



NOTICE OF MEETING

Meeting:	Overview and Scrutiny Committee
Date and Time:	Tuesday, 15 August 2017 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, Burchfield, Clarke, Crisp, Crookes (Chairman), Gray, Harward, Leeson, Makepeace-Browne, Morris, Wheale

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 18 July 2017 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%202017%20A4.pdf

6 CORPORATE SERVICES AND 5 COUNCILS

Portfolio Holders to attend to update on progress and governance.

7 CRIME AND DISORDER JOINT SCRUTINY COMMITTEE

To note the minutes of the meeting of 20 July 2017. **Paper B**

8 LOCAL GOVERNMENT OMBUDSMAN - ANNUAL REVIEW LETTER 2017

To note the 2017 Annual Review letter. **Paper C**

9 2017-18 BUDGET MONITORING – TO END OF JUNE

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 7 September 2017.
Paper D

RECOMMENDATION

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

10 QUARTER I CORPORATE PERFORMANCE INFORMATION – 2017/18

To update Members on the Council's key performance indicator results in the first quarter of 2017/18 (1 April 2017 - 30 June 2017) and end of year outturn, as found in Appendix 1. **Paper E**

RECOMMENDATION

- I For any areas of concern, Members either:
 - I.I Make recommendation on any action considered necessary to Cabinet, or

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

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: 8 August 2017

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: 18 July 2017 at 7pm

Place: Committee Room 1, Civic Offices, Fleet

Present:

COUNCILLORS

Axam, Burchfield, Clarke, Crisp, Crookes (Chairman), Gray, Harward, Leeson, Makepeace-Browne, Morris

Officers:

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

12 MINUTES

It was noted that Councillor Harward had not been present at the previous meeting. With this amendment the minutes of the meeting of 20 June 2017 were confirmed and signed as a correct record.

A schedule of Service Board meetings and attendees was circulated.

13 APOLOGIES FOR ABSENCE

Apologies had been received from Councillor Wheale.

14 CHAIRMAN'S ANNOUNCEMENTS

None.

15 DECLARATIONS OF INTEREST

None declared.

16 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

17 REGULATION OF INVESTIGATORY POWERS (RIPA) – QUARTERLY UPDATE

There had been no use of the RIPA provisions (Covert Surveillance Policy) since the report to Overview and Scrutiny in April 2013.

It was agreed that an annual update would be provided to the Committee in future, unless the powers were used, in which case a report would be made to the next meeting of the Committee.

18 5 COUNCILS JOINT SCRUTINY COMMITTEE

The minutes of the meeting of 23 May 2017 were noted. Members queried the role of individual Councils' Overview and Scrutiny Committees.

It was noted that both contracts were currently being renegotiated and that governance arrangements were also under review. It was agreed that a paper on governance of the 5 Councils project would be presented to the Committee in October.

It was also agreed that the first meeting of the Corporate Services Board in September should consider the impact of the 5 Councils project on this Council, including the costs of officers supporting the project.

19 2016/17 OUTTURN REPORT

Details were reported of the final position on the Council's accounts for 2016/17.

DECISION

- 1 That the 2016/17 outturn position for the General Fund Revenue account be agreed.
- 2 That the 2016/17 outturn position for Capital expenditure be agreed.
- 3 That the carry forward of the unspent revenue budgets be agreed.

20 TREASURY MANAGEMENT OUTTURN 2016/17

Members considered the Council's Treasury Management activities during the 2016/17 financial year.

DECISION

The information was noted.

21 PAVEMENT AND VERGE PARKING

The Committee considered the need for pavement and verge parking restrictions and options for their implementation.

The Committee suggested that Town and Parish Councils be consulted for their views on problem areas and potential solutions.

DECISION

That Environment and Technical Services investigate district wide pavement and verge parking restrictions and develop an amendment to the district wide consolidated traffic order.

22 CABINET WORK PROGRAMME

The Cabinet Work Programme was considered.

The following additions were suggested:

- Waste tender - October 2017
- Local Plan – Regulation 19
- Economic Development Plan Consultation report
- 5 Councils Governance – November 2017

23 OVERVIEW AND SCRUTINY WORK PROGRAMME

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

- Waste tender
- Local Plan (Regulation 19) Submission Plan
- Economic Development Plan Consultation - responses
- 5 Councils Governance – clarity on roles of individual Councils' Overview & Scrutiny committees and role of 5 Councils Scrutiny Committee
- Flytipping - Results of camera trial with Basingstoke and Deane BC and way forward
- Bramshot Farm SANG – review of business case
- Edenbrook Country park
- Church Road car park/new machines

The meeting closed at 8.20 pm.

CRIME AND DISORDER JOINT SCRUTINY COMMITTEE

Date and Time: Thursday, 20 July 2017 at 7pm

Place: Council Chamber, Hart District Council Offices, Fleet

Members of the Crime and Disorder Joint Scrutiny Committee in attendance:

Councillor Bound	Basingstoke and Deane BC (substitute)
Councillor Axam	Hart DC
Councillor Harward	Hart DC (substitute)
Councillor Renshaw	Hart DC
Councillor Crawford	Rushmoor BC
Councillor Newell	Rushmoor BC

Also present:

Councillor Collett	Hart DC
Councillor Muschamp	Rushmoor BC
CI Debbie Brooks	District Commander, Hart & Rushmoor
CI Matt Reeves	District Commander, Basingstoke & Deane
Ryan Thurman	Group Manager, Hampshire Fire and Rescue Service
Peter Amies	Head of Community & Env. Services, Rushmoor BC
Caroline Ryan	Community Safety Manager – Safer North Hampshire
James Knight	Anti-Social Behaviour Manager
Marion Short	Wellbeing and Community Manager
Rachael Wilkinson	PA to Caroline Ryan (minutes)

1/17 ELECTION OF CHAIRMAN

Councillor Axam was elected as Chairman for the 2017/18 municipal year.

2/17 MINUTES

The minutes of the meeting of 29 June 2016 were proposed as accepted by Councillor Renshaw and confirmed as a correct record by the remainder of the Committee.

3/17 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

Apologies were received from Councillor Crisp and Councillor Harward attended as substitute. Apologies were also received from Councillors Bowyer and Sherlock. Councillors Dibbs and Taylor were absent with no apologies received. Councillor Bound attended as substitute for Councillor Taylor in representation of BDBC.

Briefing to Committee Members

The Community Safety Manager presented notes on the **Local Government Association (LGA) Review of the Future of Community Safety Services Draft Report** which covered the following key points:

- Recognition for work with the vulnerable

- Regular meetings
- Analysis of data
- Strategic planning
- Tackling of anti-social behaviour/crime
- Introduction of a Peer Court for low level anti-social behaviour/crime – 60 cases went through the process in the last year and there has only been 1 that has reoffended. 2 have gone on to become part of the Peer court process.
- Great deal of preventative work regarding homelessness, street drinkers and the Channel Panel tackling extremism
- Female genital mutilation (FGM)
- Modern slavery

The Chairman thanked the Community Safety Manager for a clear, concise and positive presentation.

4/17 CHAIRMAN'S ANNOUNCEMENTS

None.

