



NOTICE OF MEETING

Meeting:	Overview and Scrutiny Committee
Date and Time:	Tuesday, 20 September 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, Gray, Harward, Leeson, Makepeace-Browne, Renshaw, Wheale, Woods

Joint Chief Executive

CIVIC OFFICES, HARLINGTON WAY
FLEET, HAMPSHIRE GU51 4AE

AGENDA

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AND BRAILLE ON REQUEST**

1 MINUTES

The minutes of the meeting of 19 July 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%202016%20A4.pdf

6 FEEDBACK FROM SERVICE BOARDS

7 2016/17 BUDGET MONITORING – TO END OF JULY

To advise Members of the position on revenue and capital as at the end of July. Due to the August meeting of this Committee being cancelled, this report was first considered by Cabinet on 3 September. **Paper B**

RECOMMENDATION

- 1 To comment on the revised projections and reasons for the main variations shown in Appendix A and Paragraph 4.
- 2 To comment on the current spending position on the Capital Programme shown on Appendix B.
- 3 To make any recommendations to Cabinet.

8 REVIEW OF HIGHWAY AGENCY AGREEMENTS

To obtain the views of Hart's Overview and Scrutiny Committee on options for a future approach to the delivery of Hart's Highway Agency Agreements. **Paper C**

RECOMMENDATION

That this committee considers and comments on this report, and agrees which of the options identified in paragraph 8.1 it would support recommending to Cabinet for approval.

9 QUARTER I CORPORATE PERFORMANCE INFORMATION – 2016/17

To update Members on the Council's key performance indicator results in the final quarter of 2016/17 (1 April 2016 - 30 June 2016). **Paper D**

RECOMMENDATION

That for any areas of concern, Members either:

- 1 Make recommendation on any action considered necessary to Cabinet, or

- 2 Make recommendation to the relevant Service Board and/or Performance Improvement Board (PIB) for action
- 3 That Members continue to feedback to the Joint Chief Executive any amendments or new information they wish to see included in these Performance Reports.

10 LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS

To inform members of the findings from the Local Government Ombudsman's Annual Letter for 2015/16. **Paper E**

RECOMMENDATION

The Committee is asked to comment on the report.

11 CABINET WORK PROGRAMME

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

12 OVERVIEW AND SCRUTINY WORK PROGRAMME

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

Date of Despatch: 13 September 2016

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: 19 July 2016 at 7pm

Place: Council Chamber, Civic Offices, Fleet

Present:

COUNCILLORS

Bailey (Chairman)

Axam, Crisp, Gray, Leeson, Makepeace-Browne, Renshaw,

In attendance: Crookes, Parker (7.08 pm)

Officers:

Daryl Phillips Joint Chief Executive
Tony Higgins Head of Finance

13 MINUTES

The minutes of the meeting of 21 June 2016 were confirmed and signed as a correct record.

14 APOLOGIES FOR ABSENCE

Apologies had been received from Councillors Clarke and Wheale.

15 CHAIRMAN'S ANNOUNCEMENTS

None.

16 DECLARATIONS OF INTEREST

None declared - all Councillors are affected by the implications of Item 12 (Review of Members Allowances).

17 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

18 REGULATION OF INVESTIGATORY POWERS (RIPA) – QUARTERLY UPDATE

There had been no use of the RIPA provisions (Covert Surveillance Policy) in the last quarter.

DECISION

Noted.

19 2015/16 OUTTURN POSITION

Details were given of the final position on the Council's accounts for 2015/16. The Committee were asked to consider the report and to make any recommendations to Cabinet who would consider the report at the meeting on 4 August 2016.

DECISION

Recommendation to Cabinet:

- 1 That the 2015/16 outturn position for the General Fund Revenue account be agreed.
- 2 That the 2015/16 outturn position for Capital expenditure be agreed.
- 3 That the carry forward of the unspent revenue budgets be agreed.

20 MEDIUM TERM FINANCIAL OUTLOOK 2016/17 TO 2020/21

The Committee had received a report at its meeting on 7 November 2015 outlining the expected financial position of the authority until 2018/19. Members received updated figures and the period was extended until 2019/20. Cabinet would consider the report at their meeting on 4 August 2016.

DECISION

Members made no specific recommendations to Cabinet.

21 TREASURY MANAGEMENT OUTTURN 2015/16

Members considered the Council's Treasury Management activities during the 2015/16 financial year.

DECISION

Members made no specific recommendations to Cabinet.

22 REFINED HOUSING OPTIONS

The Joint Chief Executive updated the Committee on actions taken in response to the review of withdrawn Housing Options Consultation.

23 SERVICE BOARDS

The Committee considered the role and function of Service Boards.

DECISION

The Chairman would work with Officers to assess options to improve the effectiveness of Service Boards.

24 REVIEW OF MEMBERS ALLOWANCES

Members considered the report of the Independent Panel into the review of Members' Scheme of Allowances and made recommendations to full Council for the coming municipal year.

DECISION

1. That the Scheme of Members' Allowances as reviewed be recommended to Council for adoption commencing in the new municipal year 2017/18.
2. That Officers circulate to Council a briefing note to identify the budget implications of adopting the revised Scheme of Members' Allowances.

25 CABINET WORK PROGRAMME

The Cabinet Work Programme was considered and noted.

26 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Overview and Scrutiny Work Programme was considered and amended.

DECISION

Members asked for confirmation that the grants/concession paper on the Cabinet agenda be considered by Overview and Scrutiny first, and Members reinforced the previous request for the blue badge parking report to be considered by Overview and Scrutiny prior to Cabinet.

The meeting closed at 9.10 pm

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 20 SEPTEMBER 2016

TITLE OF REPORT: 2016-17 BUDGET MONITORING – TO END OF JUNE

Report of: Head of Corporate Services

Cabinet Member: Councillor Ken Crookes, Economic Development and Corporate Finance

I PURPOSE OF REPORT

- 1.1 To advise Members of the position on revenue and capital expenditure at the end of June. The Cabinet will consider this report at its meeting on 1 September 2016.
- 1.2 At its meeting on 17 February 2015, the Committee agreed to receive monitoring reports from the Head of Finance which highlight any areas of particular concern for Members' attention (a "traffic light" system). Full details of variances to the end of June are shown in the attached appendix and the particular ones which members are asked to consider are detailed in paragraph 4. None are considered to be of undue concern – (a red traffic light).

2 OFFICER RECOMMENDATION

- 2.1 To comment on the revised projections and reasons for the main variations shown in Appendix 1 and Paragraph 4 below.
- 2.2 To comment on the current spending position on the Capital Programme shown in Appendix 2.
- 2.3 To consider any comments it wishes to make to Cabinet.

3 BACKGROUND

- 3.1 This report covers the period from 1 April to 30 June 2016.
- 3.2 It is important that regular monitoring of budgets is undertaken to ensure financial targets being set by the Council are being met and to make any necessary changes to approved budgets.

4 REVENUE BUDGET MONITORING

- 4.1 The revenue budget for 2016/17 was approved allowing for a contribution to reserves of £117k. Based on the figures currently available it is projected a contribution from reserves of £160k will be needed. However, it is very early in the financial year to predict the final outturn position. The main reasons for the current overspend are:

- Costs of the management restructure as approved by Cabinet in April 2016.

- A shortfall in budgeted legal fee income, as section 106 monies had been incorrectly coded to legal income
- Additional costs of the shared building control service with Rushmoor BC, due to the employment of contracted staff. Rushmoor has now recruited permanent employees to fill these positions.

5 CAPITAL EXPENDITURE MONITORING

- 5.1 The Capital budget attached is largely dominated by the provision for the new Leisure Centre and the refurbishment at Frogmore Leisure centre. In the case of the new building the timetable is being met and expenditure is very much in line with expected cashflows.

6 MANAGEMENT OF RISK

- 6.1 The monthly budget monitoring process examines all income and expenditure against budgets in order that significant variances are highlighted immediately and to identify areas where expenditure is being incurred but where insufficient or no budgetary provision exists. This allows officers to take corrective action to maintain overall expenditure within budgets.

7. BUDGET PREPARATION 2017/18

- 7.1 In order to ensure that the Council budgets reflect needs as closely as possible, a “zero based” budgeting exercise was undertaken for the current year’s budget. This process will continue for 2017/18 as the Council works towards making its budget as lean as possible.

8 CONCLUSION

- 8.1 The budget remains on course to achieve the Council’s financial objectives in 2016/17.

