overview of the findings of the working group set up by Overview & Scrutiny with the remit to review:

- a. How decisions were made to approve and authorise the Refined Housing Options Consultation going 'live' in November 2015.
- b. How decisions were made to alter consultation documents part way through the consultation process.
- c. On what basis and rationale were decisions taken to withdraw the consultation.
- d. Identify actions that the council should take with regards to future consultation exercises and suggest improvements to the process. **Paper C**

RECOMMENDATION

- Cabinet should consider whether the Council should adopt a code of practice to guide how future consultation exercises are undertaken. As an interim, the Joint

Chief Executives should draw up and communicate to all officers' clear guidance about how to conduct a consultation.

- Staffing Committee should review the current Council structure to ensure that we have sufficient senior management support particularly at a time when the Council is undertaking significant projects and other areas of work.
- The Joint Chief Executives should take a view on whether any training, capability or disciplinary action should be taken in respect of the findings of this report.
- A document naming convention should be established for all documents saved by officers. The Council should expedite the introduction of SharePoint for document version management.
- The processes for publishing on the Council website should be reviewed with the introduction of a two person check for any changes prior to publication
- When developing the timeline for future consultation exercises part of the process should include the user testing of documents and ensure wording has been reviewed as plain English.

11 CABINET WORK PROGRAMME

The Cabinet Work Programme is attached for information. **Paper D**

12 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Overview and Scrutiny Work Programme is attached for consideration and amendment. **Paper E**

Date of Despatch: 8 March 2016

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: 16 February 2016 at 7pm

Place: Committee Room 1, Civic Offices, Fleet

Present:

COUNCILLORS

Bailey (Chairman)

Axam, Clarke, Crisp, Dickens, Makepeace-Browne, Renshaw, Wheale (left 8.15pm)

In attendance: Councillor Ambler (left 8.20pm)

Officers:

Tony Higgins	Head of Finance
Nick Steevens	Head of Regulatory Services
Gill Chapman	Committee Services

For item 95:

Mark Saunders	Hampshire County Council
Richard Vaughan	Hampshire County Council

90 MINUTES OF PREVIOUS MEETING

The minutes of the meeting of 19 January 2016 were confirmed and signed as a correct record.

91 APOLOGIES FOR ABSENCE

Apologies had been received from Councillor Gray.

92 CHAIRMAN'S ANNOUNCEMENTS

The Chairman announced that the working group on the Refined Housing Options consultation would meet after the meeting to finalise the report to the next meeting.

93 DECLARATIONS OF INTEREST

Councillors Dickens and Wheale declared a personal interest as they were School Governors in the district.

94 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

95 EDUCATION PROVISION

Mark Saunders of the Strategic Planning Unit, Hampshire County Council, accompanied by Richard Vaughan, Deputy Head of Strategic Development, HCC, updated members on future education provision in the district, covering school place planning, capacities and surplus, capital programme, new school places, explanations of the forecasting models for primary and secondary places and the proposed extension of Robert Mays school.

Members considered the following issues:

- Government funding for provision of school places and capital maintenance
- Parental preference and degree of flexibility needed
- Academies and free schools
- Basic need projects over the next period eg Tweseldown Infants, Buryfield, Church Crookham Junior, Robert Mays
- The pressures of building around Fleet and the limitations of expansion around Calthorpe and Courtmoor schools
- There is an increase in the primary sector and growth in secondary. Particularly the district's primary sector is still growing when it was expected to be levelling out
- There is a need to create 60 forms of entry across the county, equating to 7 secondary schools
- Financial challenges in providing new school places and capital programmes to expand existing schools
- The effect of private schooling in the area
- The potential housing coming to fruition in the 10 year period
- Importance of working together on S106 agreements

Members were particularly interested in the forecasting of yields from new developments - in Hart and a number of other areas in Hampshire there is evidence emerging of larger development yielding ie for every 2 bed property and above 0.3 children would be expected to come from each property, eg 100 houses built would yield around 30 children. In Hart this yield was proving to be higher, resulting in more school places needed.

Members thanked Mr Saunders and Mr Vaughan for their information, and the explanations of the challenges facing Hampshire in providing school places.

96 FEEDBACK FROM SERVICE BOARDS

Community Wellbeing

- some Members had visited the site of the new leisure centre
- there had been reports of pricing issues at Frogmore
- it was suggested that the Head of Leisure be invited to the next meeting to report on the outsourcing changeover

Regulatory Services

- A report had been received from the Community Safety Manager on the work of the Community Safety department, which would be circulated to all members.

Corporate services

- The 5 Councils project was progressing, with the legalities of the project being ironed out.

97 REVIEW OF DEVELOPMENT CONTROL

In June 2015 the Overview and Scrutiny Committee amended the work programme to include a review on *Planning performance, what are the development control procedures and the way we engage with customers*. Overview and Scrutiny Committee considered the report of a review carried out into the development control service.

Members considered the following issues highlighted in the review:

- The difficulties of recruitment and retention of Planning staff
- Pre-application advice - costs and benefits to the Council and users
- Parish involvement
- Parish training
- Agents' forum and feedback
- Planning Training for Councillors (1st June)
- Planning Working Group

Members asked that notes from the Agents' forum be circulated to enable consideration of the issues of pre-application advice. The report was noted and the proposed Action Plan endorsed.

RESOLVED

- 1 That the Development Control Review be noted by the Overview and Scrutiny Committee.
- 2 That the action table shown in Appendix 2 be endorsed and brought back to Overview and Scrutiny Committee in Autumn 2016 to update members on progress against the recommendations.

Councillor Wheale left the meeting during this item (8.15pm). Councillor Ambler left the meeting at the end of this item (8.20 pm).

98 2015-16 BUDGET MONITORING – TO END OF DECEMBER

Members were advised of the position on revenue and capital as at the end of December. Cabinet would consider this report at its meeting on 3 March 2016.

Members considered the information and asked for clarification on the business support unit and off street enforcement.

RESOLVED

That the revised projections and reasons for the main variations shown in Appendix 1 and Paragraph 4, and the current spending position on the Capital Programme shown on Appendix 2 be noted.

99 QUARTER 3 CORPORATE PERFORMANCE INFORMATION – 2015/16

Members were updated on the Council's key performance indicator results in the third quarter of 2015/16 (1 October 2015 – 31 December 2015).

Members considered and noted the information.

RESOLVED

That the Corporate Performance information be noted.

100 UPDATE ON TASK AND FINISH GROUPS

None.

101 CABINET WORK PROGRAMME

The Cabinet Work Programme was considered.