5/17 DECLARATIONS OF INTEREST

None declared.

6/17 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

7/17 PERFORMANCE REVIEW OF SAFER NORTH HAMPSHIRE STRATEGIC COMMUNITY SAFETY PARTNERSHIP 2016-17

Members considered an overview of the performance of the Strategic Safer North Hampshire Community Safety Partnership against its core activities for the period 2016-17.

The Chairman introduced the report and opened the floor for discussion around the **data and incident recording** as the data appears to show a distinct spike in certain types of crime.

The District Commander for Basingstoke and Deane explained that Her Majesty's Inspectorate of Constabulary (HMIC) have prescribed changes nationally in the way incidents are recorded which gives the impression of an increase in crime rates but may actually be because the incident is recorded multiple times if there are multiple victims etc. A good example of this is with domestic violence, where one incident has the possibility to be reported twice now, if an alleged offender makes a counter allegation from the same incident – clearly, this does not mean that the police have attended twice, but that two incidents are recorded. This HMIC decision has been subject to a great deal of scrutiny and will give more detailed and reliable statistics for comparison and analysis moving forward.

Councillor Crawford raised whether or not the data is misleading in the Report because the figures are not per 1,000 capita and therefore do not reflect a true indication of crime levels by different ward/area. Councillor Crawford further raised that the data shows figures as just below national averages, which does not reflect Aldershot town centre and the Wellington ward. The Community Safety Manager addressed this concern by explaining that this data is not used to increase or decrease attention to particular problems by area but rather to concentrate working on behaviours across the North Hampshire area in a cohesive way. The Community Safety Manager went on to give examples of how some of the behaviours have been tackled by the creation of the Public Space Protection Orders (PSPO) and the North Lane Lodge in Aldershot as accommodation for identified street vulnerable people.

The District Commander for Basingstoke and Deane advised that the police do have the ability to drill down data to much more localised areas if they need to in order to assist in identifying problem areas or trends – even to street detail if required.

The Anti-Social Behaviour Manager further confirmed that Safer North Hampshire will follow the HMIC data reporting headline with drilled down data available as back-up information to refer to as required. The Community Safety Manager reiterated that Safer North Hampshire looks to use data to identify vulnerabilities in order to provide a strategic response.

Councillor Crawford commented that data on **night-time economy** was presented well.

The Chairman asked for explanation around the **increased figures for Hart DC**. The District Commander for Rushmoor and Hart explained that the rise in violent crime recorded was due to night-time economy along with some incidents of one householder taunting children outside his house multiple times, which is defined as violent crime. There has further been an increase in rural burglaries (150) where expensive machinery and plant has been taken. The final contributing factor has been an 11 year old child in a local Children's Home who has now been identified as requiring more appropriate accommodation so will shortly be moving on.

The District Commander for Rushmoor and Hart went on to comment that the night club in Fleet has been very cooperative which has improved issues dramatically. The introduction of taking head and shoulder photos of all male entrants meant that identifying a rape suspect was possible and that he was picked up within a matter of hours.

Councillor Crawford referred to **Hate Crime** (page 20) and asked for some further clarification following third party reports of abuse towards the Nepali population in Aldershot town centre. The District Commander for Rushmoor and Hart responded as the officer responsible for personally reviewing all Hate Crime reported and confirmed that there has been no hate crime against the Nepali population in the last 4 months and further that it is not possible to comment on unreported crimes. The District Commander for Rushmoor and Hart did confirm that there is a Nepali officer in the Neighbourhood Team to assist in communication with the Nepali population and that third party reporting through the Citizens Advice Bureau (CAB) is due to be launched in September 2017, funded by the Police and Crime Commissioner (PCC).

The District Commander for Basingstoke and Deane raised the central reporting commission's parallel recording process with Action Fraud regarding **online fraud**. The reporting feeds back to the police and there are local fraud investigators working on this sort of crime. The District Commander for Rushmoor and Hart added that online fraud is not a local or national problem but rather an international problem.

The Group Manager, Hampshire Fire and Rescue Service advised that whilst regular home visits used to provide advice on fire prevention only, nowadays a much broader set of advice is provided to householders including prevention of **doorstep crime**.

Councillor Bound raised a question regarding **response times to 101 calls** and whether there is any evidence to show its effectiveness for promoting reporting of low level crime. The District Commander for Basingstoke and Deane responded that the average time of a 101 call has increased as more questions are being asked to ascertain more information but that new systems being introduced at the end of 2017 would hope to make this process less lengthy by removing duplication of data entry.

The District Commander for Basingstoke and Deane further reminded the Committee that, although there are fewer front counters than there used to be, that there are still front counter opportunities to report crime as well as Crimestoppers. Councillor Crawford advised that as a regular user of the 101 reporting line, that the experience had improved over recent months, and that in fact he felt that he was being asked less questions.

The Chairman opened discussion on the **drug related deaths** (page 290) and commented that the report lacked any positive information around this subject. The Community Safety Manager responded that an Interim Strategic Assessment had been commissioned as a tool to profile drug related crime and drug misuse which would provide further information.

The District Commander for Basingstoke and Deane advised that the drug supply into the area comes across county lines from the major cities via syndicates. There are 10-15 such syndicates working in Basingstoke and Deane alone at any one time and has related violence created by 'turf wars' and particularly increase in knife crime. There are further issues surrounding this in terms of exploitation either of young people, recruiting them to carry out the 'dirty work' using threats to life/family as leverage; or of vulnerable persons, cuckooing i.e. moving into their homes to run their business from. The District Commander for Rushmoor and Hart advised that these issues were being managed at a particular level but not stopped.

Councillor Crawford raised the existence of more and more people in Aldershot town centre in 'zombie-like' state. The Community Safety Manager advised that there has been a marked increase in the use of 'Spice' which is a particularly cheap and nasty psychoactive substance which results in this 'zombie-like' appearance. It also has horrific outcomes when mixed with alcohol. It is thought to be partly on the increase so much because it can be manufactured at home.

The Chairman referred to **anti-social behaviour** (page 42) and confirmed that, as a councillor for Hart DC, that less anti-social calls have been received of late. The Community Safety Manager advised that tackling of anti-social behaviour has become more robust including the involvement of Safer North Hampshire in not only identifying individuals concerned, but also then contacting parents of those individuals. A smarter approach tapping into diversionary activities for youngsters is also being used providing challenge for change in behaviours. Having a nominated Education Officer to go into schools is also making an impact. Councillor Crawford confirmed that input through schools is receiving a very positive response. Councillor Hayward agreed that the combination of education in schools along with peer pressure is assisting greatly in reducing anti-social behaviour.

The District Commander for Basingstoke and Deane advised that they may face some budgetary cuts in this area but that the awareness is there that this sort of preventative work is crucial. The Community Safety Manager reiterated that the best way to help youngsters is to provide them with information on how their choices will impact their lives rather than telling them what not to do – Councillor Newell agreed.

The Chairman raised **violent crime and sexual offences** (page 43) which would appear to have increased across the board. The District Commander for Rushmoor and Hart advised that this is largely due to a spike in historical case reporting following much media attention around such cases. More recent offences have also been much more likely to have been reported as a knock on effect as people feel their complaints will be taken much more seriously. This kind of crime is also affected by alcohol and the night-time economy and domestic violence has seen a rise. There have also been a number of false and malicious reports from a known female affecting this data.