Contact Details: Andrew Vallance, email: Andrew.Vallance@Hart.gov.uk

APPENDICES

- Appendix 1 Revenue Monitoring
Appendix 2 Capital Monitoring

REVENUE BUDGET OUTFURN 2016 / 2017 PERIOD 3 JUNE					
	Controlable Current Budget	Year to Date Controlable Actuals	Controlable Full Year Forecast Outturn	Forecast Year End Variance	Commentary
COMMUNITY SAFETY					
Community Safety - Shared Service	235,050	-0	235,050	0	
	<u>235,050</u>	<u>-0</u>	<u>235,050</u>	<u>0</u>	
CORPORATE SERVICES					
Civic Function & Chairman	20,300	12,095	20,300	0	
Corporate - Apprentices	20,500	4,751	20,490	-10	
Corporate Communication	126,800	26,193	128,140	1,340	
Leadership Team	540,580	226,243	558,392	17,812	5 Council's Staffing
Corporate Performance Team	57,770	13,479	57,740	-30	
External Audit	66,660	0	66,660	0	
Non Distributed Costs	0	0	0	0	
Climate Change	12,300	-1,516	18,490	6,190	Increased 16/17 charge from Rushmoor
Business Support Unit	282,350	65,324	274,654	-7,696	Saving in Support Officer Post
Business Support Non Staff	150,000	128,945	150,000	0	
Hart Development	142,650	39,257	150,230	7,580	Change in staffing Hours and SCP
Neighbourhood Planning	0	2,250	0	0	
Customer Services Contract	296,700	16,477	296,700	0	
IT Contract	297,810	49,845	298,345	535	
HR Contract	105,620	17,122	105,620	0	
Internal Audit	89,840	13,595	89,840	0	
Legal Services	232,790	-4,308	271,416	38,626	Estimated shortfall in Budgeted Legal Fee income
Customer Services Client	50,560	12,940	50,583	23	
IT Client	310,540	124,088	312,990	2,450	
HR Client	59,660	5,604	60,210	550	
Print Room & Photocopying	40,500	14,032	40,500	0	
Local Land Charges	-84,830	-19,415	-86,370	-1,540	
Planning Policy	409,880	10,002	409,880	0	
Admin Bldgs - R & M	375,200	197,281	371,569	-3,631	
	<u>3,604,180</u>	<u>954,284</u>	<u>3,666,379</u>	<u>62,199</u>	
DEMOCRATIC SERVICES					
Rechargeable Elections	0	12,074	0	0	
Register Of Electors	95,720	18,994	104,370	8,650	Staffing pressure from 2 polling events in 2016/17
Election Expenses	194,890	11,622	194,890	0	
Support To Elected Bodies	284,970	67,613	284,970	0	
	<u>575,580</u>	<u>110,303</u>	<u>584,230</u>	<u>8,650</u>	
FINANCE					
Revs & Bens Contractor Costs	1,211,790	181,222	1,211,790	0	

Council Tax / NNDR	-271,190	-50,631	-271,690	-500	
Housing/Council Tax Benefits	95,000	154,303	105,000	10,000	DHP applications higher than budget
Meals On Wheels	8,000	0	8,000	0	
Housing Act & Housing Ass. Adv.	0	0	0	0	
Bank Charges	58,000	12,175	58,000	0	
Finance Client	80,970	147,250	136,729	55,759	Head of Finance 1fte 8 months.
Finance Contract	465,750	74,289	446,340	-19,410	Saving in Contract following Leisure Outsourcing
	<u>1,648,320</u>	<u>518,608</u>	<u>1,694,169</u>	<u>45,849</u>	

HOUSING SERVICES

Private Sector Housing	174,500	35,200	174,500	0	
Strategic Housing Services	111,960	33,521	112,149	189	
Housing Needs Service	516,340	108,082	509,480	-6,860	Rent Deposit Officer vacancy
Help for Single Homelessness	0	-2,190	0	0	
Domestic Abuse	0	197,547	0	0	
	<u>802,800</u>	<u>372,160</u>	<u>796,129</u>	<u>-6,671</u>	

LEISURE & ENV PROMOTION

Land Repossessions	4,480	977	4,480	0	
Leisure Centre Maintenance	20,000	5,480	20,000	0	
Leisure Strategy	37,170	26,482	49,693	12,523	Unbudgeted Publicity Contract retained by Hart
Leisure Centre Contract	-36,150	0	-36,150	0	
Leisure Centre Client	97,230	10,866	98,430	1,200	
Fleet Pond	64,940	10,746	58,939	-6,001	2 Month vacancy saving
Commons	60,660	15,841	59,377	-1,283	
Odiham Common	52,800	1,278	51,707	-1,093	
Elvetham Heath Nature Reserve	47,460	9,336	47,460	0	
Hart Leisure Centre (Client)	43,217	-70,790	39,155	-4,062	
Frogmore LC (Client)	7,280	754	7,218	-62	
Lesiure Centres (Re-Billing)	0	16,595	0	0	
Parks/Play Areas Outside Fleet	0	0	0	0	
Edenbrook Country Park	61,260	12,232	57,260	-4,000	
QE II Fields	9,570	594	9,570	0	
Biodiversity	28,360	2,807	28,360	0	
Landscape & Conservation	56,810	13,811	56,810	0	
Environmental Promotion - Stra	147,660	12,682	150,133	2,473	
Tree Preservation Orders	126,310	20,215	126,354	44	
	<u>829,057</u>	<u>89,908</u>	<u>828,796</u>	<u>-261</u>	

ENVIRONMENTAL SERVICES

Dog Warden	57,270	11,499	49,400	-7,870	Court Costs awarded £4k, Staff Saving £4k
Pest Control	2,750	-378	2,750	0	
Env Health Pollution	0	-82	0	0	
Env Health Commercial	135,370	37,220	143,395	8,025	Staff realignment see Environmental Protection
Environmental Protection	189,850	38,994	165,671	-24,179	Staff realignment see EH Commercial. 0.5fte vacancy

Churchyards	7,000	0	7,222	222	
Env Health Public	0	0	0	0	
Out Of Hours Noise Service	24,910	5,034	24,910	0	
Health & Safety	27,090	17,403	27,090	0	
Licences	-9,230	-33,610	-9,230	0	
Hackney Carriages	-26,410	-22,998	-16,410	10,000	Unbudgeted Fees
Health & Policy	44,570	1,475	44,570	0	
	<u>453,170</u>	<u>54,556</u>	<u>439,368</u>	<u>-13,802</u>	

PLANNING

Planning Development	-144,440	-122,723	-140,806	3,634	
Building Control - Fee Earning	-117,210	-112,365	-68,760	48,450	Estimated difference on the 15/16 Contract.
Building Control - Non-Fee	77,830	-14,625	77,830	0	
Street Naming & Numbering	-490	-236	1,284	1,774	
	<u>-184,310</u>	<u>-249,949</u>	<u>-130,452</u>	<u>53,858</u>	

TECHNICAL

Emergency Planning	39,710	3,342	39,710	0	
Waste Income	-698,300	-438,825	-709,060	-10,760	Staffing reduction hours and additional waste income
Waste Contract Split Orders	0	23,726	0	0	
Hart Drainage	80,970	17,977	80,970	0	
Waste Contract	1,579,960	205,633	1,584,428	4,468	
Grounds Mtn Contract	352,100	18,419	352,100	0	
Street Cleaning	494,420	199,875	502,420	8,000	GIS Mapping of litter bins
Clinical and Bulky	-6,410	-14,789	-6,410	0	
Basingstoke Waste Contract	0	-237,304	0	0	
Street Furniture	8,030	256	8,350	320	
Highways Traffic Management	35,660	29,413	46,118	10,458	Overlap of Infrastructure Manager
Highways Agency - Development	-29,310	-893	-26,777	2,533	
Estates/Asset Management	52,410	756	52,128	-282	
Off Street Enforcement	-433,130	-26,754	-433,400	-270	
On Street Enforcement	94,080	16,656	94,080	0	
CCTV	165,290	75,820	161,583	-3,707	
Flood repairs & Maint work	0	0	0	0	
	<u>1,735,480</u>	<u>-126,688</u>	<u>1,746,240</u>	<u>10,760</u>	

Grand Total	9,699,327	1,723,183	9,859,909	160,582	
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Capital Programme Budget Monitoring 2016/17

	Original Budget 2016/17	Carried Forward 2015/16	Current Available Budget 2016/17	Actual To Date	Forecast Expenditure 2016/17	Variance 2016/17
Capital resources available as at 1st April 2016						
Receipts in year						
Corporate Services	0	50	100	(126)	100	0
Housing & Customer Services	630	350	980	287	980	0
Leisure & Environmental Promotion	0	16,914	17,610	2,703	17,610	0
Technical Services	0	313	313	0	313	0
TOTAL CAPITAL PROGRAMME	630	17,627	19,003	2,864	19,003	0
Capital Resources available as at 1st April 2016						