102 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Overview and Scrutiny Work Programme was considered and amended as follows:

- The Head of Leisure be invited to the next meeting regarding the launch of the leisure centre outsourcing
- Establishment of local housing company - July
- Report on Refined Housing Options consultation - March

The meeting closed at 8.40 pm

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING **15 MARCH 2015**

TITLE OF REPORT **DRAFT SERVICE PLANS 2016/2017**

Report of **Joint Chief Executive**

Cabinet Member: **Councillor Parker, Leader**

1. PURPOSE OF REPORT

1.1 To consider the draft Service Plans for 2016/2017, as set out in Appendix I.

2. OFFICER RECOMMENDATION

2.1 The draft Service Plans for 2016/2017 be approved.

3. BACKGROUND

3.1 Service Plans set out the key actions each service will undertake during the coming year to deliver the Council's objectives and priorities, as well as core services.

3.2 Identified Risks and KPIs have been kept updated throughout the year at Service Boards and no significant changes have been made to these in the development of this year's Service Plans. They have therefore not been included in Appendix I for the purpose of this report, but will continue to be reported to Overview and Scrutiny Committee and Service Boards.

3.3 The service plans proposed have been developed in conjunction with staff and members, through consultation at the relevant Service Boards.

4. POLICY IMPLICATIONS

4.1 Service Plans and the Service Planning process form a key part of the Council's existing performance management framework.

5. FINANCIAL IMPLICATIONS

5.1 There are no specific financial implications in this report. However, the Draft Service Plans are linked to the agreed budget for 2016/2017.

6. MANAGEMENT OF RISK

6.1 If the Council does not adopt Service Plans with clear targets and tasks that are aligned with its budgets, there is a risk that it will fail to deliver its objectives and priorities.

7. CONCLUSIONS

- 7.1 Committee is requested to consider the draft Service Plans in conjunction with the agreed Budget for 2016/17. The Service Plans, together with comments from the Committee, will be submitted to Cabinet for approval in April.

Contact Details: Daryl Phillips, Ext 4492, daryl.phillips@hart.gov.uk

APPENDICES

Appendix I - Draft Service Plans for 2016/17

Appendix I - Draft Service Plans for 2016/17

Corporate Services			
<p>Three Year Plan To continue to improve the Councils use of technology, to improve resilience of services and offer improvements to our customers in the availability and functionality of our services. To ensure that the Council corporately makes best use of its assets: Financially (<i>using procurement opportunities that drives down costs, taking positive action to reduce the level of debt owed to the Council and investigating shared services which may provide more resilient functions, whilst providing some cost savings</i>) Staff (<i>Providing a range of training opportunities to further develop and skill our staff</i>)</p>			
<p>Services Provided</p> <ul style="list-style-type: none"> •Corporate Performance •Client Management Team for HR, IT, Revs/Bens and Finance •LLPG custodian •Project implementation 		<ul style="list-style-type: none"> •Procurement •Business Continuity •Service Improvement •Corporate Training •IT Security and DR 	
Action	Due	Milestone description	Milestone due
CS1601	31-Mar-2017	Keep any necessary increases in council tax levels to the minimum	
CS1602	31-Mar-2017	Continue to provide good quality services whilst making savings through the procurement of 'back office' services with other local authorities	
CS1603	31-Mar-2017	Explore the opportunities for a Combined Authority, with all the other Councils across Hampshire and the Local Enterprise Partnerships with the aim of providing more locally focused and driven services	
CS1604	31-Mar-2017	As a Council, work towards becoming as self-funded as possible, and therefore reducing the impact of changes in Government funding policies	
CS1605	31-Mar-2017	Implement the Economic Strategy, engaging with the major employers in the district and supporting and encouraging small businesses to grow	
CS1606	31-Mar-2017	Maintain levels of funding to our voluntary sector partners	

Business Support Three Year Plan			
The Business Support Unit will take an active approach to business process reengineering will enable us to find the most efficient and cost effective ways to provide services to the council, providing the opportunity to take on a broader range of work in support to front line officers.			
Services Provided Administrative and Technical Support to Environmental Health, Housing and Planning Services.			
Action	Due	Milestone description	Milestone due
1601 Housing	31-Mar-2017	20% Reduction of Paperwork	31-Mar-2017
		Complete Review of all 30 housing tasks	31-Mar-2017
		Identifying and re-aligning 10% of Abritas housing tasks	31-Mar-2017
		Improve & Sustain inbox turnaround to less than 48 hrs	31-Mar-2017
		Increase availability of on line tasks	31-Mar-2017
		Reduce Data collection to Improve the application process	31-Mar-2017
		Reduction In Process steps	31-Mar-2017
1602 Planning	31-Mar-2017	20% reduction in process steps	31-Mar-2017
		20% Reduction of paperwork	31-Mar-2017
		Identifying and re-aligning 20% of Uniform planning tasks	31-Mar-2017
		Improve and sustain inbox turnaround to below 48 hrs	31-Mar-2017
		Increase availability of on-line tasks	31-Mar-2017
		Working in conjunction with the Planners to Reduce overall planning time from 8 weeks to 5 weeks for (small) householder applications	31-Mar-2017
		Working in conjunction with the Planners to Reduce overall planning time from 8 weeks to 6 weeks	31-Mar-2017
Assist planning team to reduce current backlog			

Action	Due	Milestone description	Milestone due
I603 Environmental health	31-Mar-2017	25% reduction in process steps	31-Mar-2017
		efficient management of admin tray	31-Mar-2017
		Identifying and re-aligning 25% of Uniform EH tasks	31-Mar-2017
		Improve and Sustain inbox turnaround to under 48 hrs	31-Mar-2017
		Increase availability of on-line tasks	31-Mar-2017
		Reduction of paperwork by 30%	31-Mar-2017
I604 BSU Generic	31-Mar-2017	20% - 40% Increase of on-line support	31-Mar-2017
		20% reduction in process steps	31-Mar-2017
		50% of staff capable of offering support in all areas	31-Mar-2017
		Benchmarking of base level skill set for all staff 10% - 30% increase	31-Mar-2017
		Improve and sustain inbox turnaround to less than 48 Hrs	31-Mar-2017
		Maximise use of current software 20% increase	31-Mar-2017
		Restructure staffing and skill sets to offer support in additional council areas for 1 day per week	31-Mar-2017

Electoral Services

Three Year Plan

- To ensure the changes introduced by the introduction of Individual electoral registration are embedded as business as usual
- To maximise the benefits of the new elections management system and to integrate with data available from revenues system.
- To recruit a permanent registration officer to fully deliver the ongoing registration requirements arising from Individual registration.
- To migrate more of our services on-line to complement those services offered already, such as registration.

Services Provided

- Registration of all Electors in Hart District as per the statutory requirements of the Representation of the People Act 1983.
- Provision of managerial and operational resources to the Returning Officer so that he/she can run all national & local elections within the Hart District.
- To take whatever steps as recommended by the Electoral Commission to maximise registration and encourage turnout at elections.
- To act as the managers of all electoral boundaries, constituencies, divisions, wards and parishes, in conjunction with the relevant statutory authorities and to review and implement changes to parish boundaries where needed.
- To support elected members by managing the member expense schemes.