Councillor Crawford asked how we **measure performance** against the Safer North Hampshire priorities?

The Community Safety Manager advised that Safer North Hampshire is made up of partnerships as follows:

Statutory

Police
Councils
Clinical Commissioning Groups (CCG)
Community Rehabilitation/Probation

Non-Statutory

Fire Service
Aldershot Garrison Commander
Mental Health
Youth Offending Teams
Schools
Housing
Environmental Services

Further, that Safer North Hampshire has involvement in the following countrywide partners:

Safeguarding Boards
Channel Panel
Prevent Board

The delivery arm of Safer North Hampshire is measured by a various other reports e.g. the Vulnerabilities Report which is monthly.

All referrals received are reviewed by the Multi-Agency Safeguarding Hub (MASH) for a way forward and to provide solutions.

Councillor Crawford asked whether **businesses** should be involved in the partnerships?

The Community Safety Manager advised that a number of businesses in Basingstoke are already involved. There is more work to be done to engage with Aldershot businesses although it is recognised that it is difficult to foster relationships with businesses if they are not keen to report issues.

The Community Safety Manager reiterated the **importance of reporting incidents**. Councillor Bound responded that the over 50s demographic are often reluctant to report incidents as they do not want to create further issues for the already vulnerable.

The Chairman asked what the Councils and Councillors can do to **improve support** for Safer North Hampshire? The Community Safety Manager responded that fostering better understanding of what community safety really means and how it looks at any given point of time would improve support significantly. The Chairman suggested that the Community Safety Manager look to present to Councils once a year.

The Chairman requested that the Safer North Hampshire Newsletter try to cover all 3 areas rather than focus on only in each issue.

The District Commander for Basingstoke and Deane commented that neighbourhood policing works very cohesively building strong relationships and extended an invitation to Members to go out on patrol with officers to see this in action.

The Community Safety Manager advised that there is a VIP PEER Event on 16 August 2017 and a summary will be provided in advance of the event. There have also been several press releases e.g. Graffiti Week where graffiti is removed. The Community Safety Manager agreed to circulate the Graffiti Removal Report. Councillor Collett further requested that Councillors are made aware of planned Graffiti Weeks in advance.

Finally, the Community Safety Manager encouraged Councillors to go out into the other areas of North Hampshire to assist in understanding the context of their own areas as well as others across North Hampshire.

DECISION

That the Committee is satisfied with the performance of the Strategic CSP in relation to the discharge of its crime and disorder functions for 2016/17 and notes the actions for 2017/18.

The meeting closed at 8:30pm

20 July 2017

By email

Daryl Phillips
Joint Chief Executive
Hart District Council

Dear Daryl Phillips,

Annual Review letter 2017

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGO) about your authority for the year ended 31 March 2017. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

The reporting year saw the retirement of Dr Jane Martin after completing her seven year tenure as Local Government Ombudsman. I was delighted to be appointed to the role of Ombudsman in January and look forward to working with you and colleagues across the local government sector in my new role.

You may notice the inclusion of the '*Social Care Ombudsman*' in our name and logo. You will be aware that since 2010 we have operated with jurisdiction over all registered adult social care providers, able to investigate complaints about care funded and arranged privately. The change is in response to frequent feedback from care providers who tell us that our current name is a real barrier to recognition within the social care sector. We hope this change will help to give this part of our jurisdiction the profile it deserves.

Complaint statistics

Last year, we provided for the first time statistics on how the complaints we upheld against your authority were remedied. This year's letter, again, includes a breakdown of upheld complaints to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us.

We have chosen not to include a 'compliance rate' this year; this indicated a council's compliance with our recommendations to remedy a fault. From April 2016, we established a new mechanism for ensuring the recommendations we make to councils are implemented, where they are agreed to. This has meant the recommendations we make are more specific, and will often include a time-frame for completion. We will then follow up with a council and seek evidence that recommendations have been implemented. As a result of this new process, we plan to report a more sophisticated suite of information about compliance and service improvement in the future.

This is likely to be just one of several changes we will make to our annual letters and the way we present our data to you in the future. We surveyed councils earlier in the year to find out, amongst other things, how they use the data in annual letters and what data is the most useful; thank you to those officers who responded. The feedback will inform new work to

provide you, your officers and elected members, and members of the public, with more meaningful data that allows for more effective scrutiny and easier comparison with other councils. We will keep in touch with you as this work progresses.

I want to emphasise that the statistics in this letter comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

The statutory duty to report Ombudsman findings and recommendations

As you will no doubt be aware, there is duty under section 5(2) of the Local Government and Housing Act 1989 for your Monitoring Officer to prepare a formal report to the council where it appears that the authority, or any part of it, has acted or is likely to act in such a manner as to constitute maladministration or service failure, and where the LGO has conducted an investigation in relation to the matter.

This requirement applies to all Ombudsman complaint decisions, not just those that result in a public report. It is therefore a significant statutory duty that is triggered in most authorities every year following findings of fault by my office. I have received several enquiries from authorities to ask how I expect this duty to be discharged. I thought it would therefore be useful for me to take this opportunity to comment on this responsibility.

I am conscious that authorities have adopted different approaches to respond proportionately to the issues raised in different Ombudsman investigations in a way that best reflects their own local circumstances. I am comfortable with, and supportive of, a flexible approach to how this duty is discharged. I do not seek to impose a proscriptive approach, as long as the Parliamentary intent is fulfilled in some meaningful way and the authority's performance in relation to Ombudsman investigations is properly communicated to elected members.

As a general guide I would suggest:

- Where my office has made findings of maladministration/fault in regard to routine mistakes and service failures, and the authority has agreed to remedy the complaint by implementing the recommendations made following an investigation, I feel that the duty is satisfactorily discharged if the Monitoring Officer makes a periodic report to the council summarising the findings on all upheld complaints over a specific period. In a small authority this may be adequately addressed through an annual report on complaints to members, for example.
- Where an investigation has wider implications for council policy or exposes a more significant finding of maladministration, perhaps because of the scale of the fault or injustice, or the number of people affected, I would expect the Monitoring Officer to consider whether the implications of that investigation should be individually reported to members.
- In the unlikely event that an authority is minded not to comply with my recommendations following a finding of maladministration, I would always expect the Monitoring Officer to report this to members under section five of the Act. This is an exceptional and unusual course of action for any authority to take and should be considered at the highest tier of the authority.

The duties set out above in relation to the Local Government and Housing Act 1989 are in addition to, not instead of, the pre-existing duties placed on all authorities in relation to Ombudsman reports under The Local Government Act 1974. Under those provisions, whenever my office issues a formal, public report to your authority you are obliged to lay that report before the council for consideration and respond within three months setting out the action that you have taken, or propose to take, in response to the report.

I know that most local authorities are familiar with these arrangements, but I happy to discuss this further with you or your Monitoring Officer if there is any doubt about how to discharge these duties in future.