Service Area	Scheme	Original Budget 2016/17	Carried Forward 2015/16	Current Available Budget	Actual To Date	Forecast Expenditure	Variance
Corporate Services	CCTV-Rushmoor	0	50	50	(76)	50	0
	Rural Broadband	0	0	0	0	0	0
	Upgrade to IT infrastructure	0	0	0	(21)	0	0
	Civic Office Refurbishment	0	50	0	0	50	0
	Door Entry System	0	0	0	(29)	0	0
	0	50	100	(126)	100	0	
Housing & Customer Services	Private Sector Renewal - Minor Works Grants(Home trust L	60	0	60	6	60	0
	Grant for 13x 4 bed dwellings.	0	350	350	210	350	0
	Disabled Facilities Grants	570	0	570	71	570	0
	630	350	980	287	980	0	
Leisure and Environmental promotion	Fleet Pond Project-Restoration	0	0	696	0	696	0
	Edenbrook Country Park (S106 SANG)	0	30	30	0	30	0
	Fleet pond Nature Reserve Visitor Strategy (S106)	0	8	8	7	8	0
	Odham Common (S106)	0	19	19	2	19	0
	Fleet Area Football (S106)	0	180	180	0	180	0
	Leisure Centre SCAPE project appraisal	0	0	0	0	0	0
	Strategic Leisure	0	0	0	0	0	0
	Leisure Centre Pre Construction Stage	0	168	168	24	168	0
	Odham Signs	0	5	5	0	5	0
	S106 Leisure Parish Funded Projects	0	35	35	4	35	0
	Frogmore Leisure Re-Development	0	1,485	1,485	683	1,485	0
	Leisure Centre Construction	0	14,822	14,822	1,984	14,822	0
	Leisure Centre Consultants & Fees	0	162	162	0	162	0
	0	16,914	17,610	2,703	17,610	0	
Technical Services	Femhill Road, Pedestrian Facilities (S106)	0	66	66	0	66	0
	S106 NEHTS Parish	0	0	0	0	0	0
	Church Road (Victoria Road) Car Park - Pay on Foot	0	247	247	0	247	0
	Phoenix Green, Hartley Wintney	0	0	0	0	0	0
	Mill Corner, North Warnborough	0	0	0	0	0	0
	0	313	313	0	313	0	
TOTAL CAPITAL PROGRAMME	630	17,627	19,003	2,864	19,003	0	

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 20 SEPTEMBER 2016

TITLE OF REPORT: REVIEW OF HIGHWAY AGENCY AGREEMENTS

Report of: Head of Technical and Environmental Services

Cabinet member: Councillor Steve Forster, Environment and Technical Services

1 PURPOSE OF REPORT

1.1 To obtain the Committee's comments on future options for delivering Hart's Highway Agency Agreements.

2 OFFICER RECOMMENDATION

2.1 That this committee considers and comments on the contents of this report, and agrees which of the options identified in paragraph 8.1 it would support recommending to Cabinet for approval.

3 BACKGROUND

3.1 The Council currently operates five highway agencies on behalf of Hampshire County Council (HCC). These are agreements on terms set by HCC to locally exercise functions that normally are administered by HCC. The terms of the agreements are set by HCC across Hampshire and are not normally negotiable. The terms of the agreements are arbitrary and not tailored to local circumstances. . HCC also has absolute discretion over how the agreements are funded and funding can change annually at the discretion of HCC.

These agreements are:

- | | | |
|----|---|-------|
| 1. | Highways Traffic Management | (TM) |
| 2. | Highways Development Control | (DC) |
| 3. | Decriminalised Parking Enforcement | (DPE) |
| 4. | Highway Verge Grass Cutting & Shrub Maintenance | (GC) |
| 5. | Highway Weed Control | (WC) |

3.2 With the exception of DPE, Hart receives an annual payment for the operation of each of these agencies, details of these payments and the operational costs for each service area are attached at Appendix I.

3.3 In January 2016 HCC informed Hart of its intention to review the agency arrangements for TM, DC and GC.

3.4 In March 2016 HCC served notice on HDC that it intend to terminate the GC agency agreement with effect from 1 April 2017. No notice has been served for the

other agency agreements. The table below shows the relevant notice period for each agency agreement.

Table 1	
Agency Agreement	Notice Period
DPE	2 years – (to expire on 31 st March)
TM	2 years – (to expire in April of the following year)
DC	1 year – (no specified date for expiry)
WC	Expires 31 st March 2017

- 3.5** HCC have now confirmed that it intends to reduce the funding for the TM, GC and DC agencies with effect from the 1st April 2017. Details of these changes are:

Table 2			
Agency	2016/17 funding	Proposed funding	Reduction (%percentage)
TM	£86k	£29k	-£57k (-66%)
DC	£89k	£33k	-£56k (-64%)
GC	£74k	£37 to £59k	-£37k to £15k (-50% to -20%)
Total	£249k	£99k - £121k	-£128k to - £150k (-51% to -£60%)

- 3.6** HCC has confirmed its intention to reduce the level of funding for 3 out of the 5 existing agency agreements. Without any changes to Hart's resource allocation for these services or increases to the level of charges made for some of the TM and DC functions the level of subsidy provided by HDC will increase from **£188k to between £320k and £343k /annum.**
- 3.7** Details of the proposed changes to the functions delivered by the districts through the TM and DC agency agreements is attached at appendix 2. Whilst an extract from HCCs specification for Hart's new Grass Cutting Contract is attached at appendix 3.

4 CONSIDERATIONS

- 4.1** Hart currently subsidises services delivered through the 5 highway agency agreements by approximately £188k /annum, see summary table at the end of appendix 1.
- 4.2** HCC currently funds 6 grass cuts per annum, whilst Hart's existing maintenance regime is based around 9 to 10 cuts per annum. HCCs proposed reduction in funding reflects a reduced specification of 5 cuts per annum, with the potential for this to be reduced to 4, 3 or fewer following review. If the agency agreement is terminated then HCCs contractor will be required to work in accordance with this specification.
- 4.3** With regard to the proposed changes to the DC agency, there is concern that HCCs proposed specification for the service will not provide adequate highway or transport comment on planning applications. It is therefore proposed that officers in consultation with the portfolio holder for Technical Services should seek to negotiate improved terms with HCC. If this cannot be agreed then the agency must

be terminated. Hart will then retain control over all highway or transport related developer contributions, and it is proposed that a 10% admin fee will be added to future contributions to cover Hart's costs in providing highway and transport advice. As a consequence it is envisaged that there will not be a requirement to TUPE transfer existing Hart highways DC staff to HCC.

5 OPPORTUNITIES TO REDUCE COSTS/INCREASE INCOME ON THE IMPACTED SERVICES

- 5.1** If members decide to continue with the current agency agreements, (which, with the exception of TM is not favoured by Officers), then the following opportunities to reduce costs/increase income have been identified.
- 5.2** TM – Hart currently charges utility companies a fee for making temporary traffic regulation orders. The fee currently charged is low compared with other Hampshire districts and there is potential for this to be increased. Subject to the level of charge agreed it is estimated that an increase in Hart's charges could generate an additional **£24k** of income per annum. In addition Hart currently does not charge local event organisers such as the Fleet Carnival or Half Marathon to make temporary traffic regulation orders. If charges were introduced for local events then it is estimated that this would generate an additional **£9k** of income per annum. Details of existing and potential TM charges are attached at appendix 4. This however, will inevitably impose significant cost on local community events.
- 5.3** DC – Hart currently does not charge for pre application highway advice on planning applications. HCC have proposed a schedule of charges which if implemented could generate an additional income of **£24k/annum**. A copy of HCCs proposed charges are also attached at appendix 4. Because of the relatively high level of these proposed charges there is a significant risk that many developers may choose not to seek pre application advice. The evidence is therefore that the scale of income suggested by HCC will not be realised.
- 5.4** DC – Under the terms of the current agency agreement, HDC could choose to evaluate and monitor the implementation of travel plans for residential developments of between 10 and 100 properties and smaller commercial developments. If this work was charged for in accordance with HCCs agreed charging structure then it is estimated that this could generate an additional **£9k** of income per annum. It is believed that this could be delivered by existing staff resources, although more work is required to confirm the business case for this. Again, There is no certainty and so far HCC has not been able to recover its own costs.
- 5.5** GC – A vacancy for an operative within the grounds maintenance team has recently become available, it has been agreed that this post will be frozen until a decision on the future of the GC agency agreement has been taken. The Operations Manager has indicated that he thinks that by reprioritising/ reallocating some of the teams work load it will be possible to permanently remove this post from the team structure whilst broadly maintaining the same level of service. This would deliver an estimated annual saving of **£35k/ annum** but that will still require Hart to subsidise the cost of maintaining the agency agreement to the benefit of HCC. In effect therefore, `Hart residents would be subsidising HCC cost cutting.