Action	Due	Milestone description	Milestone due
ESI601 Deliver Local Elections	31-Mar-2017		
ESI602 Deliver PCC Elections	05-Nov-2016		
ESI603 Deliver EU Referendum	31-Mar-2017		
ESI604 Deliver Canvass for 2017 electoral register	01-Dec-2016		

Environmental Services			
<p>Three Year Plan To maintain existing performance across all service areas whilst working with partners, or independently to identify opportunities for delivering improved outcomes for the community.</p>			
<p>Services Provided</p> <ul style="list-style-type: none"> •Emergency Planning •Management of Joint Waste Service for Hart and Basingstoke and Deane •Street Cleaning and Grounds Maintenance •Off Street Parking •On Street Car Parking •Removal of abandoned & untaxed vehicles 			
<ul style="list-style-type: none"> •Traffic Management, Highways Development Control & Maintenance of Highway Verges •Street Name Plates •Land Drainage and Flood Management advice. •Estates and Asset Management •CCTV 			
Action	Due	Milestone description	Milestone due
<i>ETS1601 Maintain and increase recycling across the district</i>			
ETS1601a Retendering of the Joint Waste Contract	31-Mar-2017	Deadline for discussions on possible tender extension.	01-Jul-2016
		Specification for contract to have been confirmed.	01-Oct-2016
		Tender documents to have been finalised and prequalification questionnaire to be sent out.	31-Mar-2017
ETS1601b Delivery of the Joint Waste Client Team Project Plan	31-Mar-2017	Delivery of the Project Integra action plan notably work on the waste prevention plan and HIOWLA project.	31-Mar-2017
		Increase number and availability of textiles banks - work with schools and charities to identify sites.	31-Mar-2017
		Introduction of Direct Debit Payment for Garden Waste	31-Mar-2017
<i>ETS1602 Development of the shared Streets and Grounds Maintenance Service</i>			
ETS1602a Agree extension of existing shared service with Basingstoke	30-Sep-2016		

Action	Due	Milestone description	Milestone due
ETSI 602b Review HCC grass cutting agency.	30-Sep-2016		
ETSI 602c In consultation with parish councils identify initiatives that would improve the cleanliness of Hart's streets and agree a programme for their implementation	31-Mar-2017	Review the success of the pilot deep clean in Blackwater and consider whether this should be repeated elsewhere.	31-May-2016
		Map litter bin locations on GIS	31-Jul-2016
		Consider need for street care client function.	28-Sep-2016
		Review current provision of litter bins and consider installation of more or different types.	30-Sep-2016
		In consultation with parish councils identify initiatives that would improve the cleanliness of Hart's streets and agree a programme for their implementation.	28-Oct-2016
		Develop proposal for promoting greater community responsibility for preventing and removing litter.	31-Jan-2017
		Monitor success of on street recycling trial in Hartley Wintney and agree whether this should be extended.	31-Mar-2017
<i>ETSI 603 Development of the Parking Service</i>			
ETSI 603a Outsourcing of the service.	31-Mar-2017	Agree contract start date.	30-Apr-2016
		Subject to start date agree mobilisation plan.	31-May-2016
		Mobilisation	31-Mar-2017
ETSI 603b Review parking concessions and whether disabled drivers should pay for parking.	31-Aug-2016		
ETSI 603c Consider whether Hart wishes to adopt powers to enforce pavement parking.	31-Mar-2017		
ETSI 603d Implement virtual permits for staff, and resolve problems with residents permits.	30-Jun-2016		

Action	Due	Milestone description	Milestone due
ETSI 603e	31-Mar-2017	Review provision of Harts bus shelters	
<i>ETSI 604 Development of the Infrastructure Service</i>			
ETSI 604a	31-Oct-2016	Review continued provision of Traffic management and Development control agencies.	
ETSI 604b	31-Mar-2017	Implement programme of Hart funded drainage works.	
ETSI 604c	31-Mar-2017	Delivery of EA funded flood alleviation schemes	
ETSI 604d	31-Mar-2017	Work with residents to develop community flood plans	
ETSI 604e	30-Jun-2016	Raise public awareness of ways to mitigate flood risk.	
<i>ETSI 605 Development of the Estates and Asset Management Service</i>			
ETSI 605a	30-Apr-2016	Agree date for migration of existing property & facilities management contracts to Vinci	
ETSI 605b	31-Jul-2016	Agree policy for dealing with land where ownership is unknown.	
<i>ETSI 606 Development of a Carbon Reduction / Climate Change Programme</i>			
ETSI 606a	31-Jul-2016	Find new ways to reduce energy consumption or alternative power sources at the Civic Offices and beyond	
ETSI 606b	31-Mar-2017	Produce a climate change adaption plan for Hart	

Housing Services

Three Year Plan

The Housing Service Plan 2015/16 represents a range of actions that will support the service to improve and deliver against priorities identified in the Housing Strategy 2015-20 and Preventing Homelessness Strategy 2014-17.

The Service Plan targets actions that will support the Council to meet organisational priorities and meet the needs of residents through delivering actions that contribute to a responsive and modern housing service.

Services Provided

- Housing Strategy and Development
- Housing Needs
- Private Sector Housing

Action	Due	Milestone description	Milestone due
<i>HS1601 Review Progress Towards Strategy Objectives And Develop Partnership Working</i>			
HS1601a Produce Draft Annual Update Of The Homelessness Strategy	31-Mar-2017		
HS1601b Produce Draft Annual Update Of The Housing Strategy	31-Mar-2017		
HS1601c Produce Draft Tenancy Strategy Update	31-Oct-2016		
HS1601d Develop Partnership Working To Monitor Progress Towards Strategy Delivery Plans And Develop Joint Approaches To Support Residents	31-Mar-2017	Hold quarterly partnership liaison meetings between HB, CAB, & Housing	30-Jun-2016
		Hold Homelessness Forum I	31-Jul-2016
		Hold PRS Landlord Steering Group	30-Sep-2016
		Hold quarterly partnership liaison meetings between HB, CAB, & Housing	30-Sep-2016
		Hold a PRS Landlords Forum	31-Oct-2016
		Hold Housing Management Forum I	31-Oct-2016
		Hold a Housing Forum	31-Dec-2016

Action	Due	Milestone description	Milestone due
		Hold quarterly partnership liaison meetings between HB, CAB, & Housing	31-Dec-2016
		Hold Homelessness Forum 2	31-Jan-2017
		Hold PRS Landlord Steering Group	28-Feb-2017
		Hold Housing Management Forum 2	31-Mar-2017
		Hold quarterly partnership liaison meetings between HB, CAB, & Housing	31-Mar-2017
HS1601e Work with Rushmoor Borough Council, Hampshire County Council, and the new provider to ensure social inclusion services are delivered as effectively as possible in the local areas.	31-Mar-2017	Quarter 1 review	30-Jun-2016
		Quarter 2 review	30-Sep-2016
		Quarter 3 review	31-Dec-2016
		Quarter 4 review	31-Mar-2017
<i>HS1602 Deliver a minimum of 100 units of affordable housing annually within local plan targets</i>			
HS1602a Contribute to the Local Plan process	31-Mar-2017	Quarter 1 Review	30-Jun-2016
		Quarter 2 Review	30-Sep-2016
		Quarter 3 Review	31-Dec-2016
		Quarter 4 Review	31-Mar-2017
HS1602b Work with Planning Policy and local Parish Councils to support development and delivery of Neighbourhood Plans (in the context of affordable housing delivery)	31-Mar-2017	Quarter 1 Review	30-Jun-2016
		Quarter 2 Review	30-Sep-2016
		Quarter 3 Review	31-Dec-2016
		Quarter 4 Review	31-Mar-2017
HS1602c Ensure affordable housing is maximised on development sites	31-Mar-2017	Hatchwood, Odiham	31-Mar-2017
		Knights Close	31-Mar-2017
		Landata House	31-Mar-2017

