



NOTICE OF MEETING

Meeting:	Overview and Scrutiny Committee
Date and Time:	Tuesday, 21 September 2010 at 7.00 pm
Place:	Civic Offices, Fleet
Telephone Enquiries to:	01252 774141 (Mrs G Chapman) gill.chapman@hart.gov.uk
Members:	Neighbour (Chairman), Axaam, Barrell, Davies, Healey, Hunt, Murr, Radley JE, Southern, Street and Wheale

G Bonner
Chief Executive

CIVIC OFFICES, HARLINGTON WAY
FLEET, HAMPSHIRE GU51 4AE

AGENDA

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AND BRAILLE ON REQUEST**

I MINUTES

The minutes of the meeting of 17 August 2010 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 (PERSONAL AND PERSONAL AND PREJUDICIAL)

5 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

6 LOCAL RAIL SERVICES

Representatives from South West Trains, First Great Western and Network Rail to attend the meeting.

7 BUSINESS CONTINUITY WORKING GROUP

Oral feedback from first meeting scheduled for 13 September 2010.

8 LOCAL TRANSPORT PLAN STRATEGY FOR HAMPSHIRE CONSULTATION RESPONSE

To provide, on behalf of Hart District Council, a response to Hampshire County Council on the Local Transport Plan Strategy, also known as LTP3. **Paper B**

RECOMMENDATION

That the response to the Local Transport Plan Strategy attached as Appendix 2 be agreed.

9 2010/11 FIRST QUARTER PERFORMANCE MANAGEMENT REPORT

To update Members on how the authority is currently performing in organisational development, the relevant national and local performance indicators and complaints/compliments. **Paper C**

RECOMMENDATION

For all areas of concern highlighted in the report Members either:

- (a) Recommend to Cabinet where it is considered action is needed and an update report presented by the Portfolio Holder at the next appropriate Cabinet, and/or Overview and Scrutiny Committee (OSC)
- (b) Recommend issue(s) which should be referred to the relevant Service Board and/or Performance Improvement Board (PIB) for action, and
- (c) Where an issue is of high importance, request that the issue is escalated by Management Team

10 CABINET WORK PROGRAMME

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

11 OVERVIEW AND SCRUTINY WORK PROGRAMME

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

Date of Despatch: 14 September 2010

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 21 SEPTEMBER 2010

TITLE OF REPORT: LOCAL TRANSPORT PLAN STRATEGY FOR HAMPSHIRE CONSULTATION RESPONSE

Report of: Head of Technical Services & Environmental Maintenance and Head of Planning

Cabinet member: Cllr Stephen Parker, Environment and Cllr Richard Appleton, Planning

1 PURPOSE OF REPORT

1.1 To provide, on behalf of Hart District Council, a response to Hampshire County Council on the Local Transport Plan Strategy, also known as LTP3.

2 OFFICER RECOMMENDATION

2.1 That the response to the Local Transport Plan Strategy attached as Appendix 2 be agreed.

3 BACKGROUND

3.1 Hampshire County Council is currently developing a new Local Transport Plan (LTP) Strategy for Hampshire covering the period 2011-2031. As part of this process, the County Council is seeking the views of interested parties on its proposed strategy. The consultation material has been produced in six sections, to enable interested parties to respond to the parts of the strategy that are of interest to them. The six sections are:

- 3.2**
- The Long-Term Transport Vision - Gives an overall introduction to the County Council's long-term vision for transport in Hampshire and the choices and constraints faced.
 - Emerging Strategic Transport Priorities - Outlines the proposed strategic transport priorities of the County Council.
 - Wider Hampshire Challenges and policy context - Demonstrates the contribution transport makes to the Council's wider range of policy objectives and provides a brief summary of the policy context behind LTP and related challenges.
 - The Future of Transport in North Hampshire - The challenges and proposed transport strategy for the North Hampshire area
 - The Future of Transport in Central Hampshire and the New Forest - The challenges and proposed transport strategy for the Central Hampshire and the New Forest area.
 - The Future of Transport in South Hampshire - The challenges and proposed shared transport strategy for South Hampshire. The strategy has been developed in partnership with Portsmouth and Southampton City Councils.

3.3 Full documentation and information on the plan and consultation, previously circulated to members on 16 July, is available at the LTP3 website <http://www3.hants.gov.uk/hampshire-transport/local-transport-plan/ltp-consultation.htm> . A précis of the main points within each part is attached at Appendix I

4 CONSIDERATIONS

4.1 LTP3 is a 20 year plan, but over the lifetime of this plan there a possibility that individual schemes and policies will either alter or become redundant.

5 POLICY IMPLICATIONS

5.1 LTP3 is complimentary to policies in the current Local Plan and future Local Development Framework that secure developer contributions for transport improvements.

6 FINANCIAL IMPLICATIONS

6.1 There are no financial implications for Hart.

7 CONCLUSION

7.1 That the response to the LTP3, attached as Appendix I, subject to Members' amendments be the official response to Hampshire County Council.

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LTP3 – List of Main Points within the Proposed Strategy.

Part A - The Long-Term Transport Vision

To provide safe, efficient and reliable ways to get around a prosperous and sustainable Hampshire.

Part B - Emerging Strategic Transport Priorities.