Manual for Councils

We greatly value our relationships with council Complaints Officers, our single contact points at each authority. To support them in their roles, we have published a Manual for Councils, setting out in detail what we do and how we investigate the complaints we receive. When we surveyed Complaints Officers, we were pleased to hear that 73% reported they have found the manual useful.

The manual is a practical resource and reference point for all council staff, not just those working directly with us, and I encourage you to share it widely within your organisation. The manual can be found on our website www.lgo.org.uk/link-officers

Complaint handling training

Our training programme is one of the ways we use the outcomes of complaints to promote wider service improvements and learning. We delivered an ambitious programme of 75 courses during the year, training over 800 council staff and more 400 care provider staff. Post-course surveys showed a 92% increase in delegates' confidence in dealing with complaints. To find out more visit www.lgo.org.uk/training

Yours sincerely

A handwritten signature in black ink, appearing to read 'M King', with a stylized flourish underneath.

Michael King
Local Government and Social Care Ombudsman for England
Chair, Commission for Local Administration in England

Local Authority Report: Hart District Council
For the Period Ending: 31/03/2017

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	2	0	0	0	0	0	0	0	2

Decisions made

Decisions made				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
0	0	2	0	0	0	0%	2

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.
 The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
0	0

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 15 AUGUST 2017

TITLE OF REPORT: 2017-18 BUDGET MONITORING – TO END OF JUNE

Report of: Head of Corporate Services

Cabinet Member: Councillor David Neighbour, Leader and 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 7 September 2017.
- 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 2017.
- 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 2017/18 was approved allowing for a contribution to reserves of £66k. Based on the figures currently available it is projected a contribution from reserves of £326k 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:

- Planning Appeals £243k
- Delays to 5 Councils contract start dates £103k

- Appointment of a Project Manager £86k

5 CAPITAL EXPENDITURE MONITORING

5.1 There has only been capital expenditure of £314k by 30th June.

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 2018/19

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 2018/19 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 2017/18.

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

APPENDICES

Appendix 1 Revenue Monitoring

Appendix 2 Capital Monitoring

PAPER D
Appendix I

REVENUE BUDGET OVERTURN 2017/2018 PERIOD 3 JUNE					
	Controlable Current Budget	Year to Date Controlable Actuals	Controlable Full Year Forecast Outturn Outturn	Forecast Year End Variance	Commentary
CORPORATE SERVICES					
Civic Function & Chairman	9,140	10,861	9,140	0	
Corporate - Apprentices	26,320	2,327	24,894	-1,426	
Corporate Communication	168,060	36,873	164,270	-3,790	
Leadership Team	550,335	100,466	636,844	86,509	Project Management post
Corporate Performance Team	59,244	14,267	59,150	-94	
External Audit	66,660	0	66,660	0	
Non Distributed Costs	0	0	0	0	
Climate Change	18,870	4,548	18,870	0	
Business Support Unit	299,259	79,096	297,369	-1,890	
Business Support Non Staff	189,251	150,246	188,581	-670	
Hart Development	54,717	22,033	58,260	3,543	
Neighbourhood Planning	0	0	0	0	
Strategy & Policy	51,743	13,246	52,982	1,239	
Customer Services Contract	248,675	23,218	248,675	0	
IT Contract	151,885	76,741	151,885	0	
HR Contract	8,978	-8,688	53,550	44,572	Effect of the delay in the Lot 1 contract
Internal Audit	94,880	14,925	94,880	0	
Legal Services	290,840	5,078	292,719	1,879	
Customer Services Client	55,102	15,484	55,084	-18	
IT Client	167,300	81,319	181,262	13,962	Checkpoint Support £5k unbudgeted but assumed we didn't need for 5 Councils. PSN Connection £8k additional commitment
HR Client	31,200	-3,808	31,152	-48	
Print Room & Photocopying	19,300	10,073	21,800	2,500	
Local Land Charges	-159,000	-139,418	-159,000	0	
5 Councils Contract - Lot 1	1,322,238	14,532	1,076,030	-246,208	Effect of the delay in the Lot 1 contract
5 Councils Contract - Lot 2	292,428	0	292,428	0	
Planning Policy	578,031	60,546	577,650	-381	
Admin Bldgs - R & M	296,169	169,558	303,751	7,582	Unbudgeted Rates and Insurances
	4,891,625	753,522	4,798,886	-92,739	
Rechargeable Elections	0	-24,642	0	0	
Register Of Electors	117,633	31,121	117,633	0	
Election Expenses	93,148	30,731	93,148	0	
Support To Elected Bodies	297,995	79,400	315,007	17,012	Unbudgeted 18% increase in members allowances
	508,776	116,610	525,788	17,012	
Revs & Bens Contractor Costs	309,000	295,518	613,701	304,701	Effect of the delay in the Lot 1 contract
Revs & Bens Client Costs	-275,770	-156,162	-275,770	0	
Housing/Council Tax Benefits	152,300	79,769	111,908	-40,392	DHP 17/18
Meals On Wheels	0	0	0	0	
Housing Act & Housing Ass. Adv.	0	0	0	0	
Bank Charges	53,000	11,885	53,000	0	
Finance Client	111,575	29,263	111,575	0	
Finance Contract	237,535	114,628	237,535	0	
	587,640	374,900	851,949	264,309	
Leisure Centre Maintenance	0	2,779	2,799	2,799	
Leisure Strategy	0	0	0	0	
Leisure Centre Contract	-334,000	-69,816	-255,264	78,736	Budget slippage of EA Contract year 2
Leisure Centre Client	60,126	9,330	59,638	-488	
Hart Leisure Centre (Client)	228,400	149,656	241,717	13,317	NNDR and Insurance charge higher than budget. Termination of Locker Lease
Frogmore LC (Client)	3,200	4,216	4,944	1,744	
Leisure Centres (Re-Billing)	0	797	0	0	
	-42,274	96,961	53,834	96,108	
COMMUNITY SERVICES					
Community Safety - Shared Service	178,889	0	152,889	-26,000	3 year agreed savings from EMR
Private Sector Housing	201,590	50,758	151,325	-50,265	HIA budget saving now included in Capital
Strategic Housing Services	109,258	37,847	111,465	2,207	
Housing Needs Service	518,730	126,252	518,910	180	
Help for Single Homelessness	0	4,000	0	0	
Domestic Abuse	0	-140,253	0	0	
Homelessness Trailblazer	0	-165,939	0	0	
Flexible Homelessness	0	-111,488	0	0	
	1,008,467	-198,824	934,589	-73,878	