Action	Due	Milestone description	Milestone due
		QEB affordable housing	31-Mar-2017
		Rifle Range Farm	31-Mar-2017
		Sandhurst Road (Anchor Care Village)	31-Mar-2017
		Sun Park	31-Mar-2017
		The Gables	31-Mar-2017
HSI602d Review affordable housing delivered on sites following the introduction of CIL	31-Mar-2017	6 month review	31-Dec-2016
		12 month review	31-Mar-2017
HSI602e Support Parish Councils to deliver rural exception schemes to ensure the sustainability of our local communities.	31-Mar-2017	Quarter 1 review	30-Jun-2016
		Quarter 2 review	30-Sep-2016
		Quarter 3 review	31-Dec-2016
		Quarter 4 review	31-Mar-2017
HSI603 Explore the opportunity for the creation of a trading company which can (working in partnership) provide housing that meets local needs	31-Mar-2017	Quarter 1 review	30-Jun-2016
		Quarter 2 review	30-Sep-2016
		Quarter 3 review	31-Dec-2016
		Quarter 4 review	31-Mar-2017
<i>HSI604 Make best use of existing housing stock and influencing housing costs</i>			
HSI604a Continue to work with housing associations to reduce under-occupation	31-Mar-2017	Re-launch the Downsizing Scheme	30-Jun-2016
		Promote the scheme at Older Persons Events	30-Sep-2016
HSI604b Monitor the affordability of affordable housing products	31-Mar-2017	Bi-annual light touch review of rental affordability	31-Oct-2016
		Bi-annual light touch review of rental affordability	31-Mar-2017
<i>HSI605 Develop customer service</i>			
HSI605a Housing to be engaged with the	31-Mar-2017	Housing representative attended customer champions group	30-Sep-2016

Action	Due	Milestone description	Milestone due
Customer Champions Group		Further Housing Services Mini Workshop held	31-Oct-2016
		Housing representative attended customer champions group	31-Mar-2017
HSI 605b Monitor customer satisfaction	31-Mar-2017	Consult with and survey landlords and tenants engaged with rent bond scheme to gauge levels of satisfaction with service delivery	31-Dec-2016
		Evaluate customer satisfaction with housing options, including the use of surveys and effectively gathering and analysing feedback received	31-Dec-2016
		Undertake customer satisfaction surveys across service areas	31-Dec-2016
		Survey residents in temporary accommodation	28-Feb-2017
		Consult with and survey landlords and tenants engaged with rent bond scheme to gauge levels of satisfaction with service delivery	31-Mar-2017
		Evaluate resident satisfaction with new build affordable housing	31-Mar-2017
		Review results and set out recommendations	31-Mar-2017
HSI 605c Deliver at least 2 events promoting new build affordable housing	31-Mar-2017	Event 1 delivered	30-Sep-2016
		Event 2 delivered	31-Mar-2017
<i>HSI 606 Prevent homelessness for local residents by providing proactive housing advice and assistance</i>			
HSI 606a Deliver partnership working internally and externally to ensure the prevention of rough sleeping	31-Mar-2017	Review NSNO protocol	31-Dec-2016
		Deliver NSNO protocol	31-Mar-2017
HSI 606b Complete 3 further challenges in the Gold Standard Challenge process (subject to NPSS timescales)	31-Mar-2017	Identify the next 3 challenges we will progress and what we need to do to achieve them	30-Jun-2016
		Complete challenge 1	30-Sep-2016
		Complete challenge 2	31-Dec-2016
		Complete challenge 3	31-Mar-2017

Action	Due	Milestone description	Milestone due
HSI606c Undertake quarterly case audits and address findings with Housing Options team	31-Mar-2017	Quarter 1 audit	30-Jun-2016
		Quarter 2 audit	30-Sep-2016
		Quarter 3 audit	31-Dec-2016
		Quarter 4 audit	31-Mar-2017
HSI606d Deliver 2 training sessions with partner agencies on local Housing Options Services offered by the Council	31-Mar-2017	Deliver Training Session 1	30-Jun-2016
		Deliver Training Session 2	31-Mar-2017
HSI606e Continue to work closely with the PRS to deliver an effective PRS access scheme while monitoring cost	31-Mar-2017	Quarter 1 Review	30-Jun-2016
		Quarter 2 Review	30-Sep-2016
		Quarter 3 Review	31-Dec-2016
		Quarter 4 Review	31-Mar-2017
HSI607 Improve energy efficiency in residential homes	31-Mar-2017	Quarter 1 review	30-Jun-2016
		Quarter 2 review	30-Sep-2016
		Quarter 3 review	31-Dec-2016
		Quarter 4 review	31-Mar-2017
HSI608 Deliver at least 60 Disabled facilities grants during the year	31-Mar-2017	Provide Statistical Information to HCC as required	30-Nov-2016
		Review delivery of DFGs against budget.	31-Dec-2016
		Review delivery of DFGs against budget.	31-Mar-2017
HSI609 Work with the PRS to ensure high standard of accommodation in the sector	31-Mar-2017	Quarter 1 review	30-Jun-2016
		Quarter 2 review	30-Sep-2016
		Quarter 3 review	31-Dec-2016
		Quarter 4 review	31-Mar-2017

Leisure Services

Three Year Plan

- To adopt Edenbrook Country Park and develop it as a visitor destination
- To complete the restoration of the Fleet Pond water body and implement the Visitor Strategy
- To complete a grazing study for Hazeley Heath
- To achieve Green Flag status for Fleet Pond Nature Reserve To develop the Queen Elizabeth II Fields as a local maze and wildlife site
- To develop and procure a new leisure centre in Fleet to replace the existing Hart Leisure Centre
- To enhance the health related sports and leisure programme available to the ageing members of the local community
- To enhance the sports and leisure offer available to the disadvantaged members of our community

Services Provided

- | | |
|--|---|
| •Management of nature reserves, SSSIs and commons | •Hart Leisure Centre, Fleet |
| •Joint Management of Edenbrook Country Park | •Frogmore Leisure Centre, Yateley |
| •Biodiversity advice to volunteers and the HDC planning department | •Advice to voluntary sports clubs and associations |
| •Delivery of an educational programme relating to wildlife and habitats | •The leasing of Southwood Playing Fields and pavilion |
| •Delivery of environmental improvements at ad hoc sites Management of the traffic island sponsorship programme | •The strategic planning of sports and leisure facilities delivered by HDC |