- The Overall Priority: Making the most of what we have.
- Main Priority A: Provide a safe, well-maintained, and more resilient road network in Hampshire, as the basic transport infrastructure of the county on which all forms of transport directly or indirectly depend, and the key to continued casualty reduction.
- Main Priority B: Manage traffic to maximise the efficiency of existing network capacity, improving journey time reliability and reducing emissions, and thereby supporting the efficient and sustainable movement of people and goods.
- Main Priority C: Continue to apply a speed management philosophy and approach, aiming to reduce the impact of traffic on community life and promote considerate driver behaviour.
- Priority D: Work with district authorities to agree coherent policy approaches to parking, including supporting targeted investment in 'park and ride' to provide an efficient and environmentally sustainable alternative means of access to town centres, with small-scale or informal park and ride arrangements being considered as well as major schemes.
- Priority E: Promote, where they are stable and serve our other transport priorities, the installation of new transport technologies, including navigational aids, e-ticketing and smartcards, delivery of public transport information over the internet and on the move, and electric vehicle charging points.
- Priority F: Work with bus operators through the Quality Bus Partnership approach to grow bus travel and reduce dependence on the private car for journeys on inter- and intra-urban corridors.
- Priority G: Maintain a 'safety net' of basic accessibility to services and support for independent living in rural areas, with Community Transport Services as the primary alternative to the private car, including car-based provision such as car clubs and shared taxis.
- Priority H: Work with rail industry partners and Community Rail Partnerships to deliver priorities for long-term rail investment; including improved parking and access facilities at railway stations, movement of more freight by rail and (where viable) new or re-opened stations or rail links, and upgrades of existing routes and stations.
- Priority I: Ensure that travel from home to school affordably serves changing curriculum needs, underpins sustainable schools and maximises individual opportunities for education and training.
- Priority J: Improve co-ordination and integration between transport modes through better local interchanges, for example at rail stations.
- Priority K: Introduce the 'shared space' philosophy, applying Manual for Streets design principles, to support a better balance between traffic and community life in towns and residential areas.
- Priority L: Contribute, where it is possible and affordable and can make a practical difference, to achieving local and national carbon targets through transport measures.

- Priority M: Reduce the need to travel through encouragement of a high-speed broadband network, support local delivery of services and in urban areas the application of ‘Smarter Choices’ initiatives.
- Priority N: Invest in walking and cycling infrastructure principally in urban areas, to provide a healthy alternative to the car for local short journeys to work, local services or schools; and work with health authorities to ensure that transport policy supports local ambitions for health and well-being.
- Priority O: Over the longer term, develop bus rapid transit and premium public transport provision in South Hampshire as a strategic transport direction, including investigation of the potential of water-borne transport, to reduce car dependence and improve journey time reliability.
- Priority P: Outline and implement a long-term transport strategy to enable sustainable development in major growth areas.

Part C – Wider Hampshire Challenges and Policy Context.

Transport is not an end in itself; and transport policy alone does not determine what happens on the ground. Changes in the way other service suppliers, such as retailers, hauliers and health care or tourism providers, deliver their services ultimately have a great effect on transport needs; and are determined by many other policy initiatives.

Part D - The Future of Transport in North Hampshire

- Targeted measures to improve capacity at congestion bottlenecks and optimise management of the highway network
- Delivery of the Fleet Town Access Plan
- Measures to reduce the need to travel at peak times in Fleet
- Improvements to Fleet railway station
- Mitigation of the travel impacts arising from new development in Fleet
- Investment in developing walking and cycling routes
- Measures to reduce the need to travel at peak times
- Traffic management measures to mitigate adverse impacts of traffic
- Improved inter-urban bus services
- Support for Community Transport services
- Support for grass-roots community travel planning initiatives
- Improved safety measures on rural roads
- Measures to reduce adverse impacts of HGVs on rural communities

Part E - The Future of Transport in Central Hampshire and the New Forest.

Policies similar to those above but specific to Central Hampshire and the New Forest.

Part F - The Future of Transport in South Hampshire.

Policies similar to those above but specific to South Hampshire, including Portsmouth and Southampton.

Comments on LTP3

Part A: Long-Term Transport Vision

Hart District Council agrees with much of the content of this section including the vision, and acknowledges that the lack of funding is likely to be an issue in future for making improvements to the transport system.

Planning is mentioned on page 3 of this section, stating that: “Our planning policies will be grounded in the reality that most people will wish to own and use cars; but as far as possible new development will be planned to avoid increasing traffic pressure by ensuring that attractive alternatives are available for people to choose.” Hart District Council, in planning for new development will obviously aim to increase the use of more sustainable modes of transport, but support from Hampshire County Council will be necessary to do this. There is currently very little in terms of public transport for local journeys available to local residents in Hart (aside from the trains which are accessible to some but are increasingly full). The District is also very rural in nature. These two facts will make it difficult to plan new development which does not rely on the private car.

In the next paragraph it is stipulated that “for those who find increased congestion unacceptable, we will ensure that there is the opportunity to switch to public transport.” Hart District Council would welcome improvements to public transport in the District if these are to be provided.

Although the lack of funding is recognised, there is likely to be some funding from developer contributions over the lifetime of the LTP3. These do not appear to be mentioned in Part A, or any of the other parts of the document.

Part B: Emerging Strategic Transport Priorities

Hart District Council generally supports the priorities set out in this section. There are many positive suggestions in this section such as park and ride schemes, installation of new transport technologies, and improvements to public transport. Hart District Council seeks confirmation from Hampshire County Council that it would benefit from such improvements as this section of the document refers to the whole of Hampshire and is not place specific.