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Appendix I

REVENUE BUDGET OUTTURN 2017/2018 PERIOD 3 JUNE

	Controlable Current Budget	Year to Date Controlable Actuals	Controlable Full Year Forecast Outturn Outturn	Forecast Year End Variance	Commentary
REGULATORY SERVICES					
Dog Warden	48,770	23,268	48,991	221	
Pest Control	710	617	710	0	
Env Health Pollution	0	0	0	0	
Env Health Commercial	143,250	44,880	147,296	4,046	
Environmental Protection	166,090	46,187	175,762	9,672	Contractor Fee to end of June
Churchyards	7,500	0	7,500	0	
Env Health Public	0	0	0	0	
Out Of Hours Noise Service	25,420	4,406	25,313	-107	
Health & Safety	27,630	14,545	27,630	0	
Licences	-9,200	-5,245	-9,201	-1	
Hackney Carriages	-21,830	-24,369	-21,830	0	
Health & Policy	47,430	13,933	47,430	0	
	435,770	118,221	449,601	13,831	
Development Control	-187,995	-125,525	55,029	243,024	Cost of Appeals: Bramshill, Netherhouse Moor Copse and Cross Farm
Building Control - Fee Earning	-137,720	-79,975	-137,720	0	
Building Control - Non-Fee	78,660	2,121	78,633	-27	
Street Naming & Numbering	-3,905	-574	-3,910	-5	
	-250,960	-203,953	-7,968	242,992	
TECHNICAL & ENVIRONMENTAL MAINT.					
Emergency Planning	40,330	23,889	41,171	841	
Waste Client Team	-727,296	-450,602	-715,133	12,163	Staffing Maternity Cover off set by additional garden waste clients, now 10,000, generating additional income of £28k
Waste Contract Split Orders	0	11,387	0	0	
Hart Drainage	83,370	14,581	83,263	-107	
Waste Contract	1,682,209	102,577	1,584,212	-97,997	Effect of inflation on first 6 months of the contract £48k. Default settlement agreed £50k from 2013/14.
Grounds Mtn Contract	325,770	48,740	336,320	10,550	As per proposed budget provided by BDBC
Street Cleaning	542,550	-8,310	526,800	-15,750	As per proposed budget provided by BDBC
Clinical and Bulky	-6,420	-6,658	-6,420	0	
Basingstoke Waste Contract	0	355,163	0	0	
Street Furniture	10,700	1,626	10,700	0	
Highways Traffic Management	49,020	23,698	49,041	21	
Highways Agency - Development	13,930	-20,659	16,541	2,611	
Estates/Asset Management	49,520	12,364	49,520	0	
Off Street Parking	-557,568	8,807	-557,473	95	
On Street Parking	5,363	27,268	-2,638	-8,000	Staff Saving for 6 months vacancy
CCTV	168,860	5,716	168,860	0	
Flood repairs & Maintenance work	0	0	0	0	
Fair Trade	2,000	-790	2,000	0	
	1,682,338	148,797	1,586,765	-95,573	
Land Repossessions	4,480	0	4,480	0	
Fleet Pond	64,480	18,801	63,255	-1,225	
Commons	44,120	10,439	45,081	961	
Odiham Common	53,220	2,923	54,185	965	
Elvetham Heath Nature Reserve	49,590	12,300	48,366	-1,224	
Parks/Play Areas Outside Fleet	0	0	0	0	
Edenbrook Country Park	60,410	4,120	60,231	-179	
QE II Fields	8,280	2,024	8,262	-18	
Biodiversity	27,113	9,286	27,113	0	
Bramshot Farm	46,590	20,226	1,614	-44,976	Staffing saving as funded from Capital
Landscape & Conservation	58,230	14,741	58,127	-103	
Environmental Promotion - Stra	144,315	31,912	144,292	-23	
Tree Preservation Orders	134,260	17,558	134,072	-188	
	695,088	144,329	649,078	-46,010	
Grand Total	9,516,470	1,350,564	9,842,522	326,052	

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Appendix 2

Capital Programme Budget Monitoring 2017/18							
		Original Budget 2017/18	Carried Forward 2016/17	Current Available Budget 2017/18	Actual To Date	Forecast Expenditure 2017/18	Variance 2017/18
Corporate Services	Capital Code	523	50	573	(23)	573	0
Housing & Customer Services		560	70	630	68	630	0
Leisure		0	472	472	119	472	0
Environmental Promotion		5,286	(2,608)	2,678	61	1,013	(1,665)
Technical Services		1,422	437	1,859	89	1,825	(34)
TOTAL CAPITAL PROGRAMME		7,791	(1,579)	6,212	314	4,513	(1,699)

Service Area	Scheme		Original Budget 2017/18	Carried Forward 2016/17	Current Available Budget	Actual To Date	Forecast Expenditure	Variance
Corporate Services	CCTV-Rushmoor	YY16	0	50	50	0	50	0
	Rural Broadband	YL37	23		23	(23)	23	0
	Upgrade to IT Infrastructure	YT07	500		500	0	500	0
	Civic Office Refurbishment	YY04	0		0	0	0	0
	Door Entry System	YT16	0		0	0	0	0
				523	50	573	(23)	573
Housing & Customer Services	Private Sector Renewal - Minor Works Grants(Home trust Loan	YR03	60		60	0	60	0
	Grant for 13x 4 bed dwellings.	YR04		70	70	0	70	0
	Disabled Facilities Grants	YR05	500		500	68	500	0
			560	70	630	68	630	0
Leisure	Fleet Area Football (S106)	YL33		180	180	0	180	0
	Leisure Centre SCAPE project appraisal	YL34		0	0	0	0	0
	Strategic Leisure	YL35		0	0	0	0	0
	Leisure Centre Pre Construction Stage	YL47		53	53	6	53	0
	Frogmore leisure Re-Development	YL30		42	42	0	42	0
	Leisure Centre Construction	YL52		85	85	113	85	0
	Leisure Centre Consultants & Fees	YL53		112	112	0	112	0
	Sports Hall				0	0	0	0
			0	472	472	119	472	0
Environmental promotion	Fleet Pond Project-Restoration	YY00			0	0	0	0
	Edenbrook Country Park (S106 SANG)	YL28			0	0	0	0
	Fleet pond Nature Reserve Visitor Strategy (S106)	YL29		17	17	27	17	0
	Odiham Common (S106)	YL32		15	15	0	15	0
	Odiham Signs	YL04			0	0	0	0
	S106 Leisure Parish Funded Projects	YF09		2	2	0	2	0
	Fleet Pond Access Track	YL54		150	150	0	150	0
	Fleet Pond Visitor Enhancements	YL55		20	20	10	60	40
	Hazeley Heath Grazing Project	YL56		80	80	0	40	(40)
	Hazeley Heath Notice Boards	YL57		15	15	0	15	0
	Hazeley Heath Access Improvements	YL58		77	77	0	77	0
	HW Central Common Enhancement	YL59		22	22	5	22	0
	HW Central Common Access Improvements	YL60		80	80	0	0	(80)
	HW QEII Fields Improvements	YL61		35	35	0	35	0
	Edenbrook CP Play Tree	YL62			0	0	0	0
	Edenbrook CP History Walk	YL63			0	0	0	0
	Cricket Hill Pond Phase 2	YL64		8	8	0	8	0
	Service Vehicles	YL65		65	65	0	72	7
	Countryside Workshop	YL66			0	0	0	0
	Bramshot Farm	YL67	5,286	(3,194)	2,092	19	500	(1,592)
	Edenbrook CP - Skate/Bike Park	YL69	0	0	0	0	0	0
Edenbrook CP - Teen Health	YL70	0	0	0	0	0	0	
Edenbrook CP - Visitor Improvements	YL71	0	0	0	0	0	0	
			5,286	(2,608)	2,678	61	1,013	(1,665)
Technical Services	Fernhill Road, Pedestrian Facilities (S106)	YT09		13	13	0	0	(13)
	S106 NEHTS Parish	YT14		9	9	0	9	0
	Forgmoor Day Centre Roof Repairs	YT17			0	0	0	0
	Church Road (Victoria Road) Car Park - Pay on Foot	YL42			0	0	0	0
	Church Road Improvements	YT18		257	257	0	257	0
	Post Payment Parking	YT19		120	120	95	100	(20)
	Phoenix Green, Hartley Wintney	YT10		18	18	(1)	17	(1)
	Mill Corner, North Warnborough	YT11		20	20	(5)	20	0
	Kingsway Flood Alleviation Scheme	YT20	22		22	0	22	0
	Refuse Vehicles	YT21	1,400		1,400	0	1,400	0
				1,422	437	1,859	89	1,825
TOTAL CAPITAL PROGRAMME		7,791	(1,579)	6,212	314	4,513	(1,699)	