Action	Due	Milestone description	Milestone due
LSI601 Build a replacement for the Hart Leisure Centre	31-Mar-2017		
LSI602 Adopt Edenbrook Country Park (ECP)	31-Mar-2017		
LSI603 Re-Development of Frogmore Leisure Centre	31-Jul-2016		
LSI604 Customer Satisfaction with new operator	31-Mar-2017		
LSI605 Achievement of criteria in method statements by new operator	31-Mar-2017		
LSI606 Retain all green flag/green heritage awards	30-Aug-2016		
LSI607 Provide advice and the delivery of a SANGS solution for the immediate and emerging housing needs	30-Aug-2016		
LSI608 Customer service improvement	31-Dec-2016		

Regulatory Services

Three Year Plan

- To continue to deliver cost-effective, targeted and proportionate regulation in all areas of Environmental Health & Licensing
- To support and encourage economic prosperity.
- To improve the health, safety and welfare of people within the District.
- To raise awareness of public health issues and encourage healthier lifestyles.
- To encourage responsible dog ownership and deal efficiently with stray dogs

Services Provided

- | | |
|--|--|
| <ul style="list-style-type: none"> •Development control •Food hygiene inspections, complaints and food poisoning investigations •Health and safety inspections, complaints and accident investigations •Public health complaints •Nuisance complaints •Corporate Health & Safety •Animal Welfare licensing •Licensing of invasive therapies •Dog Warden Service | <ul style="list-style-type: none"> •Authorised processes •Contaminated Land •Local Air Quality Management (LAQM) •Private Water Supplies •Licensing of Taxi's and the retail sale of alcohol •Smoke-free enforcement •Maintenance of closed Churchyards •Pest Control •Engagement in the Public Health Agenda and health education campaigns •Out of Hours Emergency Noise Service |
|--|--|

Action	Due	Milestone description	Milestone due
RSI601 Food Safety Enforcement Service Plan	01-May-2016	A draft to be produced by April 2016	30-Apr-2016
RSI602 Health and Safety Enforcement Service Plan	01-May-2016	A draft to be produced by April 2016	30-Apr-2016
RSI603 Promotion of Hampshire-wide Eat Out Eat Well Scheme	31-Mar-2017	Promotion of scheme throughout Hart	30-Apr-2016
		Award to eligible all businesses	31-Jul-2016
		Initial evaluation	30-Apr-2016
RSI604 Area action initiative	31-Mar-2017	Selection & engagement with partner organisations	30-Apr-2016
		Agreement of specific are to be focussed on and topics to be tackled	31-Jul-2016
		Implementation	31-Dec-2106
		Evaluation	31-Mar-2016

RSI 605 Deliver Health and Wellbeing action plan targets within agreed timescales	31-Mar-2017	Q1 Review	30-Jun-2016
		Q2 Review	30-Sep-2016
		Q3 Review	31-Dec-2016
		Q4 Review	31-Mar-2017
RSI 606 Deliver Older Persons action plan targets within agreed timescales	31-Mar-2017	Q1 Review	30-Jun-2016
		Q2 review	30-Sep-2016
		Q3 Review	31-Dec-2016
		Q4 Review	31-Mar-2017
RSI 607 Uniform database reconfiguration & training	31-Jul-2016	1.Reconfiguration of system in Test environment	30-Jun-2016
		2.User acceptance testing	30-Sep-2016
		3.Role out of amended system and staff training	31-Dec-2016
RSI 608 To undertake free workshops on food hygiene topics to local businesses	31-Mar-2017	To offer a free food safety workshops on key topics to all food businesses in Hart	31-Mar-2017
RSI 609 Over 55's mens cookery classes	31-Mar-2017	To deliver two programmes of cookery classes to the over 55's within the District	31-Mar-2017
RSI 610 Reduce dog fouling in monitored areas by 40% a year	31-Jul-2016	1. Encourage patrolling in Parish Council owned land	30-Jun-2016
		2. Work in conjunction with the Police on dog attacks	30-Sep-2016
		3. Deliver a campaign to encourage responsible dog ownership	31-Dec-2016
RSI 611 To deliver the award for excellence for food businesses	31-Mar-2017	Ongoing management of the scheme.	31-Mar-2017
RSI 612 Produce seasonal food safety and health & safety newsletters for food business operators within Hart	31-Mar-2017	Ongoing. One food safety and health & safety newsletter per annum to be produced	31-Mar-2017
RSI 613 Collaborative working – Building Control	31-Mar-2017	1. Evaluation of the benefit of introducing a single database for the Hart & Rushmoor Building Control Partnership	31-Mar-2017
		2. Continue to deliver service improvements to customers	31-Mar-2017

RSI614 Collaborative working - Licensing	31-Mar-2017	1. Completion of matters highlighted in the shared service implementation plan	31-Mar-2017
		2. Evaluation of shared service to Steering Group	31-Dec-2016
RSI615 Community organisation training programme	31-Mar-2017	To continue to provide affordable training programmes in food hygiene to non-profit making charitable organisations.	31-Mar-2017
RSI616 Institute a system of design awards for all new development	31-Mar-2017		31-Mar-2017
RSI617 Development Control Review	31-Mar-2017		31-Mar-2017
RSI618 Development Control Forum	31-Mar-2017	Six-monthly agents forums to be provided	31-Mar-2017
RSI620 Planning Enforcement Plan	31-Mar-2017	Implementation and monitoring of performance against the enforcement plan	31-Mar-2017
RSI621 Customer Feedback	31-Mar-2017	Review of current mechanisms and how the process of providing feedback and collation by the service can be achieved.	31-Mar-2017

OVERVIEW & SCRUTINY

DATE OF MEETING: 15 MARCH 2016

TITLE OF REPORT: REVIEW OF THE WITHDRAWN HOUSING
OPTIONS CONSULTATION

Report of: Chairman of Overview & Scrutiny

I PURPOSE OF REPORT

I.1 This report provides an overview of the findings of the working group set up by Overview & Scrutiny with the remit to review:

- a. How decisions were made to approve and authorise the Refined Housing Options Consultation going 'live' in November 2015.
- b. How decisions were made to alter consultation documents part way through the consultation process.
- c. On what basis and rationale were decisions taken to withdraw the consultation.
- d. Identify actions that the Council should take with regards to future consultation exercises and suggest improvements to the process.

2 RECOMMENDATION

- 2.1** Cabinet should consider whether the Council should adopt a code of practice to guide how future consultation exercises are undertaken. As an interim, the Joint Chief Executives should draw up and communicate to all officers' clear guidance about how to conduct a consultation.
- 2.2** Staffing Committee should review the current Council structure to ensure that we have sufficient senior management support particularly at a time when the Council is undertaking significant projects and other areas of work.
- 2.3** The Joint Chief Executives should take a view on whether any training, capability or disciplinary action should be taken in respect of the findings of this report.
- 2.4** A document naming convention should be established for all documents saved by officers. The Council should expedite the introduction of SharePoint for document version management.
- 2.5** The processes for publishing on the Council website should be reviewed with the introduction of a two person check for any changes prior to publication
- 2.6** When developing the timeline for future consultation exercises part of the process should include the user testing of documents and ensure wording has been reviewed as plain English.