Priority H indicates that Hampshire will be working with the rail industry to deliver improvements. However, there is no mention of increasing capacity on trains. It would be beneficial for the County to try and gain an increase in capacity on trains (particularly on routes in and around Hart District), many of which are already full such as those operating during rush hour. Without such efforts it seems unlikely that the behaviour of the population will change towards using the train for commuting.

Priority N indicates that the County will invest in walking and cycling infrastructure principally in urban areas. It is stressed that walking and cycling infrastructure is also very much needed in rural areas, and can be even more important in these locations where there are few alternatives to the private car, even if this is only for local trips.

Part C: Wider Hampshire Challenges and Policy Context

Hart District Council has no specific comments on this part of LTP3.

Part D: The Future of Transport in North Hampshire

In the section on the road network, potential options for improving the highway network include “measures to widen travel choice”. More information would be useful on that this might entail. It is also suggested that there will be support for low-carbon vehicle technologies through the provision of charging points for vehicles in key centres. It would be useful to know which key centres would be targeted for this. It is also suggested that school travel plans could be added to the list of options.

There is generally a focus on centres for growth in this section, but given the revocation of the South East Plan, the locations and the scale of this growth is now in question. The locations for focusing investment may also therefore need to be altered.

The section on growth areas lists Fleet as likely to experience growth. However, as Hart District Council is yet to publish even a draft of its Core Strategy, it has not yet been confirmed that Fleet will be the location of the focus for growth in Hart District. Hook and Yateley are listed as “smaller towns”, but Hook in particular may be somewhere which experiences growth, therefore it may be misleading to indicate that these towns are “away from growth areas”. Yateley is also located within the wider Blackwater Valley area which is likely to experience growth, albeit not in Yateley. It is also unclear how the “smaller towns” have been defined, as other towns such as Blackwater and Hartley Wintney would be considered as comparable to Hook and Yateley but do not feature in the list.

Over-arching Comments:

Although the Council recognises that congestion is likely to increase in the future, as is stated in LTP3, it may be beneficial for the Districts of Hampshire that the document includes a statement which indicates that congestion is not necessarily a justification to prevent development. This may help Councils in developing their Local Development Frameworks.

There is little or no mention of smaller motorised vehicles such as motorbikes and mopeds which could be part of the solution to reducing the use of unsustainable modes of transport. These types of vehicles use less fuel, take up less road space and need less parking space than cars, but are often not catered for.

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 21 SEPTEMBER 2010

TITLE OF REPORT: 2010/11 FIRST QUARTER PERFORMANCE
MANAGEMENT REPORT

Report of: Corporate Director

Cabinet member: Councillor Ken Crookes, Leader

I PURPOSE OF REPORT

I.1 To update Members on how the authority is currently performing in:

- I. Organisational Development – Business Process Reengineering, partnership working with other Local Authorities, and outsourcing
- II. Relevant National and Local Performance Indicators (NIs, PIs)
- III. Complaints/Compliments

2 OFFICER RECOMMENDATION

2.1 For all areas of concern highlighted in the report Members either:

- (a) Recommend to Cabinet where it is considered action is needed and an update report presented by the Portfolio Holder at the next appropriate Cabinet, and/or Overview and Scrutiny Committee (OSC)
- (b) Recommend issue(s) which should be referred to the relevant Service Board and/or Performance Improvement Board (PIB) for action, and
- (c) Where an issue is of high importance, request that the issue is escalated by Management Team.

2.2 That Members continue to feedback to the Performance Improvement Officer any amendments or new information they wish to see included in the Corporate Performance Reports.

3 BACKGROUND

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

4 CURRENT POSITION

4.1 The table below provides a summary of this quarter's performance. The full reports are contained on the pages that follow.

Data	Headlines
Organisational Development	In September there are a total of 25 organisational development projects on the schedule. 14 of which have been completed and 9 are underway
National and Local performance Indicators	Majority of local indicators performing well with 47 on target indicators, 8 indicators within 10% of target and 9 not meeting target. 19 are unknown (these largely relate to Capita indicators which are in a base year and do not yet have targets). The main area of concern is around the delivery of affordable homes. Trent charts have also been added to enable members to track previous performance.
Complaints Management	During the first quarter of 2010/11 75% of recorded complaints were acknowledged with 24 hours of receipt although only 66% were responded to in full within 10 days. This is consistent with overall performance in 2009/10 (78% Acknowledged 62% responded in full) and a significant improvement on Q1 2009/10 (70% Acknowledged 56% Responded) despite a similar number of complaints overall. (Q1-2009=64 Q1-2010=61)

5 FINANCIAL IMPLICATIONS

5.1 There are no specific financial implications in this report

6 EQUALITY AND DIVERSITY

The areas which give rise to the greatest concern over equality and diversity relate to the lack of delivery of appropriate levels of affordable housing for the more vulnerable groups in the district.

7 LINKS TO CORPORATE PRIORITIES

The Corporate Performance Report is central to all the priorities of the Council and is used as a mechanism for monitoring progress towards achieving them.