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 15 AUGUST 2017

TITLE OF REPORT: QUARTER 1 CORPORATE PERFORMANCE INFORMATION – 2017/18

Report of: Joint Chief Executive

Cabinet member: Councillor David Neighbour, Leader

1 PURPOSE OF REPORT

- 1.1 To update Members on the Council's key performance indicator results in the first quarter of 2017/18 (1 April 2017 - 30 June 2017) and end of year outturn as found in Appendix 1.

2 OFFICER RECOMMENDATION

- 2.1 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 For Members to 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.

4 CONSIDERATIONS

- 4.1 In total, 41 indicators are reported. 29 met the target (Green), 2 narrowly missed the target (Amber) and 7 missed their target by over 10% (Red). 3 are reported for information purposes and do not have a target (Data Only).

- 4.2 A summary of the Red indicators which missed their target is provided in the following table:

Ref	Indicator name and comment on missed target
IA01	Percentage of Audit Plan completed during the year Internal Audit Plan is heavily weighted to the second half of the year when a resource from Basingstoke and Deane is available
IA04	% of High Risk Audit Recommendations Implemented 1 recommendation relating to data management has not been implemented
HS01	Average time (in days) taken to decide whether to accept people as homeless Increase in time taken due to one case with a single rough sleeper who was difficult to engage taking longer than average
HS07	Preventing Homelessness - number of housing advice cases where homelessness prevented Target requires review to ensure it is realistic
RB08	Time taken to process Housing Benefit/Council Tax Benefit changes of circumstances. Year to date figures for change of circumstances are currently at 13.22 days, which is behind target of 8 days, but an improvement on previous month. There has been a high level of staff sickness and technical issues with Atlas records in Q1
RB09	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events Year to date figures for new claims & change events are currently at 13.93 days, which is behind target of 12 days. This is due to above average levels of staff sickness and technical issues with Atlas records in Q1, although June improved and was within target
R07	Major development application decisions made within the statutory determination period 4 Major development application decisions made in the quarter. 2 were not decided within the agreed time

5 FINANCIAL IMPLICATIONS

- 5.1 None identified.

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

APPENDICES

Appendix I – 2017/18 Quarter I Key Performance Indicator report

2017/18 Quarter I Key Performance Indicator report

Audit

Key: Below target Met target / data only

KPI	Description	Note	16/17	Q1	Quarter Target	Trend	Status
IA01	Percentage of Audit Plan completed during the year	<i>Internal Audit Plan is heavily weighted to the second half of the year when a resource from Basingstoke and Deane is available</i>	89%	8%	10%		Red
IA02	Percentage of Audits carried out within time allocation		100%	100%	100%		Green
IA04	% of High Risk Audit Recommendations Implemented	<i>1 recommendation relating to data management has not been implemented</i>	90%	90%	100%		Red

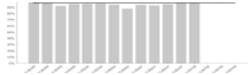
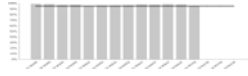







Customer Services

KPI	Description	Note	16/17	Q1	Quarter Target	Trend	Status
CS01	Quality of Customer Service Call Handling - % score from monitoring sample		94%	96%	90%		Green
CS02a	% of telephone calls answered by Contact Centre in 30 seconds		87%	75%	70%		Green

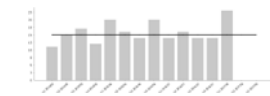
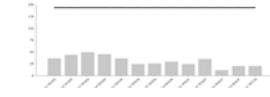


Environmental and Technical Services

KPI	Description	Note	16/17	Q1	Quarter Target	Trend	Status
ETS01	Number of missed collections – All – (per 100,000)		33	52	100		Green







Finance, Revenues and Benefits

KPI	Description	Note	16/17	Q1	Quarter Target	Trend	Status
FI06	% of undisputed invoices paid on time (old BVPI8)	Q1 fig at 96.2% - Very close to target of 97%	94%	96%	97%		Amber
RB01	% of benefit assessments calculated correctly (new and change in circumstances)		98%	96%	95%		Green
RB02	% of new benefit claims decided within 14 days	Within target	99%	99%	90%		Green
RB04	% of council tax collected electronically (DD + Internet)		88%	88%	80%		Green
RB05	Percentage of Non-domestic Rates Collected	Within target.	98%	34%	25%		Green
RB06	% of Council Tax collected	Within target.	99%	30%	25%		Green
RB07	Time taken to process Housing Benefit/Council Tax Benefit new claims.	Within target.	20	22	23		Green
RB08	Time taken to process Housing Benefit/Council Tax Benefit changes of circumstances.	Year to date for change of circumstances is currently at 13.2 days, which is behind target of 8 days, but an improvement on previous month. There has been a high level of staff sickness and technical issues with Atlas records in Q1.	7	13	8		Red
RB09	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Year to date for new claims & change events is currently at 13.9 days, which is behind target of 12 days. This is due to above average levels of staff sickness and technical issues with Atlas records in Q1, although June improved and was within target.	8	13	12		Red

Housing Services

KPI	Description	Note	16/17	Q1	Quarter Target	Trend	Status
HS01	Average time (in days) taken to decide whether to accept people as homeless	Increase in time taken due to one case with a single rough sleeper who was difficult to engage taking longer than average	15	23	15		Red
HS07	Preventing Homelessness - number of housing advice cases where homelessness prevented	Target requires review to ensure it is realistic	131	20	36		Red
HS08	% of private sector housing grant budgets actually spent (DFG) (Values are cumulative)		77%	15%	N/A		Data Only
HS16	Number of affordable homes delivered (gross)	5 shared ownership homes and 18 rented homes delivered in this quarter from QEB, Knights Close, Crookham Village and Hatchwood, Odiham. Total of 23	149	23	20		Green

Human Resources

KPI	Description	Note	16/17	Q1	Quarter Target	Trend	Status
HR01	% accuracy in gross and net pay calculations for all payrolls		99%	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%	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		100%	100%	95%		Green
HR12	FTE days missed due to long term absence		0.57	0	1.6		Green
HR13	FTE days missed due to short term absence		3.31	0.58	1.6		Green