- 5.6** If all of the above proposals were agreed then this would deliver a combined annual saving /increased income of **£101k**, so reducing the financial impact of HCC's proposed funding reduction to between **£68k - £90k / annum** but there is little evidence to suggest that these estimated cost benefits are anything like realistic.
- 5.7** GC – In addition to the vacancy saving identified above, an option members might want to consider is whether Parish Council's should be asked to contribute towards the cost of maintaining highway verges within their respective Parishes. This would then allow the respective Parishes themselves to delivery enhanced service to meet their own individual needs.
- 5.8** DPE – whilst HCC are not proposing any changes to the DPE agency agreement, Hart currently subsidises the delivery of this service by just over £100k per annum. One opportunity to reduce this subsidy would be to increase the number of roads where on street charges apply. Cabinet will consider a report on this later in the year.
- 5.9** Whilst reviewing the current agency agreements, members may feel it appropriate to consider taking on additional highway responsibilities in the form of a capital works agency. This would allow Hart to take responsibility for delivering an element of HCCs capital programme particularly the element which is funded from developer contributions. Whilst this agency does not come with any annual funding, any costs associated with the operation of this agency would be taken from scheme costs and highways developer contributions.

6 SHARED WORKING

- 6.1** Basingstoke and Deane Borough Council have indicated that it would be interested in exploring the possibility of operating a shared service to deliver both the TM and DC agencies. Whilst it is not anticipated that this will deliver any financial savings it would improve service resilience.

7 FINANCIAL CONSIDERATIONS

- 7.1** Members should be aware that the Council already faces considerable pressures on its revenue budget in the years ahead. The latest Medium-Term Financial Outlook predicted that a contribution of £968,000 from reserves will be needed to balance the budget in 2017/18. The Council faces a number of longer-term financial uncertainties including new schemes for Business Rates and New Homes Bonus. It is not possible to accurately quantify their impacts at this time.

8 OPTIONS FOR CONSIDERATION

- 8.1** Options for discussion are outlined below, the perceived advantages and disadvantages of each are set out in appendix 5.

1. Terminate all 5 highway agency agreements.
2. Continue to deliver the highway agency agreements in accordance with the current operational arrangements, and increase Hart's subsidy from **£205k to between £320k and £343k /annum.**

3. Implement some or all of the opportunities for savings /increased income outlined in this briefing note and continue to deliver all 5 agency agreements but with a reduced increase in the subsidy of between £50k -£73k.
4. As per option 3 but with consideration being given to extending the agency agreements to 6 by taking on the highways capital works agency.
5. To retain the agencies for TM, DPE and WC but to terminate the agencies for GC and DC.

9 CONCLUSION

- 9.1 In common with most other Hampshire District Council's, Hart delivers a number of Highway services on behalf of Hampshire County Council, the cost of providing these is subsidised by the District Council.
- 9.2 Hampshire County Council has confirmed that with effect from the 1st April 2017 they will be reducing the funding for some of these services. This means that the savings secured by HCC would in effect be subsidies by local District Councils. Members need to decide whether they wish to continue to provide these services, and increase the level of subsidy provided, or whether Hart should terminate some or all of the agencies and accept that the cost of subsidising HCC services is unaffordable..
- 9.3 This committee is invited to consider the options outlined in this report and agree a preferred way forward for recommendation to Cabinet.

Contact Details: John Elson – Head of Environment and Technical Services / Extension: 4491 / e-mail: john.elson@hart.gov.uk

APPENDICES

Appendix 1 – Details of agency costs and funding

Appendix 2 – Proposed changes to the terms of the TM agency agreement

Appendix 3 – Extract of HCCs specification from Harts Grass Cutting Contract

Appendix 4 – Proposed TM and DC charges

Appendix 5 – Perceived advantages and disadvantages of options identified in paragraph 8.1

BACKGROUND PAPERS - None

DETAILS OF AGENCY COSTS AND FUNDING**Highways Traffic Management**

Work covered by agency: Investigate traffic management issues on the public highway; consult with local county members on issues and solutions; implement traffic regulation orders as necessary to resolve traffic management issues; introduce temporary traffic regulation orders in conjunction with HCC to support temporary works and events on the public highway (see app 2).

Method of delivery: Combination of in house and consultants

TM Budget summary	16/17	17/18
HCC funding	86,000	*42,785
Income from Temporary Traffic Orders	17,280	**50,000
Operation costs excluding support costs	131,000	131,000
Net cost of agency to Hart	27,720	38,215
*Includes additional £14k income from HCC for temporary traffic regulation orders.		
**Assumes increased charges for utility companies and local events (see app 2).		

Highways Development Control

Work covered by agency: Giving highway advice in respect of minor applications; collecting any financial contributions relating to an application and forward these to HCC; represent the County at subsequent planning appeals. Evaluate and monitor the delivery of transport plans within the agreed agency thresholds (see app 2).

Method of delivery: Provided in house

DC Budget summary	16/17	17/18
HCC funding	89,350	32,674
Pre application fee, and travel plan income.	0	*33,000
Operation costs excluding support costs	54,299	54,299
Net cost of agency	(35,051)	(11,375)
*Assumes fees are charged for pre application advice in accordance with HCCs charges (see app 2), and that HDC makes a charge for evaluating and monitoring travel plans for smaller sites.		

Highway Verge Grass Cutting & Shrub Maintenance

Work covered by agency: Cutting of grass and shrub maintenance on highway verges within urban areas. Approximately 80% of the grass cutting and 20% of the shrub maintenance undertaken by the grounds maintenance service can be attributed to the GC agency, the current maintenance regime is based around 9/10 cuts per year whilst shrubs are cut 2/3 times per year. A benefit of the agency is the income generated from advertising on roundabouts, this funding is currently used by the countryside service to deliver a programme of environmental improvement projects.

Method of delivery: The grounds maintenance service is operated by Basingstoke and Deane Borough Council through a delegated service agreement. A recent independent evaluation of the delegated grounds maintenance and street cleaning service concluded that the service is providing Hart with a cost effective service.

GC Budget summary

NB: As HCC have yet to confirm the reduction in funding for the GC agency, a best and worst case has therefore been assumed.

	16/17	17/18 (best case-20% reduction)	17/18 (worst case- 50% reduction)
HCC funding	74,000	59,000	*37,000
Income from roundabout advertising	34,000	34,000	34,000
Estimated element of grounds maintenance budget paid to Basingstoke for the HCC agency work. Total cost for grounds maintenance service = £422k	200,000	200,000	200,000
Net cost of agency	92,000	107,000	129,000
Saving of 1 FTE if deducted from total service costs (see para 3.8 of main paper).	0	35,000	35,000
Net impact of changes on service costs.	0	(20,000)	2,000

Highway Weed Control Agency

Work covered by agency: The treatment of weeds on the highway twice per year.

WC Budget summary

NB: No change to agency funding proposed.

	16/17	17/18
HCC funding	22,077	22,077
Operation costs paid to Basingstoke and Deane.	20,077	20,077
Net cost of agency	(2,000)	(2,000)

Decriminalised Parking Enforcement Agency

Work covered by agency: Enforcement of on street parking restrictions and management of resident permit schemes.

DPE Budget summary

NB: No change to agency funding proposed.