3 BACKGROUND

- 3.1** As part of developing a Local Plan, in August 2014 the Council published a Housing Development Options Report and a public consultation exercise took place. In November 2014 full Council meeting agreed a preferred “Housing Distribution Strategy Subject to Testing”.
- 3.2** By the autumn of 2015, based on legal advice and discussions with planning specialists a decision was made that a further consultation exercise should take place. This would clarify and include details of the areas where the Council proposed to put housing development during the plan period. The wording and content of the documents used for the consultation were developed by Officers with input from members via Cabinet and the Local Plan Steering Group. The final version of the wording was circulated to members on the 21st November and the consultation commenced on 27th November 2015 with the consultation period scheduled to finish on 15th January 2016.
- 3.3** During the first two days after the consultation was launched there were minor changes to iron out an inconsistency in the wording in the document. These were agreed with the Leader of Council.
- 3.4** On 6th January a telephone call was received by the Council’s planning policy team from a resident from Dogmersfield asking for clarification as to what the impact of the various options had on Dogmersfield and Crookham Village. The question had been raised as neither settlement was mentioned in the questionnaire provided.
- 3.5** During an informal conversation a senior planning policy officer mentioned the call to the Joint Chief Executive, Daryl Phillips [DP]. DP stated that he did not see it as a major issue, that there was no need to do anything at the time but that it could be reported as a factor to take into consideration when interpreting the findings from the consultation.
- 3.6** A senior planning policy officer subsequently decided that the response form provided online should be amended to include Dogmersfield and Crookham Village. Other officers, in accordance with the senior planning officer’s instructions, updated a word version of the document and this was published on 6th January. The form that was updated and published was an earlier draft version of the document and apart from that new wording including Dogmersfield and Crookham Village, contained a number of other differences to the previous published form.
- 3.7** By Monday 11th January it became clear that there was an error contained in the form available on the website. An email was received from a resident to DP and made a Freedom of Information request about changes to the consultation document, and a local community group, “WeHeartHart”, sent an email to all Councillors and DP raising the issue of a discrepancy on the Council website.

- 3.8** As DP was now on annual leave and out of the country, Patricia Hughes [PH] Joint Chief Executive instructed that the previous wording should be reinstated. This course of action was supported by an email from DP.
- 3.9** On Tuesday 12th January advice was requested from the Head of Planning of a neighbouring local authority. A meeting of officers and the Leader of the Council concluded that the wording on the form should stick with the amended “corrected” version subject to legal advice. Information was also gathered as to how many of the response forms had been received in response to the consultation. This revealed that approximately one third of the total received by the Council had arrived after January 6.
- 3.10** On Wednesday 13th January legal advice was received confirming that the consultation should be withdrawn as its findings could be subject to challenge. Senior officers supported the advice and asked Cllr Stephen Parker as Leader of Council to sanction the decision, which he did.
- 3.11** On Thursday 14th January a press release was issued notifying that the consultation exercise had been withdrawn and the online form was removed from the website.

4 CONSIDERATIONS

4.1 Management Stretch

The interviews that the working group conducted revealed that during the first half of January there was significant demand on management time. In addition to the consultation exercise the Council was involved in the final stages of agreeing a major outsourcing agreement of services. The Joint Chief Executives split areas of responsibility so that in addition to their usual duties, PH focussed on the outsourcing agreement, and DP the Local Plan. The senior management capacity means that the planning policy team reports to DP.

4.2 Basis on which the decision to change the wording on the form provided on the council website was made

The decision to change the wording was made by an officer within the planning policy team who took a view that it was sensible to make the amendments. There was no instruction or encouragement to change the wording from either Chief Executive or the Leader of Council.

4.3 Lack of a Consultation Policy or Code of Practice

The Council does not have a published policy on how to manage public consultations. This is not particularly unusual and other neighbouring local authorities do not have published policies. However, an online review indicates that it is considered good practice by some other local authorities. The guidance provided in HM Government Code of Practice on Consultation would be a good place for the Council to start to develop a policy.

Having a policy in place based on the Code of Practice would not necessarily have affected the decision by the officer to amend the form part way through the consultation exercise.

The most regular feedback that the working group received when asking for learning points was that the Council should ensure that all officers are clear that wording in documents provided as part of a consultation should not be changed once the consultation has started.

4.4 Publication of documents on the council website

The Council does have a documented process as to how documents and other content are published on the website. Each department has a webmaster responsible for looking after their part of the site. There is a smaller Admin Team that is able to make wider changes and Super Users who are responsible for the overall site. The current policy does not include a process where content that is to be published is checked and signed off by a second person. The officers within the Planning Policy team followed the current policy in terms of making the changes to the website relating to the consultation exercise

4.5 Document Management

The Council does not have a consistent document naming convention or a written process/policy as to how documents should be saved and maintained. As such employees do not have certainty that they are working on the most current version of a document. Whilst the Council does have shared folders there are often multiple versions of a document saved, albeit that in this instance this issue related only to the questionnaire and not the Options Consultation Document itself. It is understood that the Council is moving onto SharePoint and that this will enable earlier versions of a document to be reviewed via the most current version held.

4.6 The basis on which the decision to withdraw the Consultation exercise was made

The decision to withdraw the consultation was made by the Leader of Council based on the recommendation of the Joint Chief Executive [PH] and other senior officers. The decision was based on legal advice. None of the parties involved in the decision had knowledge of comments, options and feedback that had been received from the responses received from the consultation exercise.

4.7 The process used to develop documents used in public consultation exercises

The documents and questionnaire used in the consultation were drawn up by planning policy officers and DP with input and sign off from Members on the Local Plan Steering Group and Cabinet. The Corporate Communications team only had limited involvement in drawing up the documents. There was no time scheduled for the documents to undergo a plain English check or to be tested with members of the public to check the clarity of what was being communicated.

4.8 Planning policy resource levels

The work involved in developing a Local Plan has placed a significant increased workload on to the Planning Policy team. The Working Group has concerns whether the human resource level is sufficient and the effect on effective working of not having senior management capacity. The decision in January 2016 for East Hampshire District Council to host and manage the plan making process with Hart's planning policy staff co-locating with them was specifically intended to strengthen the Councils approach and processes, and bring a plan in on time. This indicates that this concern has probably already been addressed.

5 FINANCIAL & RISK IMPLICATIONS

- 5.1** The implications of the withdrawal of the consultation exercise are:
- Additional printing and postage costs of £14,050.08.
 - Opportunity costs of officer time.
 - Reputational impact on Hart District Council.
 - The impact of any consequential delay in the Local Plan process.