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APPENDICES

- Appendix 1 Organisational Development
- Appendix 2 National Indicators and Local Performance Indicators
- Appendix 3 Complaints Management

Hart Organisational Development

Scope and progress – September 2010

APPENDIX 1

Service	Internal reorganisation	Transfer to Parish Council	Partnership	Outsource	Not started Red	Underway Amber	Anticipated Completion Date	Complete Green	Officer Lead
Payroll				HCC/Capita					EB
Human Resources				CAPITA					EB
IT				CAPITA					EB
Contact Centre				CAPITA					EB
Financial Services				CAPITA					EB
Legal			Basingstoke						GB
Health and Safety			Basingstoke						VE
Internal Audit			Basingstoke/ Rushmoor						GB
Environmental Health	Yes								EB
Housing Service	Yes – Autumn 09								EB
Waste Collection				Yes in 2011			Oct 2011		EB/JE
Grounds Maintenance			Basingstoke				Oct 2011		EB/CW
Leisure Centres				Consultants Report received			???		EB/CW
Street Cleaning	Internal review IESE		Basingstoke				Oct 2011		EB
Property and Estate Services				CAPITA					EB/JE
Building Control			Wokingham /Rushmoor/ Surrey Heath				April 2011		EB/DP
CCTV			Rushmoor				October 2011		GB/CR
Creation of new Parish and Town Councils		Yes							GB
Parking Review	Internal review IESE						February 2011		EB
Street Cleansing Review	Internal review IESE								EB
Housing Benefit BPR	Internal review IESE								EB
Waste BPR	Joint Project with Capita								EB
Administration Review	Internal/Joint Review Capita/IESE						February 2011		EB
Shared Licensing Service			Basingstoke				February 2011		EB
Pest Control				Yes			April 2011		EB

2010 Sample Quarterly KPI Report with Trend Charts

Green	47	(Met target)
Amber	8	(Within 10% of target)
Red	9	(Not met target)
Unknown	19	(No Target or no data for quarter)

Black bars: at or above target
 Grey bars: below target
 (*Reversed where Best Result is low)

Commercial Environmental Health

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
% of food safety inspection that should have been carried out that were carried out for high risk premises	EH1		High Value	99%	97%	99%	100%	97%	99%	100%		Amber
% Unfit food complaints to be responded to within 1 working day.	EH3		High Value	100%	100%	100%	100%	100%	100%	100%		Green
% of Health & safety inspections that should have been carried out that were carried out for 'high risk' premises	EH7	NS170610 Annual outturn has been recalculated from full year of data. Quarterly data is often incomplete at the time of reporting due to processing of reports.	High Value	96%	63%	92%	92%	83%	79%	100%		Red
% serious accidents responded to within 1 working day	EH9		High Value	94%	100%	75%	100%	100%	100%	100%		Green
% of infectious diseases complaints responded to within three working days	EH12		High Value	100%	100%	100%	100%	100%	100%	100%		Green
% of public health complaints responded to within 3 working days.	EH13		High Value	56%	50%	0%	100%	75%	94%	100%		Amber
% of animal welfare inspections undertaken within the period which were due for inspection	EH16		High Value	100%	100%	100%	100%	100%	100%	100%		Green

Communities & Partnerships; Community Safety

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
% of partner satisfaction in community safety events (by Survey)	CS3g		High Value	94.88%	83%	96.5%	100%	100%	100%	80%		Green
% of specified work completed as part of Crime Reduction and Environment Week (CREW)	CS3h		High Value	370%	92%	93%	90%	95%	98%	90%		Green
Assessment of successful youth interventions	CS8	CR210610 No large events in Q4. Interventions only	High Value	1,557	491	521	527	18	1016	1,000		Green
% of determined 'premises licence applications' issued within five working days	CSL17		High Value	100%	100%	100%	100%	100%	100%	100%		Green
% of hackney carriage and private hire licences issued with 14 working days	CSL19		High Value	100%	100%	100%	100%	100%	100%	100%		Green

Community Safety

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
CCTV Public Order Incidents	CS12a	New Indicator	Low Value	n/a	New Indicator for 2010/11				86	n/a	None	Unknown
CCTV Violent Crime Incidents	CS12b	New Indicator	Low Value	n/a	New Indicator for 2010/11				12	n/a	None	Unknown
CCTV Anti-Social Behaviour Incidents	CS12c	New Indicator	Low Value	n/a	New Indicator for 2010/11				19	n/a	None	Unknown

Corporate

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
% of High Risk Audit Recommendations Implemented	CP2	NC100810 One recommendation outstanding - revised date agreed.	High Value	No data for this range	60%	50%	64%	81%	90%	100%		Amber
% uptime of Hart DC website	CP6		High Value	99.9%	100.0%	100.0%	99.9%	100.0%	100.0%	98%		Green
Percentage of Audit Plan completed during the year	PD1	**Cumulative Indicator	High Value	63%	26%	51%	79%	99%	28%	95%		Green**
Percentage of Audits carried out within time allocation	PD2		High Value	90.50%	100%	83%	87%	92%	100%	100%		Green
% High risk audit recommendations not implemented, which are escalated	PD3		High Value	100%	100%	100%	100%	100%	100%	100%		Green
No. of Press Releases issued per month	PO1		High Value	6.58	8.67	6.33	8	3.33	7	6		Green