	16/17	17/18
HCC funding	0	0
Income from resident's permits, penalty charge notices and on street charges.	84,000	84,000
Operation costs excluding support costs.	185,710	185,710
Net cost of agency	101,710	101,710

Summary of total agency costs

	16/17	17/18 (best case)	17/18 (worst case)
Total HCC agency funding	277,000	144,530	121,657
Total other income/savings	135,280	201,000	201,000
Total Income	£412,280	£345,530	£322,657
Total operational costs excluding support costs	599,807	599,807	599,807
Net cost of operating the agencies if the options for reducing costs/ making savings identified in section 5 are not implemented.	187,527	319,997	342,870
Net cost of operating the agencies if the options for reducing costs/ making savings identified in section 5 are implemented.	187,527	254,277	277,150

Proposed changes to the terms of the TM agency agreement

2016/17 Staffing Allocation	2017/18 Staffing Allocation
£71,963	£28,785

Existing functions provided under the current district TM Agencies
Parking issues - including reviews and implementation of on-street parking controls
Dealing with routine traffic management related correspondence
Minor signs and lining works
Temporary Traffic Orders to accommodate works on the highway including HCC works
Permanent Traffic Orders relating to parking and movement restrictions including those for developers and capital schemes
Tourist and amenity signing
Disabled parking bays
Speed limit reminder signs
Participation in the HCC led Casualty Reduction Partnership
Taking on additional activities such as 'reserved matters' in agreement with the County Council
TM related advice and support to County and District members and Parish Councils
FOI/EIR requests relating to Parking and TM agency functions
Parish Liaison Meetings

Proposed functions to be provided under the revised District TM Agencies
Parking issues - including reviews and implementation of on-street parking controls
Dealing with parking related correspondence
Permanent Traffic Orders relating to parking including those for developers and capital schemes
Disabled parking bays
FOI/EIR requests relating to Parking and TM agency functions

Proposed changes to the terms of the DC agency agreement

2016/17 Staffing Allocation	2017/18 Staffing Allocation
£89,351	£32,674

Existing functions provided under the current district DC Agencies
<p>Providing highway comments on planning applications which shall comprise of the following:</p> <ul style="list-style-type: none"> (i) 100 or fewer residential units, or (ii) 2,500 square metres or less of office or industrial space (B1 and B2) or (iii) 5,000 square metres or less of warehousing and distribution space (B8) or (iv) 1,000 square metres or fewer of retail space or (v) any development proposal not the subject of a Travel Plan pursuant to the Travel Plan Guidance of the County Council
General enquiries in anticipation of a planning application which will constitute a Non-Strategic Application.
Pre-application consultations conducted on a formal basis by the District Planning Authority in anticipation of a planning application which will constitute a Non-Strategic Application
Any Estate Road Applications irrespective of the size of the development

Proposed changes to the District DC Agencies
Introduction of Standing Advice for applications of 5 dwellings or less, (Replaces bespoke responses to planning applications below this threshold)
District Agencies to continue providing advice for applications >5 and <100
HCC to develop set of clear highway design standards
Encourage take up of highways pre-application charging by districts.

Extract of HCCs specification from Harts Grass Cutting Contract

Grass Cutting Specification

This part of the Service Activity involves cutting grass on the Affected Property verges, embankments, slopes, roundabouts, traffic islands and central reservations and the like on the urban network. The aim is to ensure that the grass is kept short for the purposes of preventing the encroachment of vegetation, to enable litter collection, to inhibit the growth of trees and injurious weeds and to maintain the general appearance on the urban network.

Indications of the areas of grass to be cut as part of this Service Activity are given below:

Area of Hart verges to be cut = 642,445 M2

Verges shall be cut at a frequency of 5 times per annum, as instructed and required by the Service Manager. The cutting frequencies shall be reviewed on an annual basis, depending upon the Service Manager's future efficiency requirements and need for savings. The number of cuts may reduce to 4, 3 or fewer following these reviews.

The first cut under this part of the Service Activity shall commence in April of each Financial Year. The exact date of the first cut shall be agreed between the Service Manager and the Contractor. This shall be based upon seasonal conditions and growth. The first cut shall be completed within a period of 4 to 6 weeks of the agreed commencement date.

Successive cuts shall commence at approximately equal intervals throughout the growing season (start of April to end of October). The Service Manager shall agree the exact dates with the Contractor. Each cut shall be completed within a period of 4 to 6 weeks of the agreed commencement date of the respective cut.

Shrub Maintenance Specification

This part of the Service Activity involves the maintenance of shrubs on the urban network. The aim is to ensure that the shrubs are kept well maintained for the purpose of preventing the encroachment of vegetation, to enable litter collection and to maintain the general appearance of the urban network.

Indications of the areas of shrubs to be maintained as part of this Service Activity are given below:

Area of Hart shrubs to be maintained = 7,495 M2

The Contractor shall cut once per annum all vertical and horizontal faces of shrubs back to the old wood to remove all seasonal growth. Shrubs shall be cut such that the height, width and general shape are the same as the completion of the previous cut. The finished vertical and horizontal faces shall be pruned in such a manner as to provide a uniform finish.

The Contractor shall ensure that after cutting, the width of the shrubs do not cause an obstruction or encroachment onto any carriageway, footway or street furniture.

All obvious self-seeded tree species identified in shrub beds less than 50mm diameter, such as sycamore, shall be removed and disposed off site.

The Contractor shall remove and dispose off site all shrub clippings arising from this work. All dead, diseased and damaged wood shall also be pruned out and disposed off site.

All people operating shrub maintenance equipment shall be satisfactorily trained and the Service Manager reserves the right to ask the Contractor to provide adequate proof that the operators are suitably trained, conversant with Health and Safety legislation and competent in their operating methods.

Hedge Cutting Specification

This part of the Service Activity involves the maintenance of hedges on the urban network. The aim is to ensure that the hedges are well maintained for the purposes of preventing the encroachment of vegetation, to enable visibility of signs and to maintain the general appearance of the urban network.

Indications of the lengths of hedges to be cut as part of this Service Activity are given below:

Area of Hart hedges to be maintained = 4000 M

The Contractor shall cut all vertical and horizontal faces of hedges back to the old wood to remove all seasonal growth. Hedges shall be cut so that the height, width and general shape are as previously existed at the completion of the last cut. The finished vertical and horizontal faces shall be pruned in such a manner as to provide a uniform finish. The maximum height of any hedge to be cut shall not exceed 5 metres in height.

The Contractor shall ensure that after cutting, the width of all hedges does not cause an obstruction or encroachment onto any carriageway, cycleway, footway or street furniture.

The Contractor shall remove and dispose of all hedge clippings arising.

All people operating hedge cutting plant and Equipment shall be satisfactorily trained and the Service Manager reserves the right to ask the Contractor to provide adequate proof that the operators are well trained, conversant with Health and Safety legislation and competent in their operating methods.

The Contractor shall cut overgrown vegetation from hedges that obstruct visibility 5m in front of sign faces for C and U class roads and 10m on A and B class roads. Vegetation shall be removed to ensure the sufficient visibility of the sign face only (vertical clearance shall be maximum 500mm). Removal of overgrown vegetation will generally be by means of pruning, or other methods approved by the Service Manager. See Appendix 7.7/4 for examples of acceptable and unacceptable visibility to sign faces in hedges.

Any sign face found to be more than 5 degrees off perpendicular (see Chapter 1 of the Traffic Signs Regulations and General Directions) shall be adjusted to its correct alignment.

Proposed TM and DC charges

Comparison of current and proposed TM charges for Utility Companies and Local Events

	Current charges	Proposed charges
Legal/technical/admin costs associated with processing the proposed closure and checking/agreeing the alternative route proposals	£275 + VAT	£600 + VAT
Advertisement costs associated with publishing of closure notices in local press	£300 + VAT	£600 + VAT
Total	£575 + VAT	£1,200 + VAT

Proposed pre application charges for highways DC advice

Small scale development <10 residential units <100sqm B1 & B2 <250sqm B8; 100sqm A1	£350
Medium scale development 10 to 50 residential units 100sqm to 500sqm B1 & B2 250sqm to 1000sqm B8 100sqm to 250sqm A1	£750
Large scale development 51 to 100 residential units 501sqm to 2500sqm B1 & B2 1001sqm to 5000sqm B8 251sqm to 1000sqm A1	£1250

Perceived advantages and disadvantages of options identified in paragraph 8.1**Option 1: Terminate all 5 highway agency agreements.****Advantages:**

- Would reduce Harts, revenue expenditure by £205k /annum.

Disadvantages:

- It is likely that in future HCC would only provide the minimum statutory service.
- Service to Hart residents would be reduced, notably for grass cutting and on street parking enforcement.
- Less enforcement on street could result in a reduced use of the council's car parks and reduced car park income, as well as increased congestion on street.
- Urban verges in Hart would be cut less regularly.
- This will lead to an increased number of complaints about grass cutting.
- Whilst any complaints relating to Highway verges will be referred to HCC it is anticipated that most residents will contact the district council in the first instance. These complaints will need to be reviewed to establish whether they relate to HCC or HDC grass. As a consequence it is anticipated that the contact centre would spend more time dealing with Hart grass cutting complaints. Basingstoke and Deane Borough Council have confirmed that this will need to be monitored and may result in an increased charge to Hart.
- It is likely that reduced grass cutting will impact on street cleaning activities as it is more difficult to litter pick when the grass is longer, it will also result in an increased amount of grass cuttings being left on the verges, in the road channels, and on the adjacent footpaths.
- Without the GC agency there is a risk that HDC will not be able to continue with the current roundabout advertising contract.

Option 2: Continue to deliver the highway agency agreements in accordance with the current operational arrangements, and increase Hart's subsidy from £205k to between £319k and £342k /annum.**Advantages:**

- Maintains current level of service

Disadvantages:

- District council would need to increase the subsidy they provide.