IT Services

KPI	Description	Note	16/17	Q1	Quarter Target	Trend	Status
IT01	% registered controllable incidents resolved at first point of contact		93%	94%	60%		Green
IT02	% Priority 1 incidents fixed within 4 working hours		90%	92%	90%		Green
IT03	% Priority 2 incidents fixed within 8 working hours		90%	96%	90%		Green
IT04	% Priority 3 incidents fixed within 5 working days		92%	98%	85%		Green
IT05	% uptime of key systems		100%	100%	99%		Green
IT06	% uptime of Hart DC website		100%	100%	98%		Green
IT07	% score for Council employee satisfaction with Capita IT support service		91%	93%	80%		Green

Leisure Services

KPI	Description	Note	16/17	Q1	Quarter Target	Trend	Status
LS05	Summary of Projects status - Number of days ahead / behind project timetable		0	0	0		Green
LS12	% of Tree Preservation works applications determined within eight weeks		90%	97%	90%		Green

Regulatory Services

KPI	Description	Note	16/17	Q1	Quarter Target	Trend	Status
R01	% of proactive inspections (including food, health and safety, animal welfare and licenced premises) completed within prescribed time	106 of 108 inspections dues carried out.	98%	98%	98%		Green
R02	% of Environmental Health complaints (including noise, public health, food) responded on time	18 of 20 food complaints within time, 122 of 126 Noise complaints within time, 74 of 77 public health complaints within time = 214 of 233 = 91.8%	96%	92%	98%		Amber
R07	Major development application decisions made within the statutory determination period	4 Major development application decisions made in the quarter. 2 were not decided within the agreed time	73%	50%	70%		Red
R08	Non-major development application decisions made within the statutory determination period		77%	73%	65%		Green
R09	Other application decisions made within the statutory determination period		90%	88%	85%		Green

Safer North Hants Partnership

KPI	Description	Note	16/17	Q1	Quarter Target	Trend	Status
SNH01	3% Reduction in Antisocial Behaviour in Hart annually	Increase compared to same quarter last year, but too soon to make assumptions on whether this is significant for the annual target	-4%	+11%	-3%		Data Only
SNH02	2% Reduction in Assaults with Alcohol (violence against the person associated with alcohol) annually	Increase compared to same quarter last year, but too soon to make assumptions on whether this is significant for the annual target	-4%	+4%	-2%		Data Only

CABINET

KEY DECISIONS/ WORK PROGRAMME AND EXECUTIVE DECISIONS MADE

September 2017

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)
Budget Monitoring	Quarterly	Quarterly Budget Monitoring	Sept 17 Nov 17 Mar 18			DN	F
Equality Policy	May 17	Update for agreement. Deferred to September to enable consultation with partners	July 17	Sept 17		AC	RS
Waste Contract	July 17	Report on outcome of initial evaluation and request for authorisation to proceed to next stage negotiations	Oct 17			AO	T&EM
SANG Monitoring	July 17	Update on current SANG availability and future policy	Oct 17			GC	PP
Economic Development Strategy	July 17	Post Consultation Action Plan for approval	Oct 17			DN	JCX
Release of S106 Developer Contributions - Yateley Town Council	July 17	Agreement of release of £16,000 towards the refurbishment of Yateley Green Pond	Aug 17	Oct 17		AC	RS
5 Councils	Feb 17	Update on current contract discussions	April 17	Oct 17		AO	JCX

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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)
Medium Term Financial Plan	Annual	Annual Review	Dec 17			DN	F
Treasury Management Strategy	Nov 16	Half Year Review 2017/18	Dec 17			DN	CCS
Treasury Management Strategy	Annual	Approval of 2018/19 Strategy	Feb 18			DN	F
2018/19 Revenue Budget, Capital Programme and Council Tax Proposals	Annual	Approval. Recommendation to Council.	Feb 18			DN	F
Service Plans	Annual	Agree Service Plans 2018/19	April 18			JR	All
Food Safety Service Plan	Annual	For approval	June 18			AC	RS
Outside Bodies	Annual	To confirm representatives on Outside Bodies	June 18			DN	JCX
Revenue and Capital Outturn 2017/18	Annual	Annual report on outturn.	Aug 18			DN	F
Treasury Management 2017/18	Annual	Annual report on Treasury Management Activities 2017/18	Aug 18			DN	F
Local Plan Submission Plan	June 16	Consideration of Reg 19 Submission plan	TBC			GC	PP
Update on Local Trading Company	Aug 16	To seek approval for a new delivery and financial model to enable an early start-up	Jan 17	TBC		SB	H

Notes:

- 1 Date added to Programme
- 2 Cabinet Members

DN	Leader and Finance	SA	Partnerships	SB	Housing	GC	Planning
AC	Regulatory &	SK	Leisure & Countryside	AO	Contracts	JR	Services
	Community Safety						
3	Service:						
	JCX	Joint Chief Executive	HS	Housing Services	RS	Regulatory Services	
	CS	Community Safety	CCS	Corporate Services	L&EP	Leisure and Environmental Promotion	
	F	Finance	PP	Planning Policy	TS &EM	Technical Services and Environmental Maintenance	
	SLS	Shared Legal Services	MO	Monitoring Officer			

EXECUTIVE DECISIONS - None

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – August 2017

Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Due Date	Resources Required	Contact
Corporate Services Service Board & 5 Councils	Portfolio Holder for Corporate Services to update on progress	Mar 17	Aug 17		Joint Chief Executive
Performance Information	Quarterly highlight reports.	Aug 17 Dec 17 Feb 18		Report	Performance and Innovation Officer
Quarterly Budget Monitoring	Quarterly update on budget	Aug 17 Oct 17 Feb 18		Report	Head of Corporate Services
SANGS	Ecology and Countryside Manager to present on how we manage our SANGs	Mar 17	Sept 17	Presentation	Ecology & Countryside
Waste Contract	Outcome of initial evaluation of bidders	Sept 17		Report	Environment & Tech Services
Economic Development Strategy	Post Consultation Action Plan	Sept 17		Report	Joint Chief Executive
Public Space Protection Orders	To appraise members of the issues associated with Public Protection Orders and the future of the 33 we presently have on specified areas in the district	Sept 17		Report	Community Services
Litter and Dog Fouling Enforcement	Monitoring/Review of pilot with East Hampshire	Oct 17		Report	Environment & Technical Services
Flooding	Notes from twice yearly meeting of Agencies	Oct 17 April 18		Minutes	Environmental and Technical Services
Medium Term Financial Forecast	Annual forecast	Nov 17		Report	Head of Finance

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – August 2017

Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Due Date	Resources Required	Contact
Pavement and Verge Parking	Feedback from investigation and potential opportunities	Dec 17		Report	Environment & Tech Services
Treasury Management Strategy	Annual report setting out the treasury management strategy for the council	Annual	Jan 18	Report	Head of Finance
Draft Budget 2018/19	Report	Annual	Jan 18	Report	Head of Finance
Service Plans	To make recommendations to Cabinet on the Draft Service Plans 2018/19	Annual	Mar 18	Report	Joint Chief Executive
Body Worn Video	Annual monitoring of usage	April 18		Report	Environment & Technical Services
Outside Bodies	Reports from Representatives on Outside Bodies	Annual	April 18	Report	Joint Chief Executive
RIPA	Annual monitoring of usage	Annual	April 18	Report	Monitoring Officer
Annual Review	Preparation of Chairman's end of year report from Committee to full Council on the work of the Committee 2017/18	Annual	April 18	Discussion	Committee
Nominations to Service Boards	Member nominations to Service Boards	Annual	June 18		Chairman O&S Committee
2017/18 Performance Information – Annual Outturn	Annual report on outturn	Annual	June 18	Report	Performance and Innovation Officer
Treasury Management Outturn	Annual report on outturn	Annual	July 18	Report	Head of Finance
2016/17 Revenue and Capital Outturn	Annual report on outturn	Annual	July 18	Report	Head of Finance