6 ACTION

- 6.1** Overview & Scrutiny are asked to endorse the recommendations listed in Section 2 of this report
- 6.2** An update report confirming actions undertaken should be provided for the June Overview & Scrutiny Meeting

Contact Details: Cllr Stuart Bailey / stuart.bailey@hart.gov.uk

BACKGROUND PAPERS:

1. HM Government Code of Practice on Consultation
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/100807/file47158.pdf
2. Email sent to Cllr Stuart Bailey from Fleet and Church Crookham Society on 17/1/16
3. TC WAG letter to Hart re Consultation Jan 16
4. We Heart Hart Response to the Overview & Scrutiny Committee into withdrawal of the Local Plan consultation

CABINET

KEY DECISIONS/ WORK PROGRAMME AND EXECUTIVE DECISIONS MADE

April 2016

Cabinet is required to publish its Key Decisions and forward work programme to inform the public of issues on which it intends to make policy or decisions. The Overview and Scrutiny Committee also notes the Programme, which is subject to regular revision.

Report Title	Ref (Note 1)	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Key Decision Y?	Cabinet Member (Note 2)	Service (Note 3)
Shared Building Control	Feb 16	Approval for proposed updated fees and charges	Mar 16	April 16		JK	RS
Service Plans	Annual	Service Plans 2016/17	April 16			BB	All
Senior Manager Structure Report	Mar 16	Senior Management Restructure	April 16			BB	JCX
Establishment of a Local Housing Company	Oct 15	Update on the formation of a local housing company.	Feb 16	June 16		SG	H
Budget Monitoring	Quarterly	Quarterly Budget Monitoring	June 16			KC	F
Medium Term Financial Forecast	Feb 16	Updated for consideration. To include scenario testing.	July 16			KC	F
Revenue and Capital Outturn 2014/15	Annual	Report on outturn.	July 16			KC	F
Treasury Management Outturn	Annual	Report on outturn.	July 16			KC	F
Ecology and Countryside Capital Works Programme 2016-2019	Oct 16	For approval	Jan 16	July 16	Y	AC	L&EP
Leisure Capital Works Programme	Feb 16	Approval for release of funding	July 16		Y	AC	L&EP

Report Title	Ref (Note 1)	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Key Decision Y?	Cabinet Member (Note 2)	Service (Note 3)
SANG: Identifying Provision and Priorities	Dec 15	Report for consideration	Feb 16	Aug 16		SP	PP
Council Tax Reduction Scheme	Feb 16	To consider the continuation of the scheme and options for the scheme to inform 2017/18 budget setting	Aug16				
Car Parking Maintenance Review	Dec 15	Overview of how we are maintaining our car parks and how we effectively make use of our resources	Mar 16	Sept 16		MM	TS&EM
Pay on Exit parking	May 15	Report from Task and Finish Group with recommendations.	July 15	Sept 16	Y	MM	TS&EM
Disabled Blue Badges	Feb 16	Report on issues of blue badge charging	July 16	Sept 16		MM	TS&EM
Treasury Management Strategy	Annual	Update	Feb 17			KC	F
2016/17 Revenue Budget, Capital Programme and Council Tax Proposals	Annual	Approval. Recommendation to Council.	Feb 17			KC	F
Odiham Neighbourhood Plan	Nov 15	Response to submission documents	TBC			SP	PP

Notes:

1 Date added to Programme

2 Cabinet Members

L – Leader & Planning Policy (SP)

KC Economic Development

BB Corporate Services

SG Housing

AC Community Wellbeing

JK Regulatory Services

SF Environment

MM Town Regeneration

3 Service:

JCX Joint Chief Executive

CS Community Safety

F Finance

SLS Shared Legal Services

HS Housing Services

CCS Corporate & Customer Services

PP Planning Policy

MO Monitoring Officer

RS Regulatory Services

L&EP Leisure and Environmental Promotion

TS &EM Technical Services and Environmental Maintenance

EXECUTIVE DECISIONS

None

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – March 2016

Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Due Date	Resources Required	Contact
Service Plans	Draft Service Plans 2015/16	Mar 16		Report	Joint Chief Executive
Leisure Centre	Update from Head of Leisure on the handover to Everyone Active.	Mar 16		Verbal	Head of Leisure and Environmental Promotion
Refined Housing Options	Report from Working Group on previous consultation	Mar 16		Report	Chairman
Body Worn Video	Annual monitoring	April 16		Report	Environment & Technical Services
Outside Bodies	Reports from Representatives on Outside Bodies	April 16		Report	Joint Chief Executive
Annual Review	Review of work and outcomes from past year	April 16		Report	Joint Chief Executive
RIPA	Quarterly Update	April 16 July 16 Nov 16 Jan 17		Report	Monitoring Officer
Flooding	Notes from twice yearly meeting of Agencies	Apr 16 Oct 16		Minutes	Environmental and Technical Services
Disabled Blue Badge	Report on issues of blue badge charging	Jan 16	June 16	Report	Environment & Technical Services
2015/16 Performance Information – Annual Outturn	Annual update	June 16		Report	Performance and Innovation Officer
Medium Term Financial Forecast	Annual forecast	June 16		Report	Head of Finance

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – March 2016

Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Due Date	Resources Required	Contact
Leisure Capital Works Programme	Consideration of funding release for capital works	June 16		Report	Leisure & Environmental Promotion
Crime and Disorder Scrutiny	Annual meeting	Mar 16	June 16	Report	Community Safety
Nominations to Service Boards	Member nominations	June 16			Chairman O&S Committee
Council Tax Reduction Scheme	To consider continuation and options	July 16		Report	Head of Finance
2014/15 Budget Outturn	Annual	July 16		Report	Head of Finance
Establishment of local Housing Company	Update on formation of a local housing company	July 16		Report	Head of Housing
Quarterly Budget Monitoring	Quarterly update	Aug 16 Oct 16 Feb 17		Report	Head of Finance
Performance Information	Quarterly highlight reports.	Aug 16 Dec 16 Feb 17		Report	Performance and Innovation Officer
Medium Term Financial Outlook	To consider the medium term financial position	Oct 16		Report	Head of Finance
Treasury Management Strategy	Report setting out the treasury management strategy for the council	Annual	Jan 17	Report	Head of Finance
Draft Budget 2016/17	Report	Annual	Jan 17	Report	Head of Finance
Portfolio Holders	Councillors to attend:				

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – March 2016

Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Due Date	Resources Required	Contact
	21 July Stephen Parker 15 September Mike Morris 20 October Stephen Gorys (apols) 17 November Steve Forster 15 December Ken Crookes 19 January 2016 John Kennett 16 February Brian Burchfield (apols) 15 March Anne Crampton				
Markets Across Hart	Task and Finish Group - Councillors Makepeace-Browne and Wheale to lead.	TBC			
Procurement Process	Report	TBC			Joint Chief Executive
Ecology and Countryside Capital Works Programme 2016-19	To consider the proposed Capital Works Programme	Dec 15	TBC	Report	Head of Leisure & Environmental Promotion

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: 15 March 2016 at 7pm

Place: Council Chamber, Civic Offices, Fleet

Present:

COUNCILLORS

Bailey (Chairman)

Clarke, Crisp, Dickens, Gray, Makepeace-Browne, Renshaw, Wheale

In attendance: Dr Crampton, Parker

Officers:

Daryl Phillips	Joint Chief Executive
Carl Westby	Head of Leisure and Environmental Promotion (left 7.50 pm)
David Love	Everyone Active – Area Contract Manager (left 7.50 pm)
Gill Chapman	Committee Services

I 03 MINUTES OF PREVIOUS MEETING

The minutes of the meeting of 16 February 2016 were confirmed and signed as a correct record.