Option 3: Implement some or all of the opportunities for savings /increased income outlined above and continue to deliver all 5 agency agreements but with a reduced increase in the subsidy.**Advantages:**

- Maintains broadly same level of service.

Disadvantages:

- Costs for developers and utility companies would be increased.
- Possibility of charges for local events.

Option 4: As per option 3 but with consideration being given to extending the agency agreements to 6 by taking on capital highways agency.

Advantages:

- Provides an enhanced level of service.

Disadvantages:

- Costs for developers and utility companies would be increased.
- Possibility of charges for local events.

Option 5: To retain the agencies for TM, DPE and WC but to terminate the agencies for GC & DC.

Advantages:

- Would deliver approximately £125k (£200k-£76k) of annual savings from the district council's grounds maintenance budget.
- The current DC agency agreement requires the district council to pass all planning contributions relating to highways or passenger transport to HCC within 21 days of receipt. Without an agency agreement the district council will be able to determine when and on what terms these monies are passed to HCC.

Disadvantages:

- Urban verges in Hart would be cut less regularly.
- This will lead to an increased number of complaints about grass cutting.
- Whilst any complaints relating to Highway verges will be referred to HCC it is anticipated that most residents will contact the district council in the first instance. These complaints will need to be reviewed to establish whether they relate to HCC or HDC grass. As a consequence it is anticipated that the contact centre would spend more time dealing with Hart grass cutting complaints. Basingstoke and Deane Borough Council have confirmed that this will need to be monitored and may result in an increased charge to Hart.
- It is likely that reduced grass cutting will impact on street cleaning activities as it is more difficult to litter pick when the grass is longer, it will also result in an increased amount of grass cuttings being left on the verges, in the road channels, and on the adjacent footpaths.
- Without the GC agency there is a risk that HDC will not be able to continue with the current roundabout advertising contract.

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 20 SEPTEMBER 2016

TITLE OF REPORT: QUARTER I CORPORATE PERFORMANCE INFORMATION – 2016/17

Report of: Joint Chief Executive

Cabinet member: Councillor Stephen Parker, Leader

I PURPOSE OF REPORT

1.1 To update Members on the Council's key performance indicator results in the final quarter of 2016/17 (1 April 2016 - 30 June 2016) as found in Appendix I.

2 OFFICER RECOMMENDATION

2.1 That for any areas of concern, Members either:

2.1.1 Make recommendation on any action considered necessary to Cabinet, or

2.1.2 Make recommendation to the relevant Service Board and/or Performance Improvement Board (PIB) for action

2.2 That Members continue to feedback to the Joint Chief Executive any amendments or new information they wish to see included in these Performance Reports.

3 BACKGROUND

3.1 The Performance Information reports are designed to ensure that performance is managed more effectively within the Council.

3.2 Following feedback from the Quarter 4 / year end corporate performance information – 2015/16 report (21 June 2016) responses are provided below:

F106 - could it be clarified why the outturn value (93.4%) was Amber against a target of 97%

Amber status is defined as being less than 10% below the target by default. This can be adjusted if it is felt appropriate, for example if the risk of being below target is high, although this may require a change to Service Level Agreements in place.

HS01 - could a definition for homelessness be circulated to Members of the Committee

HS01 reflects people who the Council decides it owes the main housing duty under homelessness legislation, which broadly means they are homeless (or threatened with homelessness within 28 days), eligible for assistance, in priority need, not homeless intentionally. The Head of Housing has discussed at the Housing Service Board.

HS07 – Housing Service Board should review the issues associated with the lack of accurate data with this indicator and report back to Committee on what was the true picture with regard to preventing homelessness and what options there were to secure accurate data in future.

The Housing Service are reviewing options to secure accurate data going forward and are making the figures provided as accurate as they can in the meantime, and discussions are taking place at the Housing Service Board.

HS08 – What was the purpose of recording this DFG indicator?

The indicator is now for information purpose only to help with clarity. Its purpose is to monitor the budget status of this reactive service ensuring that funds are available to meet our duty to assist when required.

HR13 – Would it not be better to express the target and values as a percentage?

The indicator is in the current format as this allows for comparisons with other organisations (who use this standard) more easily. However, we are looking at alternative ways to produce this, including as a percentage, in order to make it more relevant for the Council. In terms of a percentage for Q1 April – June 2016 there were 1.09% of days lost due to short-term sickness for the period.

RS20/RS21 – What did these indicators relate to?

The description of RS20 / RS21 has been amended to show what these relate to (primarily the statutory functions of regulatory services).

4 CONSIDERATIONS

- 4.1 In total, 39 indicators are reported. 33 met the target (Green), with 4 narrowly missing the target (Amber) and 2 missed their target by over 10% (Red).
- 4.2 A summary of the indicators which missed their quarterly target is provided in the following table:

Ref	Indicator name and comment on missed target
RB09	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events Performance still appears to be seasonally affected, although processing times were lower than Q1 15/16 (15.2)
HR13	FTE days missed due to short term absence Performance improved in May and further in June after below target result in April. Review of targets should be considered due to change in number of staff within the organisation with the outsourcing of leisure in February

5 FINANCIAL IMPLICATIONS

5.1 None identified.

Contact Details: Patricia Hughes - 4450, email: patricia.hughes@hart.gov.uk

APPENDICES

Appendix I – 2016/17 Quarter I Key Performance Indicator report

2016/17 Quarter I Key Performance Indicator report

Audit

KPI	Description	Note	2015/16	QI 2016/17	Annual 2016/17	Trend	Status
			Value	Value			
IA01	Percentage of Audit Plan completed during the year	<i>Audit Plan is heavily weighted to second half of the year. This is when resource from Basingstoke starts Financial System Reviews.</i>	94%	15%	95%		Green
IA02	Percentage of Audits carried out within time allocation		100%	100%	100%		Green
IA04	% of High Risk Audit Recommendations Implemented		100%	100%	100%		Green

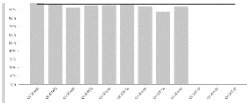
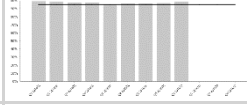
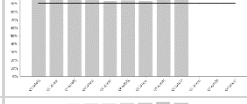
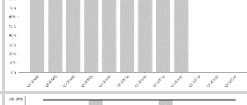
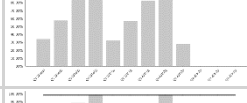
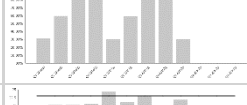
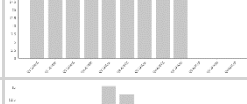
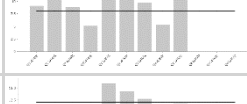

Customer Services

KPI	Description	Note	2015/16	QI 2016/17	Annual 2016/17	Trend	Status
			Value	Value			
CS01	Quality of Customer Service Call Handling - % score from monitoring sample	<i>Call monitoring being reviewed with an even higher level of customer service being expected by BDBC's new monitoring process</i>	95.26%	96%	90%		Green
CS02a	% of telephone calls answered by Contact Centre in 20 seconds	<i>Call volumes expected to be seasonally high due to Council tax and Garden waste, but performance affected by large volume of EU referendum calls too</i>	83.33%	79.33%	80%		Amber
CS03	% Garden Waste invoices sent out accurately and on time	<i>New online form working well and performance remains above target</i>	100%	100%	99%		Green

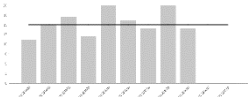
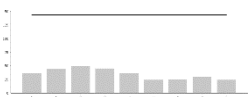
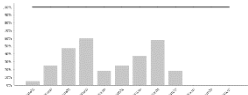
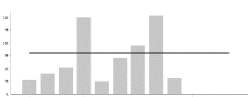
Environmental & Technical Services

KPI	Description	Note	2015/16	QI 2016/17	Annual 2016/17	Trend	Status
			Value	Value			
ETS01	Number of missed collections – All – (per 100,000)		20	21	100		Green

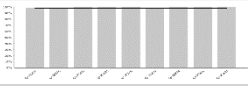
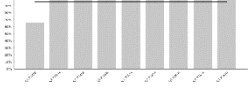
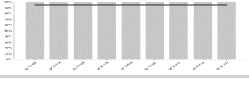
Finance, Revs and Bens

