

# **HART CORPORATE PLAN**

## **2017 – 2022**

**Service Plan 2018-2019**



# Foreword

The Council has adopted a 5-year Corporate Plan for the period 2017-2022. It provides a focus for our activities and services and will inform decision making and allocation of resources across the Council.

This Service Plan clearly outlines how we aim to meet these objectives for those who live, visit and work in Hart.

The Service Plan is structured around the Corporate Plans four priorities:

- A Thriving Local Economy
- A Clean, Green and Safe Environment
- Healthy Communities and People
- An Efficient and Effective Council

Measures we intend to deliver include finalising a new waste contract, supporting local communities to have more say in the future of their area, promoting the delivery of affordable housing and infrastructure in new developments, and initiatives to ensure that as a Council we can achieve a greater level of financial self-sustainability.

We will continue to work in partnership with other public and private sector partners and the voluntary sector to make sure that we can influence change and deliver local priorities. We recognise that conditions change and we will therefore conduct an annual review of the Corporate Plan and the Service Plans which delivery those objectives, to ensure that it is fit for purpose. Most importantly, we will continue to listen and engage with our residents.

# A Thriving Local Economy

We will:

## Support our town and village centres

By:

### Supporting communities to develop and implement local initiatives such as Fleet Business Improvement District

Key Actions	Milestone Due
Continue to support the creation and adoption of Neighbourhood Plans	Ongoing
We will liaise actively with Fleet BID Company	Ongoing

### Supporting local businesses through initiatives such as Small Business Saturday

Key Actions	Milestone Due
Cabinet consideration of support for Small Business Saturday.	October 2018
Promotion of Fleet BID and other local initiatives through social media and Hart for Business newsletter.	Ongoing
Food Hygiene workshops on food hygiene topics to local businesses to ensure that catering premises are aware of recent changes to food safety guidance.	Identify relevant food hygiene topics (August 2018)
Free food safety workshops on key topics to all food	Offer training by December 2018.
To promote the Award for Excellence for food businesses	Ongoing with relaunch in autumn 2018

Continuation of Hampshire-wide "Eat Out Eat Well Scheme for improving health and coordination of local efforts to protect the public's health and wellbeing	Ongoing
To promote an employee welfare Health and Safety project in licensed premises (clubs, bars, hotels etc.)	November 2018
To produce two food safety and one health & safety newsletter per year for distribution to relevant commercial premises within Hart	May and December 2018

### **Taking account of the different roles and character of places within Hart and promoting the vitality of our towns and villages through implementing policies in the Hart Local Plan, and in Neighbourhood Plans**

Key Actions	Milestone Due
Local Plan: Strategy and Sites - submission to the Government ahead of Examination in Public	Date linked to publication of new NPPF (late summer 2018)
Local Plan: Strategy and Sites - adoption further to the Examination in Public	Early 2019 (subject to submission date and successful examination)
Sustainability Appraisal Scoping for Development Management and New Settlement Development Plan Documents	To be consulted in January 2019
Preparation of Supplementary Planning Documents to help implement Local Plan Policies: Affordable Housing, Parking Standards, and Biodiversity.	Drafts prepared for consultation by March 2019

### **Working with Fleet Town Council to deliver a new or refurbished Harlington**

Key Actions	Milestone Due
Subject to Fleet Town Council wishing to proceed with building a new Harlington, agree terms of transfer of land at Gurkha Square. Also ensure we have in place appropriate short term lease with Fleet Town Council for the existing Harlington building	March 2019

## Working in partnership with Parish and Town Councils to tailor services wherever possible to meet local aspirations

Key Actions	Milestone Due
Regular participation in Community Housing Group Hampshire to encourage and enable community housing developments	Ongoing
Partner organisations made aware of the information and support that is available to assist in the development of community housing schemes	Ongoing
Best practice and resources shared with housing providers through regular meetings of the Community Housing Group	Every 6 months
Consult with parish councils on future policy for street cleaning, grass cutting arrangements	December 2018
Encourage engagement with Town and Parish Councils through the creation, management and co-ordination of a Parish flood forum meetings for all parts of the district.	Ongoing

## Support the local economy

By:

### Working with rural communities such as promoting grant funding opportunities

Key Actions	Milestone Due
Promotion of energy efficiency grants at 2 rural events during 18/19	Sept 18
Promotion of Disabled Facilities Grants 1 at 5 rural events during 2018/19	March 19
Promote access to LEADER2 grant funding through newsletter and networking opportunities.	Ongoing