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – August 2017

Issue and Description of Topic	Current Position Objective	Original Due Date	Revised Due Date	Resources Required	Contact
Markets Across Hart	Task and Finish Group - Councillors Makepeace-Browne and Wheale to lead.	TBC			Committee
Procurement Process	Report on the process and its fitness for purpose	TBC			Joint Chief Executive
Local Plan Submission Plan	Consideration of Reg 19 Submission Plan	TBC			Joint Chief Executive
Local Plan Process	Review: <ul style="list-style-type: none"> • To assess whether the current arrangements for delivering the Local Plan are the most appropriate and efficient so that lessons can be learnt for the future, particularly when any adopted Plan is reviewed. 	TBC			Joint Chief Executive

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: 15 August 2017 at 7pm

Place: Committee Room 1, Civic Offices, Fleet

Present:

COUNCILLORS

Axam, Burchfield, Clarke, Crisp, Crookes (Chairman), Forster (for Gray), Harward, Leeson, Makepeace-Browne, Morris

In attendance: Councillors Kinnell (from 7.15pm), Oliver, James Radley

Officers:

Patricia Hughes Joint Chief Executive
Andrew Vallance Head of Corporate Services

24 MINUTES

The minutes of the meeting of 18 July 2017 were confirmed and signed as a correct record.

25 APOLOGIES FOR ABSENCE

Apologies had been received from Councillors Gray, substituted by Councillor Forster, and Wheale.

26 CHAIRMAN'S ANNOUNCEMENTS

None.

27 DECLARATIONS OF INTEREST

None declared.

28 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

None.

29 CORPORATE SERVICES AND 5 COUNCILS

Councillor James Radley updated Members on the progress of services in his portfolio.

Open Spaces

- Delivery of Bramshot Farm SANG was progressing well – Members agreed to review implementation of the project at an appropriate date in the future after implementation so that the actual annual running costs could be

compared with the original business case, to monitor whether sufficient funds have been provided for the next 80 years.

Car Parking

- Councillor Radley was supporting the parking team through the process of transition to Indigo
- Roll out of new ticket machines was progressing well – Councillor Forster offered a contrary view and would forward social media comments he had seen to Councillor Radley. His main concern was confusing signage.
- Tendering for the re-surfacing of Church Road car park had been deferred to early in the New Year as most suitable contractors were now fully booked until the autumn and better competition would be achieved by delaying the process. The current surface would last the winter.
- Local residents would be notified well in advance of the planned demolition of the toilet block at Church Road car park.

Flooding

- Councillor Radley would defend the Flooding Forum resource in the forthcoming budget process. He wished to maintain the existing good relationships with the water companies.

Grounds Maintenance

- The agreement with Basingstoke and Deane BC had been extended to March 2019.
- Councillor Radley would investigate the apparent lack of maintenance of Speed Indicator Devices by BDBC

Councillor Oliver updated the Committee on the 5 Councils Project.

Mendip Lot 1 transition had gone well on 31 July. Hart and other councils were still on course for transition on 1 October.

The Joint Chief Executive presented a diagram of the governance structure of the project.

One outstanding issue had been identified by Councillor Leeson. Members should have the ability to call in decisions of the Joint Committee to their own council's Overview and Scrutiny Committee, before such decisions were implemented. This issue had been raised with the Monitoring Officers for resolution.

EXCLUSION OF THE PUBLIC

Subsequent discussions considered exempt information. In order to discuss any exempt information members considered whether the public interest in maintaining an exemption outweighed the public interest in disclosing the information.

RESOLVED

That in accordance with Section 100A of the Local Government Act 1972, the public be excluded during the discussion of these matters, on the grounds that it involved

the likely disclosure of exempt information, as defined in paragraph 3 of Part 1 of Schedule 12A of the Act, and the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

30 CRIME AND DISORDER JOINT SCRUTINY COMMITTEE

Members expressed strong concerns that the Joint Committee was not scrutinising the Community Safety Partnership's delivery against its objectives for the year. There was little challenge and no actions arising from the meeting.

It was also felt that there was little focus on the issues affecting local residents in Hart. The report was also misleading in that it did not reflect increased crime and anti-social behaviour in Fleet. These should be looked at by the relevant Service Board.

The minutes of the meeting of 20 July 2017 were noted, but under objection:

- a) The Committee wished to see improved reporting in advance of the next annual meeting of the Crime and Disorder Joint Scrutiny Committee.
- b) The Committee may wish to scrutinise delivery of the Community Safety Partnership's objectives at the local level.

31 LOCAL GOVERNMENT OMBUDSMAN - ANNUAL REVIEW LETTER 2017

Members sought clarification on the two decisions referred back for local resolution. The Head of Corporate Services would confirm by email whether it was the case that the complainants had been advised to complain to the Council first before contacting the Ombudsman.

The Ombudsman's 2017 Annual Review letter was noted.

32 2017-18 BUDGET MONITORING – TO END OF JUNE

Members were advised of the position on revenue and capital expenditure at the end of June, before Cabinet considered the information at its September meeting.

Members noted that at the time of the Budget it had been hoped to bring forward commencement of some of the 5 Councils transitions to increase savings by £103k but this had not proved possible.

Members sought more information on:

- 1 Members' expenses, the costs of planning appeals and on car parking income.
- 2 Members requested clarification of the Bramshot Farm capital budget.

DECISION

The information was noted and clarification on the above items requested.

33 QUARTER I CORPORATE PERFORMANCE INFORMATION – 2017/18

Members were updated on the Council's key performance indicator results in the first quarter of 2017/18 (1 April 2017 - 30 June 2017) and end of year outturn.

Members suggested that Indicator R07 might be better presented as an annual rolling average. They also sought details of the applications not decided in time.

Members expressed concerns at Indicators RB08/RB09. The Head of Corporate Services would report these concerns to Capita at the next Revenues and Benefits Service Improvement Group.

DECISION

The information was noted and actions on the above items requested.

34 CABINET WORK PROGRAMME

The Cabinet Work Programme was considered and noted. Members asked that a proposed date for the Local Plan Reg 19 submission be included.

35 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Overview and Scrutiny Work Programme was considered.

Amendments requested were as follows:

- Fly tipping CCTV - tbc (this had not yet commenced)
- Bramshot Farm – review of actual costs v business case – tbc
- Markets – date needed
- Car Park ticket machines – 6 month review after implementation – have objectives been met, lessons to be learned (2 monthly updates to Service Board)
- Cabinet Members to attend to update on progress of their Portfolios

The meeting closed at 9.38 pm.