Customer Services (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
Quality of Customer Service Call Handling - % score from monitoring sample	CS-KPI-1		High Value	92%	New Indicators for 2010/11				92%	n/a	Insufficient data to draw chart	Unknown
% of telephone calls answered by Contact Centre in 15 seconds (was CC3)	CS-KPI-3a		High Value	80%	New Indicators for 2010/11				79%	80%	Insufficient data to draw chart	Amber
% of calls to Contact Centre answered within 30 seconds (was CC4)	CS-KPI-3b		High Value	86%	New Indicators for 2010/11				88%	85%	Insufficient data to draw chart	Green
% Garden Waste invoices sent out accurately and on time	CS-KPI-4	All invoices included in the Lagan report were on time in May & June	High Value	0%	New Indicators for 2010/11				67%	99%	Insufficient data to draw chart	Red
% Satisfied/Very Satisfied with Capita Customer Services (Monthly Survey)	CS-SI-20a	Targets have not yet been set	High Value	49%	New Indicators for 2010/11				52%	n/a	Insufficient data to draw chart	Unknown
% Dissatisfied/Very Dissatisfied with Capita Customer Services (Monthly Survey)	CS-SI-20b	Targets have not yet been set	Low Value*	25%	New Indicators for 2010/11				19%	n/a	Insufficient data to draw chart	Unknown
% Expressing a Neutral Opinion with Capita Customer Services (Monthly Survey)	CS-SI-20c	Targets have not yet been set	High Value	26%	New Indicators for 2010/11				29%	n/a	Insufficient data to draw chart	Unknown

Democratic Services

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
% of Cabinet decisions produced within two working days of meetings	PD4		High Value	100%	100%	100%	100%	100%	100%	100%		Green
% of meetings (other than Cabinet) for which a draft copy of the Minutes is produced within 3 working days of a meeting	PD5		High Value	100%	100%	100%	100%	100%	100%	100%		Green

Finance

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
% of invoices paid on time (old BVPI8)	FI-BV8	Problems with calculating this in new system. Q1 figure is estimate (Average of first three months)	High Value	95%	90%	91%	92%	98%	95%	97%		Amber
Accounts closed within statutory deadline (Annual)	FI-KPI-1		High Value	Yes	Annual Indicator					Yes		Unknown
Completion of Revenue and Capital Budgets on time (Annual)	FI-KPI-2	AT110210 - Progress on target as at 11.02.10	High Value	Yes	Annual Indicator					Yes		Unknown
Provision of budget monitoring information on time	FI-KPI-3		High Value	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Green
Number of non-trivial errors in statements of accounts (Annual)	FI-KPI-4		Low Value	2	Annual Indicator					5		Unknown
% of undisputed invoices received by Capita and paid promptly	FI-KPI-5		High Value	98%	n/a	100%	100%	100%	100%	98%		Green
% Satisfied/Very Satisfied with Capita Financial Service (Monthly Survey)	FI-SI-20a	Quarter data are average of monthly data. Target not set yet.	High Value	31%	New in Feb 2010			31%	55%	n/a		Unknown
% Dissatisfied/Very Dissatisfied with Capita Financial Service (Monthly Survey)	FI-SI-20b	Quarter data are average of monthly data. Target not set yet.	Low Value*	22%	New in Feb 2010			22%	19%	n/a		Unknown
% Expressing a Neutral Opinion with Capita Financial Service (Monthly Survey)	FI-SI-20c	Quarter data are average of monthly data. Target not set yet.	High Value	47%	New in Feb 2010			47%	26%	n/a		Unknown

Housing

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
Average time (in days) taken to decide whether to accept people as homeless	H1	AG 100826 Continues to be within target. Actual number of homeless decisions are low, so PI can vary considerably	Low Value*	14	19	19	5	12	4	20		Green*
No of new-build affordable intermediate homes provided	H4a	AG 100805 - Hitches Lane expected to deliver 45 shared ownership units this financial year	High Value	0	0	0	0	0	0	45		Red
No of new-build affordable rented homes provided	H4b	AG 100805 - Hitches Lane expected to deliver 12 rented units this financial year	High Value	0	0	0	0	0	0	15		Red
No of additional affordable intermediate homes provided	H4c	NP 100805 These are properties coming through the mortgage rescue scheme.	High Value	18	4	7	3	4	6	10		Red
No of additional affordable rented homes provided	H4d	NP100805 meeting this target relies on the purchase of the HCC properties by Sentinel HA going ahead.	High Value	0	0	0	0	0	0	10		Red
The average length of stay for households in Heathlands Court (Weeks)	H5	AG 100805 - Continues to be within target.	Low Value*	27	22	26	28	21	23	30		Green*
Preventing Homelessness - raw number of households where homelessness prevented	H7	AG 100805 - PI is still under review to try and provide a figure that is easier to interpret. CUMULATIVE**	High Value	253	38	63	62	90	51	144		Green**
% of private sector housing grant budgets actually spent (DFG)	H8	NP 100805 Spend low due to invoice payment issues, however PI increased to 15% by the end of July.	High Value	94%	19%	30%	60%	94%	5%	100%		Red
No. of 'houses in multiple occupation' inspected	H11	NP 100904 Of 12 inspections, only 4 were HMOs. 1 has received an enforcement notice and the other 3 are improving facilities following verbal notices	High Value	14	3	6	3	2	12	10		Green
Number of affordable homes delivered (gross)	NI 155	Top Quartile = 225	High Value	18	4	7	3	4	6	80		Red