<sup>1</sup> grant towards the cost of providing adaptations and facilities to enable a disabled person to continue to live in their own home

<sup>2</sup> LEADER is a grant programme from the [Rural Development Programme for England](#)

## Implementing and monitoring the Hart Economic Development Strategy and Action Plan

Key Actions	Milestone Due
Deliver actions outlined in the Action Plan and produce an Annual Action Plan Monitoring Report to assess performance against priorities.	November 2018

## Actively engaging with local businesses, both large and small to understand business needs

Key Actions	Milestone Due
Ensure local Businesses are kept up to date by sending out the Hart for Business Monthly newsletter to all businesses on our database	On-going
Highlight the economic development offer at the Council and improve engagement with businesses by attending at least two networking events per month	On-going
Build understanding and rapport with our businesses by holding 6 'Hart for Business' networking and training events	Ongoing
Improve links with our businesses by engaging with our 10 largest businesses and 120 micro and SME <sup>3</sup> businesses per year with the aim of helping them grow.	Ongoing
Keep businesses up to date with local and LEP initiatives through our Hart for Business Services leaflet.	May 2018

<sup>3</sup> SME (small-to-medium enterprise)

## **Working with partners such as the Enterprise M3 Local Economic Partnership to promote the District to new businesses and to identify funding sources**

Key Actions	Milestone Due
Help business grow by providing partner monthly business clinics, held in the Hart Business Centre, our business growth space	Ongoing
Increase the proportion of Hart businesses accessing the Enterprise M3 Growth Hub Services compared to 2017/2018	March 2019

## **Introducing a Community Infrastructure Levy to help fund necessary infrastructure**

Key Actions	Milestone Due
Working with Town and Parishes and other key partners, prepare a Preliminary Draft CIL Charging Schedule for approval by Cabinet ahead of consultation	March 2019

## **Implementing the Small Business Rates Relief scheme to support local businesses.**

Key Actions	Milestone Due
Carry out an annual review of the Small Business Rates Relief scheme to ensure it still captures all opportunities for local businesses and reviews take up of the scheme.	Cabinet March 2019

## **Support residents in becoming economically active**

By:

**Partnership working with the Citizens Advice Bureaux, Hart Voluntary Action, Department for Work and Pensions and skills training providers**

Key Actions	Milestone Due
Work with all partners through the homelessness prevention Trailblazer project to improve understanding of services each can deliver and improve services for our residents and also to explore future resources for retaining some elements of Trailblazer work after MHCLG funding runs out in March 2019.	Quarterly

Hold an Annual housing forum to bring together all partners to assist in delivering effective homelessness prevention services.

September 2018

Hold Homelessness champion meetings quarterly with all key partners to ensure collaborative working continues to enable delivery of the Trailblazer outcomes

Quarterly

Engage and keep all key partners updated by producing an Annual service update on key projects across the community services team.

December 2018

Hart Voluntary Action to be funded to co-ordinate Fair Trade in 2018/2019

Ongoing

### **Supporting residents back in to work, improving personal financial circumstances, and Trailblazing new approaches to prevent and tackle homelessness**

Key Actions	Milestone Due
Build on early relationship building with Joint Community Partnership ensuring there are clearly identified leads and clear and transparent referral processes, to ensure service delivery is as efficient as possible	June 2018
Continue work on the proposals for joint working and possible co-location/provision of drop ins	September 2018
Redesign services to ensure that anyone identified as homeless is helped (in accordance with Prevention and Relief duties), including assessing employment opportunities including employment based activities within the personal housing plan	March 2019

### **Supporting residents move to the Universal Credit**

Key Actions	Milestone Due
Work alongside the Department of Work and Pensions to clearly establish when the roll out of Universal Credit will occur.	Ongoing
Work with agencies such as the CAB and Capita to map and deliver key support services for affected residents	Quarterly

Continue to work with the Citizens Advice Bureaux on their provision of money advice services and review those services delivered by through monitoring of services against targets in the Service Level Agreement

Quarterly

Ensure our customers get a holistic service including providing benefit advice and/or signposting and ensure these remain appropriate through regularly reviews of customers personal housing plans

## **Working through the Hart Community Covenant Partnership and with other agencies to support the re-employment of military personnel**