I 04 APOLOGIES FOR ABSENCE

Apologies had been received from Councillor Axam.

I 05 CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded Members that there was a Multi-Agency Flooding meeting scheduled for Monday, 21 March at 2pm in the Council Chamber. All Councillors had been notified and invited.

I 06 DECLARATIONS OF INTEREST

None.

I 07 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

Councillor Dickens declared a personal interest in the Leisure Centre discussions as he is a Governor of Yateley School (see item I 10 below).

I 08 FEEDBACK FROM SERVICE BOARDS

No issues were highlighted by the Committee.

I 09 PORTFOLIO HOLDER

Councillor Dr Crampton updated members on her Community Wellbeing Portfolio which includes Leisure and Countryside Services. Updates included: the new Leisure Centre progress, work at Fleet Pond and Hazeley Heath, projects in schools and work on the Health and Wellbeing Partnership Board and Strategy.

Members were particularly interested in the news of a Yateley doctor's surgery trialling opening 8am to 8pm, seven days a week, the monitoring of the no smoking in play areas initiative, and the work of Fleet Hospital.

I 10 UPDATE ON LEISURE CENTRE TRANSFER

The Head of Leisure, Carl Westby, gave a verbal report on the handover to Everyone Active. He reported that the handover had gone well, with only a few issues and complaints mainly connected to the transfer of data. Members were concerned about the public perceptions of prices going up and changes to memberships, but were reassured that all members had been directly communicated with on changes and that, though future pricing strategies would be considered, there had been no price changes.

Members discussed the upgrading at Frogmore Leisure Centre. There was concern about the advantages to Frogmore Community School and any unfair competition with the public leisure services at Yateley School.

NB Carl Westby and David Love left the meeting at the conclusion of this item.

I 11 DRAFT SERVICE PLANS 2016/2017

The Committee scrutinised the draft Service Plans for 2016/2017.

Issues discussed included:

- Homelessness was reported to be rising which would be a future issue
- Making processes electronic as much as possible would result in reductions in paperwork
- Reviewing of planning processes was ongoing. Members noted the ongoing issues with regard to staff vacancies and ongoing resource implications within Development Management
- Review of Environmental Health processes was planned
- Electoral Services - milestones appeared incorrect
- HS1602 - the local plan was not yet in place
- Adoption of Edenbrook Country Park. Members noted that the S106 Planning Obligation required the land to be transferred to the Council at the Council's request which would occur once the Council was satisfied that the land was ready for public ownership.
- Dog fouling - encouragement rather than litigation. Members asked how the targets were going to be monitored.

It was agreed that the Service Plans, with the amendments/typos agreed, would be forwarded to Cabinet for their approval.

RESOLVED

That the draft Service Plans for 2016/17 be approved.

I 12 REVIEW OF THE WITHDRAWN HOUSING OPTIONS CONSULTATION

Members reviewed the report on the withdrawn Housing Options Consultation. The Chairman introduced his paper and thanked members of the working group for their involvement. The Chairman reminded members that they should be mindful that the discussion was in open session with members of the public present.

Members agreed that the recommendations reflected the Committee's discussions and findings of the working group. Some issues of clarity were highlighted and it was agreed additional wording would be inserted when the paper was presented to Cabinet.

After discussion Members agreed that there had been a number of errors. Adoption of good practices would help, but that human error could only be mitigated and not always eradicated completely. Members hoped that all of the recommendations taken together would substantially reduce the risk of this happening again.

Assurances were given that none of the parties involved (i.e. the Leader, the Joint Chief Executives, and the Planning Policy Team) had any knowledge of the responses to the consultation. No analysis or assessment of the responses had been done of the 4000+ responses received up to the stopping point of the consultation, before or since.

Members agreed the resolutions for onward consideration at Cabinet, and agreed that an update would be added to the work programme.

RESOLVED

- 1 Cabinet should consider whether the Council should adopt a code of practice to guide how future consultation exercises are undertaken. As an interim, the Joint Chief Executives to draw up and communicate to all officers clear guidance about how to conduct a consultation.
- 2 Staffing Committee should review the current Council structure to ensure that we have sufficient senior management support particularly at a time when the Council is undertaking significant projects and other areas of work.

Post meeting note: This item would be considered at the Staffing Committee meeting scheduled for 17 March 2016.

- 3 The Joint Chief Executives should take a view on whether any training, capability or disciplinary action should be taken in respect of the findings of this report.

- 4 A document naming convention should be established for all documents saved by officers. The Council should expedite the introduction of SharePoint for document version management.
- 5 The processes for publishing on the Council website be reviewed with the introduction of a two person check for any changes prior to publication.
- 6 When developing the timeline for future consultation exercises, part of the process should include the user testing of documents and ensure wording has been reviewed as plain English.

I 13 CABINET WORK PROGRAMME

The Cabinet Work Programme was considered.

I 14 OVERVIEW AND SCRUTINY WORK PROGRAMME

Members discussed information kept regarding the SHMAA. A resident had asked for information under Freedom of Information but had been advised that the information was publicly available on the Planning Portal. The resident pointed out however, that the extraction of the requested information was not simple as it had to be searched and sorted manually – a very laborious and intensive exercise. This meant that even the Council itself would not necessarily have the information to hand, and so the resident believed the Council had no effective means of measuring how well (or badly) it was meeting the housing needs expressed in the SHMA.

The Joint Chief Executive confirmed the point raised by the resident about the resource intensive nature of extracting the information sought, but the Joint Chief Executive had assisted the resident by essentially extracting the information himself. Members noted that it was not a question of the Council not being able to monitor housing information, because the Council had an arrangement that it would procure any necessary monitoring information that it required from Hampshire County Council. At this stage in the preparation of the Local Plan there was no need for the Council to procure such detailed information in the form as sought by the resident because the Council was still at the stage of considering the totality of the District's overall housing requirement and what strategic distribution strategy it should follow to deliver that overall need. The assessment of the breakdown of individual housing by type etc would follow in due course.

The Overview and Scrutiny Work Programme was considered and amended as follows:

- April - preparation of Chairman's end of year report from Committee to full Council
- July - Update on actions taken in response to review of withdrawn Housing Options Consultation

The meeting closed at 8.55pm