Human Resources

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
% contacts for basic HR enquiries and transactions resolved at first point of contact	HR-KPI-2a		High Value	97%	New indicator for 2010/11				99%	80%	Insufficient data to draw chart	Green
% First point of contact and payroll queries resolved within 3 working days	HR-KPI-3		High Value	97%	New indicator for 2010/11				98%	95%	Insufficient data to draw chart	Green
% Complex HR queries resolved within 10 working days	HR-KPI-4		High Value	100%	New indicator for 2010/11				100%	95%	Insufficient data to draw chart	Green
% casework information and advice provided with appropriate reference to HDC policies, procedures and timescales	HR-SI-14		High Value	90%	New indicator for 2010/11				100%	95%	Insufficient data to draw chart	Green
% Satisfied/Very Satisfied with Capita HR Service (Monthly Survey)	HR-SI-20a		High Value	33%	New indicator for 2010/11				47%	n/a	No Targets yet and insufficient data to draw chart	Unknown
% Dissatisfied/Very Dissatisfied with Capita HR Service (Monthly Survey)	HR-SI-20b		Low Value*	18%	New indicator for 2010/11				13%	n/a	No Targets yet and insufficient data to draw chart	Unknown
% Expressing a Neutral Opinion with Capita HR Service (Monthly Survey)	HR-SI-20c		High Value	49%	New indicator for 2010/11				40%	n/a	No Targets yet and insufficient data to draw chart	Unknown

IT Services

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
% registered controllable incidents resolved at first point of contact	IT-KPI-1		High Value	47%	New indicator for 2010/11				61%	60%	Insufficient data to draw chart	Green
% Priority 1 incidents fixed within 4 working hours	IT-KPI-2		High Value	94%	New indicator for 2010/11				92%	90%	Insufficient data to draw chart	Green
% Priority 2 incidents fixed within 8 working hours	IT-KPI-3		High Value	95%	New indicator for 2010/11				97%	90%	Insufficient data to draw chart	Green
% Priority 3 incidents fixed within 5 working days	IT-KPI-4		High Value	95%	New indicator for 2010/11				96%	85%	Insufficient data to draw chart	Green
% uptime of key systems	IT-KPI-5		High Value	100%	New indicator for 2010/11				100%	99%	Insufficient data to draw chart	Green
% score for Council employee satisfaction with Capita IT support service	IT-SI-5		High Value	88%	New indicator for 2010/11				83%	80%	Insufficient data to draw chart	Green
% Satisfied/Very Satisfied with Capita IT Service (Monthly Survey)	IT-SI-20a		High Value	53%	New indicator for 2010/11				57%	n/a	No Targets yet and insufficient data to draw chart	Unknown
% Dissatisfied/Very Dissatisfied with Capita IT Service (Monthly Survey)	IT-SI-20b	AT090810 High incidence of Dissatisfied responses from Leisure. Work to resolve outstanding issues is underway	Low Value*	18%	New indicator for 2010/11				25%	n/a	No Targets yet and insufficient data to draw chart	Unknown
% Expressing a Neutral Opinion with Capita IT Service (Monthly Survey)	IT-SI-20c		High Value	17%	New indicator for 2010/11				18%	n/a	No Targets yet and insufficient data to draw chart	Unknown

Leisure & Environmental Promotion

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
Utilisation of leisure centres as a % of availability	LE3		High Value	54%	52.2%	51.3%	54.9%	56.4%	53.4%	54.4%		Amber
% good or better rating from opinion meters in Hart Leisure Centre	LE6a	CAW270810 in response to a Service Board discussion L and EP is to implement a revised customer Market Research programme which will not include the opinion meters	High Value	60%	Measured Half-Yearly (see note)				63.9%	68%	Insufficient data to draw chart	Amber
% good or better rating from opinion meters in Frogmore Leisure Centre	LE6b		High Value	71%	Measured Half-Yearly (see note)				69.7%	68%	Insufficient data to draw chart	Green
% of strategic countryside sites with accredited management plan	LE9	CAW080610 Odiham Common due for completion July 10th 2010 and Fleet Pond now complete.	High Value	53%	Measured Half-Yearly (in Q2)				75%	100%	Insufficient data to draw chart	Green

Planning Services

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
% of Tree Preservation works applications determined within eight weeks	PL2		High Value	98%	100%	96%	98%	100%	97%	90%		Green
% of Building Control plans checked within 21 days of receipt	PL7		High Value	96%	100%	88%	99%	99%	97%	95%		Green
% Building Control site visits which take place on the day requested	PL8		High Value	100%	100%	100%	100%	100%	100%	100%		Green
% of standard searches carried out within 5 working days	PL9		High Value	96%	100%	92%	100%	96%	99%	100%		Amber
% Planning appeals dismissed by the Planning Inspectorate	PL10		High Value	50%	50%	63%	31%	60%	50%	70%		Red
Processing of planning applications: Minor applications	NI 157b (BV109b)	Top Quartile 86.46%	High Value	48%	61%	43%	51%	43%	82%	65%		Green
Processing of planning applications: Other applications	NI 157c (BV109c)	Top Quartile 93.46%	High Value	88%	88%	91%	88%	84%	91%	85%		Green
Processing of planning applications: Major applications	NI 157a (BV109a)	Top Quartile 88.88%	High Value	82%	79%	88%	86%	75%	91%	70%		Green