Key Actions	Milestone Due
Continue the effective engagement with the Military through the Hart Community Covenant Partnership	Quarterly
Agree key themes of information that Hart and Rushmoor Councils can work on collaboratively around topics such as employment and housing, to help those leaving the forces.	December 2018

## **Ensuring an appropriate supply of employment land and premises**

By:

**Allocating sufficient land in the Hart Local Plan which is suitable for development, taking account of the needs of the residential and business communities**

Key Actions	Milestone Due
Continue to work towards the Local Plan: Strategy and Sites, adoption, which sets out key employment sites across the district.	Early 2019 (subject to submission date and successful examination)

## **Considering all options for the appropriate protection of employment land such as the use of measures to remove ‘permitted development’ rights**

Key Actions	Milestone Due
Continue to work on the creation of an Article 4 direction on defined employment areas with: <ol style="list-style-type: none"> <li>1. Consultation and notification</li> <li>2. Confirmation</li> </ol>	October 2018 March 2019

# A Clean, Green and Safe Environment

We will:

## Enhance access to open space and recreation facilities

By:

**Providing accessible green spaces, countryside, leisure and cultural facilities and opportunities including managing six existing and new Country Parks at Hawley Meadows, Edenbrook, Bramshot Farm, Watery Lane, North East Hook, and at Hawley Park Farm**

Key Actions	Milestone Due
Complete adoption of Edenbrook Country Park, formally opening it to the public	March 2019
Prepare a feasibility study for further works at Bramshot Farm Suitable Alternative Natural Ground (SANG)	November 2018
Carry out a customer user survey to assess how and why members of the public prefer certain sites and how we can reduce over usage on certain sites and what might draw our residents and encourage them to use others	Summer 2018

## Ensuring we retain all Green Flag status on our open spaces

Key Actions	Milestone Due
Continue to apply for Green Flag Status with the aim to retain three Green Flag and one Green heritage award status on our countryside and common sites.	Ongoing
Agree an approach for Green Flag on new sites (where appropriate).	March 2019

## Ensuring new developments have adequate provision of public open spaces including a range of play facilities

Key Actions	Milestone Due
Ensure we work to saved and emerging Local Plan policy for public open spaces and play facilities when determining planning applications	Ongoing

## Protect and enhance biodiversity

By:

### Introducing schemes to deliver biodiversity mitigation resulting from new development (such as a biodiversity off setting scheme)

Key Actions	Milestone Due
Draft Biodiversity Supplementary Planning Document to be prepared, which will include a biodiversity offsetting scheme) with a view to gaining approval from Cabinet, ahead of adoption and implementation	March 2019

## Updating the Common Hart Biodiversity Action Plan

Key Actions	Milestone Due
Working with key partners, draft an update of the Commons Hart Biodiversity Action Plan, for Cabinet Approval	July 2018

## Positively managing Hart managed Sites of Special Scientific Interest (Fleet Pond, Hazeley Heath and Odiham Common)

Key Actions	Milestone Due
Identify a clear plan of mitigation measures for the impact of the new Hartland Park development on Fleet Pond, with a project place for its implementation, associated with the build out of the development site.	March 2019
Agree consultation arrangements to support the preparation and implementation of a new management plan of Odiham Common – Draft for Cabinet consideration	October 2018

## Working with local communities to deliver local biodiversity improvement projects

Key Actions	Milestone Due
Work with key partners to ensure that the Council delivers a minimum of one new project per annum to improve biodiversity.	March 2019

## Improve energy efficiency

By:

### Assisting residents to secure financial assistance for energy efficiency measures

Key Actions	Milestone Due
Working directly and through key partners such as the CAB, provide advice services and signposting in relation to energy efficiency, through regular marketing and special events	Ongoing
Help to reduce carbon emissions and improve energy efficiency in those homes with the highest risk of energy poverty – target of 10	Annual target

### Continuing to introduce measures to reduce carbon emissions in Council owned buildings

Key Actions	Milestone Due
Having completed new lighting schemes to reduce electricity requirements, review the councils current carbon emissions and identify measure to inform a future approach.	October 2018

## Reduce the likelihood of crime and the perception of crime

By:

**Continuing to work closely with Safer North Hampshire community safety team and wider partners to reduce crime, disorder and antisocial behavior**