KPI	Description	Note	2015/16	Q1 2016/17	Annual 2016/17	Trend	Status
			Value	Value			
FI06	% of undisputed invoices paid on time (old BVPI8)	<i>Performance continues to improve after issues earlier in the year and is now close to target</i>	93.2%	93.3%	97%		Amber
RB01	% of benefit assessments calculated correctly (new and change in circumstances)	<i>Remains above target</i>	96.3%	98.3%	95%		Green
RB02	% of new benefit claims decided within 14 days	<i>Remains above target</i>	94.3%	98.9%	90%		Green
RB04	% of council tax collected electronically (DD + Internet)	<i>Remains above target</i>	88.4%	87.1%	80%		Green
RB05	Percentage of Non-domestic Rates Collected	<i>On target</i>	98.07%	27.66%	98.50%		Green
RB06	% of Council Tax collected	<i>Remains above target</i>	98.75%	30.18%	98.00%		Green
RB07	Time taken to process Housing Benefit/Council Tax Benefit new claims.	<i>On target</i>	21.72	21.78	23		Green
RB08	Time taken to process Housing Benefit/Council Tax Benefit changes of circumstances.	<i>Performance still appears to be seasonally affected, although processing times were lower than Q1 15/16 (15.2)</i>	10.92	10.97	8		Red
RB09	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	<i>Within target</i>	5.9	11.7	12.0		Green

Housing Services

KPI	Description	Note	2015/16	Q1 2016/17	Annual 2016/17	Trend	Status
			Value	Value			
HS01	Average time (in days) taken to decide whether to accept people as homeless	Based on 9 formal homeless decision(s) made this period, the longest case took 28 days, the quickest was 1 days	17	14	15		Green
HS07	Preventing Homelessness - number of housing advice cases where homelessness prevented	this is 12 cases less than the same quarter in 2015/16 however the reporting tool on the current housing software is not picking up the correct number of cases we are seeing. We have discussed this with the software provider and we are looking at our options	114	24	144		Green
HS08	% of private sector housing grant budgets actually spent (DFG) (Values are cumulative)	Q1 £92K spent out of £500K budget; £131K committed not paid and potential £233K at pre-approval stage (31 referrals).	58%	18%	n/a		Data Only
HS16	Number of affordable homes delivered (gross)	18.7.16 - 31 affordable homes delivered this quarter. 7 rented at QEB phase 2E and 2F and 3 rent at QEB Phase 2G 8 shared ownership at The Gables, Ewshot, 2 shared ownership at Dilly Lane, 13 shared ownership at QEB Phase 2E and 2F and 8 at QEB Phase 2G	153	31	80		Green

HR

KPI	Description	Note	2015/16	Q1 2016/17	Annual 2016/17	Trend	Status
			Value	Value			
HR01	% accuracy in gross and net pay calculations for all payrolls	Remains above target	99.8%	100%	98%		Green
HR02	% of cases not dealt with by HR front office and which are not treated as HRP work requests that are dealt with in 3 working days		99.7%	100%	95%		Green
HR03	DBS applications sent to the DBS within 1 working day		100%	100%	95%		Green

HR05	% Complex HR queries resolved within 10 working days	Remains above target	100%	100%	95%		Green
HR12	FTE days missed due to long term absence	No staff on long term sick between April and June	2.44	.00	6.30		Green
HR13	FTE days missed due to short term absence	Performance improved in May and further in June after below target result in April. Review of targets to be considered due to change in number of staff within the organisation with the outsourcing of leisure in February	8.16	2.10	6.30		Red

IT Services

KPI	Description	Note	2015/16	Q1 2016/17	Annual 2016/17	Trend	Status
			Value	Value			
IT01	% registered controllable incidents resolved at first point of contact	Continues to remain above target	77.5%	88.4%	60%		Green
IT02	% Priority 1 incidents fixed within 4 working hours		82.6%	100%	90%		Green
IT03	% Priority 2 incidents fixed within 8 working hours	No incidents logged	91%	100%	90%		Green
IT04	% Priority 3 incidents fixed within 5 working days	Continues to remain above target	95.7%	91.9%	85%		Green
IT05	% uptime of key systems	Remains above target	98.9%	99.7%	99%		Green
IT06	% uptime of Hart DC website		99.99%	99.98%	98%		Green
IT07	% score for Council employee satisfaction with Capita IT support service	No returns during the week	76.6%	100%	80%		Green

Leisure Services

KPI	Description	Note	2015/16	Q1 2016/17	Annual 2016/17	Trend	Status
			Value	Value			
LS05	Summary of Projects status - Number of days ahead / behind project timetable	Currently 21 days ahead of schedule overall for Environmental Promotion projects underway (include leisure, biodiversity and countryside)	21	21	0		Green
LS12	% of Tree Preservation works applications determined within eight weeks		96.45%	90.1%	90%		Green

Planning Services

KPI	Description	Note	2015/16	Q1 2016/17	Annual 2016/17	Trend	Status
			Value	Value			
PS01	Processing of planning applications: Major applications	4 out of 6 Major applications determined within the timescale.	82.77%	66.00%	70.00%		Amber
PS02	Processing of planning applications: Minor applications		77%	70%	65%		Green
PS03	Processing of planning applications: Other applications		88.74%	87.00%	85.00%		Green

Regulatory Services

KPI	Description	Note	2015/16	Q1 2016/17	Annual 2016/17	Trend	Status
			Value	Value			
RS20	% of proactive inspections (including food, health and safety, animal welfare and licenced premises) completed within prescribed time	No H&S or animal boarding establishment inspections due. 64 out of 65 food safety inspections completed.	99.09%	98.46%	98%		Green
RS21	% of Environmental Health complaints (including noise, public health, food) responded on time	83 of 85 noise complaints, 3 of 3 food complaints and 187 of 191 public health complaints responded to within timescales.	98.34%	97.9%	98%		Amber

OVERVIEW AND SCRUTINY COMMITTEE**DATE OF MEETING: 20 SEPTEMBER 2016****TITLE OF REPORT: LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS****Report of: Internal Audit Manager****Cabinet Member: Councillor Brian Burchfield, Deputy Leader, Corporate Services****I PURPOSE OF REPORT**

1.1 The purpose of this report is to inform members of the findings from the Local Government Ombudsman's Annual Letter for 2015/16.

2 OFFICER RECOMMENDATION

2.1 The Committee is asked to comment on the content of the report.

3 BACKGROUND

3.1 The table below identifies the number of complaints reported to the Ombudsman during 2015/16.

No.	Service	Decision Date	Decision	Remedy
1.	Planning	2.4.15	Incomplete/Invalid	Not required
2.	Benefits and Tax	15.7.15	Referred back to LA for resolution	Not required
3.	Highways	21.9.15	Closed after initial enquiries	Not required
4.	Planning	1.10.15	Referred back to LA for resolution	Not required
5.	Planning	6.10.15	Upheld	Financial Redress
6.	Other (further details have not been provided)	7.12.15	Incomplete/Invalid	Not required
7.	Planning	21.1.16	Closed after initial enquiries	Not required

3.2 The number of complaints received from the Ombudsman is considered to be low. A comparison of the number of complaints received has been benchmarked against councils with either a similar demographic to Hart or a near neighbour. See the table below:

Council	Upheld	Local Remedy	Total
Arun	2	15	17
Blaby	2	11	13
Fareham	0	8	8
Hart	1	6	7
Mendip	13	20	33
New Forest	1	7	8
Rushmoor	1	11	12
Rushcliffe	1	5	6
South Oxfordshire	4	18	22
Surrey Heath	1	9	10
Test Valley	0	7	7
Vale of White Horse	2	19	21
Waverley	4	22	26

4 MANAGEMENT OF RISK

4.1 There are no risks directly associated with this report.

5 CONCLUSION

5.1 The number of complaints received by the Ombudsman during 2015/16 is one of the lowest in the country. This indicates that in general the Council responds to customer complaints in a reasonable manner.