Revenues and Benefits

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
% of Council Tax collected	RB-BV9	CUMULATIVE	High Value	98.06%	30.7%	59.5%	87.7%	98.1%	30.4%	98.0%		Green
Percentage of Non-domestic Rates Collected	RB-BV10	CUMULATIVE The deferred NDR charges under the government scheme are excluded from the figure.	High Value	98.01%	34.6%	61.3%	85.5%	98.0%	34.5%	98.5%		Green
% of benefit assessments calculated correctly (new and change in circumstances)	RB-F1		High Value	96	93	98	94	99	97	95		Green
% of new benefit claims decided within 14 days	RB-F2		High Value	85	77	82	91	91	92	90		Green
% of new claims outstanding after 50 days	RB-F3		Low Value*	0%	0%	0%	0%	0%	0%	0%		Green*
% of council tax collected electronically (DD + Internet)	RB-F11		High Value	81.14%	80.25%	81.42%	81.21%	81.14%	81.02%	80%		Green
Time taken to process Housing Benefit/Council Tax Benefit new claims.	RB-F12		Low Value*	19.53	24.06	19.28	15.56	19.21	16.06	23		Green*
Time taken to process Housing Benefit/Council Tax Benefit changes of circumstances.	RB-F13		Low Value*	6.98	7.83	6.96	6.24	6.79	9.06	8		Red*
Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	NI 181	National Quartiles not yet published for NI 181	Low Value*	8.7	10.4	9.3	7.4	8	9.6	14		Green

Technical Services and Environmental Maintenance

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10	Q1 2010/11	Annual Target 2010/11	Data Profile	Status
				Value	Value	Value	Value	Value	Value			
Amount of Green Waste collected as % of total Household Waste.	BV82b(i)	JE170610 Qtr 4 downturn is seasonal	High Value	6.80%	7.66%	7.00%	7.60%	4.01%	7.29%	7.00%		Green
Cost of household waste collection	BV86		Low Value*	£54.16	£55.70	£54.13	£54.11	£54.16	£51.33	£51.38		Green*
No of traffic management schemes implemented	T8	JE170610 Qtr data is a forecast of the annual outturn	High Value	15	8	8	8	15	10	10		Green
Abandoned Vehicles - % removed within 24 hours of required time	T10 (BV218b)		High Value	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100.00%		Green
Number of missed household waste collections per 100,000 collections	WL11	No bins were missed in May or June	Low Value*	5987	185	33	6599	17132	153	200		Green*
Percentage of missed bins collected within one working day of nominated day of collection	WL12		High Value	68.68%	96.42%	100.00%	24.95%	53.33%	100%	98.00%		Green

CABINET

KEY DECISIONS/ WORK PROGRAMME AND EXECUTIVE DECISIONS MADE

October 2010

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 Scrutiny Committee also notes the Programme, which is subject to regular revision. *Items in italics denote changes to a previously published Plan.* **All items are key decision unless stated otherwise.**

Report Title	Ref (Note 1)	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Decision Deadline	Cabinet Member (Note 2)	Service (Note 3)
Consultation Response to LPT3 Strategy	Aug 10	Response to Hampshire County Council	Oct 10			SP	TS&EM
Treasury Management Performance Report	Aug 10	2009/10 Outturn and 2010 monitoring (Period 3)	Oct 10			KC	F
Housing Allocations	Aug 10	Report on Bedroom Standard	Oct 10			CB	HS
Hart Leisure Centre	Aug 10	Capital Maintenance Costs	Oct 10			SP	TS&EM
Elections	Sept 10	Consideration of moving to 4 yearly elections	Oct 10			KC	CX
Odiham Common Management Plan	Sept 10		Oct 10			SK	L&EP
SI06 Contributions	Sept 10	Leisure Contributions	Oct 10			SK/SP	L&EP/P
Protocol on Planning Matters	Sept 10	Draft Protocol	Oct 10			SP	P
SI06 Contributions	Sept 10	Handling of Contributions Received	Nov 10			SP	P
CCTV	Sept 10		Nov 10			KC	CX
Social Housing Priority	Aug 10	Proposals to amend the scheme of social housing priority	Nov 10			CB	HS
2010/11 Quarterly Budget Monitoring	Quarterly	Quarterly Monitoring	Nov 10 Feb 11 Aug 11			KC	F

Report Title	Ref (Note 1)	Outline/Reason for Report/Comments	Original Due Date	Revised Due Date	Decision Deadline	Cabinet Member (Note 2)	Service (Note 3)
2011/12 Outline Budget Report	Annual	Update on current position	Jan 11			KC	F
Setting the Council Tax Base	Annual	Approval	Jan 11			KC	F
2011/12 Revenue Budget, Capital Programme and Council Tax Proposals	Annual	Approval	Feb 11			KC	F
Older Persons Housing Strategy	Mar 09	Revised strategy	Jun 09	TBA		CB	HS
LDF Core Strategy	Mar 09	Preferred option document for consultation	June 10	TBD		RA	P&ER
Environmental Maintenance Service Enforcement Policy and Procedures	Oct 09	To comply with the Clean Neighbourhoods and Environment Act	Dec 09	TBD		SP	TS&EM
Natural Greenspace Proposal	Jun 10	Proposal for Suitable Alternative Natural Greenspace at Hawley Meadows and Blackwater Park	Aug 10	TBD		RA	P&ER

Notes:

1 Date added to Programme

2 Cabinet Members:

KC Crookes
SK Kinnell

RA Appleton
SP Parker

CB Butler C
NS Singh

3 Service:

CX Chief Executive
CS Community Safety
F Finance
SLS Shared Legal Services

CD Corporate Director
HS Housing and Customer Services
DS Democratic Services
MO Chief Solicitor & Monitoring Officer

P&ER Planning and Environmental Regulation
L&EP Leisure and Environmental Promotion
TS & EM Technical Services and Environmental Maintenance
EH Environmental Health

EXECUTIVE DECISIONS

17 August 2010	Voltage Optimisation	To install voltage optimisation units at the Civic Offices and Leisure Centres	No call in
23 August 2010	Car Parking Fees	To reduce the season ticket charges in Crossways Manor car park, Hook, for a trial period of 12 months.	No call in
6 September 2010	Ashwells Copse, Hook	Release of S106 funding	No call in
6 September 2010	Basingstoke Canal Authority	Release of S106 funding	No call in
6 September 2010	Fleet Pond Project	Release of S106 funding	No call in
6 September 2010	Girl Guiding Fleet	Funding towards replacement of division headquarters project	No call in
6 September 2010	Fleet Spurs (Southwood Management Organisation)	Funding towards project to build a fence around the area containing the main pitch	No call in
6 September 2010	Long Sutton Village Hall	Funding towards car park refurbishment project	No call in

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME – Sept 2010

Issue and Description of Topic	Current Position Objectives	Date to Committee	Resources Required	Contact
Performance Information to include Revenue Budget Monitoring (Quarterly)	Committee receives quarterly highlight reports.	Sept 10 Nov 10 Feb 11	Report	Performance and Innovation Officer
Meeting with South West Trains & Network Rail		Sept 10 Apr 10	Presentation	Corporate Director
Local Transport Plan	Strategy For Hampshire - Consultation Response	Sept 10	Report	Technical & Environmental Maintenance
Capita Performance	Report on performance	Oct 10	Report	Corporate Director
Snow Plan		Oct 10	Report	Technical & Environmental Maintenance
Working Group – Business Continuity	Feedback	Oct 10		Corporate Director
Medium Term Financial Strategy	Update	Nov 10	Report	S151 Officer
Budget Proposals 2011/12 (Annual)	Draft Budget to be presented for referral back to Cabinet.	Dec 10 Jan 11	Report	Corporate Director/S151
Flooding	Notes from January meeting of Agencies	Feb 11		Technical & Environmental Maintenance
Progress Report on 2010/11 Service Plans		Feb 11	Report	Corporate Director
Crime & Disorder Scrutiny		Mar 11		Corporate Director

2009/10 Performance Information – Annual Outturn		Jun 11	Report	Performance and Innovation Officer
Housing Associations	Report from Housing Services on perceived lack of service (Sentinel, Thames Valley Housing and Hyde Housing)	tba		

OVERVIEW AND SCRUTINY COMMITTEE

Date and Time: Tuesday, 21 September 2010 at 7pm

Place: Committee Room 1, Civic Offices, Fleet

Present:

COUNCILLORS –

Healey – Chairman

Axam, Barrell, Davies, Murr, Radley JE, Southern

In attendance:

Councillor Gary Brechin	Ewshot Parish Council
Councillor Brand Richey	Ewshot Parish Council
Sean McBroom	First Great Western
Paula Williams	Network Rail
Malcolm Page	South West Trains
John Pearson	Fleet and Church Crookham Civic Society
Councillor Richard Appleton	Fleet Town Council

Officers Present:

Emma Broom	Corporate Director
John Foggo	Senior Engineer
Robert Thain	Senior Planning Policy Officer

38 MINUTES

The minutes of the meeting of 17 August 2010 were confirmed and signed as a correct record.

39 APOLOGIES FOR ABSENCE

Apologies were received from Councillors Neighbour, Street and Wheale.

40 CHAIRMAN'S ANNOUNCEMENTS

The Corporate Director confirmed the process for the budget challenge meetings.

41 DECLARATIONS OF INTEREST (PERSONAL AND PERSONAL AND PREJUDICIAL)

Cllr Davies declared a non prejudicial interest in Network Rail and First Great Western.

42 PUBLIC PARTICIPATION (ITEMS PERTAINING TO THE AGENDA)

Parish Councillors and a member of a local group asked questions of the representatives from the Rail organisations (see minute number 43)

43 LOCAL RAIL SERVICES

Representatives from South West Trains, First Great Western and Network Rail attended the meeting and answered a number of questions from Councillors. These had been sent under separate cover.

44 BUSINESS CONTINUITY WORKING GROUP

Members were updated on the first meeting on 13 September 2010.

45 LOCAL TRANSPORT PLAN STRATEGY FOR HAMPSHIRE CONSULTATION RESPONSE

Members were asked to consider and discuss the Local Transport Plan attached as Appendix I.

The views of Committee would be forwarded to Cabinet to aid their approval of the Councils Consultation Response.

46 2010/11 FIRST QUARTER PERFORMANCE MANAGEMENT REPORT

Members were updated on how the authority was currently performing in organisational development, the relevant national and local performance indicators and complaints/compliments.

Members noted the improved accuracy within the reports.

47 CABINET WORK PROGRAMME

The Cabinet Work Programme was noted.

48 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Overview and Scrutiny Work Programme was considered and amended.

The meeting closed at 9.35 pm