Contact Details: Neil Carpenter, Ext 4140, neil.carpenter@hart.gov.uk

CABINET

KEY DECISIONS/ WORK PROGRAMME AND EXECUTIVE DECISIONS MADE

October 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)
Local Plan	Mar 16	Approval of Draft Local Plan for consultation	Oct 16			SP	PP
Enabling Pension Arrangements for the Five Councils Procurement	July 16	To seek approval to a combined admitted body status for all five authorities	Sept 16	Oct 16		BB	JCX
Hampshire Agency Reviews	Aug 16	To consider agency reviews - Grass Cutting, Development Control and Traffic Management	Oct 16			SF	TS&M
Swan Public House, North Warnborough	Aug 16	Update	Oct 16			KC	JCX
Establishment of a Local Trading Company	Oct 15	To move to form a local housing company	Feb 16	Nov 16		SG	H
Blue Badge	Feb 16	Report on issues of blue badge charging	July 16	Nov 16	Y	MM	TS&EM
Car Parking Concessions	Sept 16	For approval	Nov 16			MM	TS&M
Early Consideration of the budget opportunities for 2017/18	Aug 16	To seek early direction on the creation of 2017/18 budget	Nov 16			KC	F

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)
Budget Monitoring	Quarterly	Quarterly Budget Monitoring	Nov 16 Mar 17 Sept 17			KC	F
Letting Agency Redress Scheme	July 16	To gain approval for the scheme	Nov 16			SG	H
On Street Parking	Aug 16	Consideration of badge parking	Dec 16		Y	SF	TS&EM
Rotherwick Neighbourhood Plan	April 16	To accept as part of the Local Development Plan	Dec 16			SP	PP
Finalisation of the Local Housing Company	Aug 16	To complete creation of the Local Housing Company	Jan 17			SG	H
Waste Retender	Aug 16	Approval of Tender Specification	Jan 17		Y	SF	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
Service Plans	Annual	Service Plans 2017/18	April 17			BB	All
Food Safety Service Plan	Annual	For approval	June 17			JK	RS
Suitable Alternative Natural Green Space (Sang)	May 16	Annual Monitoring report	June 17			SP	PP
Outside Bodies	Annual	To confirm representatives on Outside Bodies	June 17			SP	JCX
Medium Term Financial Outlook	Annual	Review	Aug 17			KC	F
Revenue and Capital Outturn 2016/17	Annual	Report on outturn.	Aug 17			KC	F

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)
Treasury Management 2016/17	Annual	Report on Treasury Management Activities 205/16.	Aug 17			KC	F
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	TBC		MM	TS&EM
Crandall Conservation Area Character Appraisal	Aug 16	Adoption after public consultation	TBC			JK	RS
Odiham Neighbourhood Plan	Nov 15	Response to submission documents	TBC			SP	PP
Winchfield Neighbourhood Plan	April 16	Response to submission documents	TBC			SP	PP
Local Plan Submission Plan	June 16	Consideration of Submission plan	TBC			SP	PP
Devolution	Mar 16	Hampshire Devolution - progress/ approval	TBC			SP	JCX
Fleet Business Improvement District	Aug 16	Consideration of proposal	TBC			KC	JCX

Notes:

1 Date added to Programme

2 Cabinet Members

SP Leader & Planning Policy

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 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 – September 2016

Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Due Date	Resources Required	Contact
Quarterly Budget Monitoring	Quarterly update	Aug 16 Oct 16 Feb 17	Sept 16	Report	Head of Finance
Performance Information	Quarterly highlight reports.	Aug 16 Dec 16 Feb 17	Sept 16	Report	Performance and Innovation Officer
Hampshire Agency Reviews	To consider agency reviews - Grass Cutting, Development Control and Traffic Management	Sept 16		Report	Environment & Technical Services
Blue Badge	Report on issues of blue badge charging	Jan 16	Oct 16	Report	Environment & Technical Services
Parking Concessions	Consideration of establishment of parking concessions policy	Sept 16	Oct 16	Report	Environment & Technical Services
Flooding	Notes from twice yearly meeting of Agencies	Oct 16 April 17		Minutes	Environmental and Technical Services
Flooding Meetings	Review of the Multi Agency Flooding Meetings	Oct 16			Committee
Establishment of local Housing Company	To move to form a local housing company	July 16	Oct 16	Report	Head of Housing
RIPA	Quarterly Update	Nov 16 Jan 17 April 17 July 17		Report	Monitoring Officer
On Street Parking	Consideration of badge parking	Nov 16		Report	Environment & Technical Services

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – September 2016

Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Due Date	Resources Required	Contact
Waste Retender	Consideration of Specification	Jan 17		Report	Environment & Technical Services
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
Waste Retender	Contract Award	Mar 17		Report	Environment & Technical Services
Service Plans	Draft Service Plans 2017/18	Mar 17		Report	Joint Chief Executive
Body Worn Video	Annual monitoring	April 17		Report	Environment & Technical Services
Outside Bodies	Reports from Representatives on Outside Bodies	April 17		Report	Joint Chief Executive
Annual Review	Preparation of Chairman's end of year report from Committee to full Council on the work of the Committee 2016/17	April 17		Discussion	Committee
Nominations to Service Boards	Member nominations	June 17			Chairman O&S Committee
2016/17 Performance Information – Annual Outturn	Annual update	June 17		Report	Performance and Innovation Officer
Service Boards	Consideration of the role and function of Service Boards	July 17			Committee
Medium Term Financial Forecast	Annual forecast	July 17		Report	Head of Finance

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – September 2016

Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Due Date	Resources Required	Contact
Treasury Management Outturn	Report on outturn.	July 17		Report	Head of Finance
2015/16 Revenue and Capital Outturn	Annual	July 17		Report	Head of Finance
Markets Across Hart	Task and Finish Group - Councillors Makepeace-Browne and Wheale to lead.	TBC			Committee
Waste Contract	Task and Finish Group – Councillors Axam, Wheale and Makepeace-Browne to lead.	TBC			Committee
Procurement Process	Report	TBC			Joint Chief Executive

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: 20 September 2016 at 7pm

Place: Committee Room 1, Civic Offices, Fleet

Present:

COUNCILLORS

Bailey (Chairman)

Axam, Clarke, Cockarill, Gray, Makepeace-Browne (from 7.47pm), Renshaw

In attendance: Councillor Forster (from 7.15pm)

Officers:

John Elson	Head of Environment and Technical Services
Philip Sheppard	Infrastructure Team Manager
Andrew Vallance	Head of Corporate Services

27 MINUTES

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

28 APOLOGIES FOR ABSENCE

Apologies had been received from Councillors Crisp (substitute Cockarill), Leeson, Wheale and Woods.

29 CHAIRMAN'S ANNOUNCEMENTS

None.

30 DECLARATIONS OF INTEREST

None declared.

31 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

32 FEEDBACK FROM SERVICE BOARDS

Environment & Technical Services – Councillor Axam reported that he and Councillor Gray had met with officers. Services were operating well, within budget. A long list of issues were making progress, including the waste contract. Regulatory Services – Councillor Clarke reported that he had attended this service board and would supply notes of the meeting to members of the Committee

Community & Wellbeing – Councillor Renshaw reported that the service board had met on 28th July. The main issue discussed was the future of the existing Hart Leisure Centre building once the new centre opened next year. He also reported that the Frogmore Leisure Centre reopening had gone well.

The Chairman stated that the Waste Contract Task and Finish Group had had its inaugural meeting. It had agreed a programme of work, anticipating three further meetings, after which it would prepare a paper for the Committee.

33 2016/17 BUDGET MONITORING – TO END OF JUNE

Members were advised of the position on revenue and capital as at the end of June. Due to the August meeting of this Committee being cancelled, this report was first considered by Cabinet on 3 September.

The Head of Corporate Services verbally updated members with the latest figures at the end of August.

Members requested further information by email from the Head of Corporate Services on the following items:

- Leisure Strategy – Unbudgeted publicity contract
- Hackney Carriages – Unbudgeted fees

DECISION

That the information be noted.

34 REVIEW OF HIGHWAY AGENCY AGREEMENTS

The Head of Environment and Technical Services advised members of Hampshire County Council's intention to reduce its funding of various highways agency services. This Council would therefore have to choose whether to reduce these services or find the money from savings elsewhere, with implications for other services.

The Head of Environment and Technical Services highlighted the potential consequences of a different number of grass cuts each year of county highways verges and adjoining district council open spaces. He then went through each service, highlighting any savings or income opportunities that had been identified. He also reported that the County had informed him by a telephone call that grass cutting budgets may not be reduced in 2017/18. He would revise the Cabinet report accordingly.

After a long discussion, members' views were sought on options for a future approach to the delivery of Hart's Highway Agency Agreements.

Members supported the suggested savings and income opportunities, including the reduction of one FTE post and income from Temporary Traffic Orders. However,

the latter was only on condition that the forthcoming paper on Concessions would address the issue of protecting voluntary groups from such charges.

Members discussed whether to support option 3 or option 4. After a vote it was agreed to support option 4.

RECOMMENDATION to Cabinet

Members supported option 4 identified in paragraph 8.1, and recommended its consideration to Cabinet.

35 QUARTER I CORPORATE PERFORMANCE INFORMATION – 2016/17

Members were updated on the Council's key performance indicator results (April 2016 - 30 June 2016).

DECISION

Members noted the information.

36 LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS

Members were informed of the findings from the Local Government Ombudsman's Annual Letter for 2015/16.

DECISION

Members noted the information

37 CABINET WORK PROGRAMME

The Cabinet Work Programme was considered.

38 OVERVIEW AND SCRUTINY WORK PROGRAMME

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

- Review of Service Boards was added to the October agenda.
- Councillor Axam reported that he would be standing down from the waste Contract Task and Finish Group and that a replacement would be needed.

The meeting closed at 9.01pm