Key Actions	Milestone Due
Having identified the three priorities as part of the Community Safety Plan, monitoring the delivery of these through the Safer North Hampshire Action Plan	Quarterly
Ensure the Community Safety Services continue to meet our residents needs by working in partnership with Rushmoor and Basingstoke Councils and reviewing performance against the Service Level Agreement at least every six months.	Every 6 months

## Ensuring future developments are planned to help prevent crime and disorder

Key Actions	Milestone Due
Regular liaison with planning and development partners to promote safe and secure communities through crime prevention and appropriate design	Every quarter
Ensuring Community Safety Partnership colleagues are involved in reviewing plans for new developments	Ongoing – as required
Local Plan: Strategy and Sites submission (design policy in local plan)	
Sustainability Appraisal Scoping for Development Management DPD (to include more detailed design policies)	

## Continue joint working with partners to ensure effective use of Closed Circuit Television (CCTV)

Key Actions	Milestone Due
Carry out public consultation across Hart on CCTV, and how useful it is to our community. Also carry out a technical review of the equipment being used, its effectiveness and utilisation.	July 2018
Use the consultation and technical review to inform the broader review of the shared CCTV service, reporting to Cabinet to gain agreement on the future policy and direction for the service.	Ongoing

## Promote a clean environment

By:

**Supporting the transition to a low carbon future, making efficient use of resources, increasing levels of recycling, encouraging an increase in journeys made by cycling, walking and public transport, and encouraging the use of renewable resources**

Key Actions	Milestone Due
Carry out significant commencement work with our new waste collection service providers, Serco on delivery of improved recycling communication and education.	March 2019
Work with Serco and Project Integra partners to consider the broader requirements for recycling infrastructure across the County and how to reduce recycling contamination at a local level.	March 2019
Work to encourage more recycling opportunities in commercial and flat developments.	March 2019

## Finalising and implementing a new joint waste contract

Key Actions	Milestone Due
Mobilisation of the new joint waste contract.	October 2018
Work with Serco to deliver improved management of 'bring' recycling site facilities, such as increased collection of cardboard.	March 2019
Delivery of the Project Integra Action Plan, which continues to consider which materials it is feasible and practical to collect for recycling, as well as considering the broader infrastructure requirements to deliver this service.	March 2019

## Working with Town and Parish Councils to identify other cleanliness initiatives

Key Actions	Milestone
Work with Parish Councils on street cleaning and fly-tipping services, consulting them on key issues or areas which cause concern, to include a rolling programme of chewing gum removal across the district.	October 2018

## Implementing initiatives to reduce dog fouling and litter

Key Actions	Milestone Due
Reducing incidences of dog fouling through targeted enforcement work	Discussion with East Hampshire DC May 2018
(i) Working East Hampshire District Council to consider the benefits of implementing a District-wide Public Spaces Protection Order (PSPO) to enforce against dog fouling offences and control commercial dog walking	i Post implementation (likely to be 2019)
(ii) Monitoring of performance and effectiveness of PSPOs	ii August 2018
(iii) Development of Dog Fouling Strategy to consider mechanisms to increase awareness of dog fouling and support enforcement activity	iii March 2019
(iv) Implementation of Strategy	

## Reducing incidences of littering through targeted enforcement work

Key Actions	Milestone Due
Development of Fly Tipping Strategy to combat against fly tipping on open spaces within the District	
(i) Cabinet approval of Strategy	(i) August 2018
(ii) Implementation of actions within Strategy	(ii) Dependent on strategy timetable
Continuation of existing area action campaign to address all elements of ASB, nuisance and other environmental matters within a specified area	Ongoing

## Promoting high quality design and a good standard of amenity

By:

### Seeking high quality design and a good standard of amenity in all new developments

Key Actions	Milestone Due
To adhere to adopted design development plan policies including neighbourhood plans when determining planning applications.	Ongoing

## Implementing an award programme to celebrate high quality design in new developments

Key Actions	Milestone Due
Critical appraisal of possible award schemes and determine the most appropriate award scheme for adoption by Hart	December 2018

# Healthy Communities and People

We will:

## Support residents in shaping their local communities

By:

### Empowering local people to shape their surroundings through the development of Neighbourhood Plans and other community schemes

Key Actions	Milestone Due
Work alongside our communities and undertake relevant statutory requirements for the adoption of any submitted Neighbourhood Plans	Ongoing
Provide on-going support for development of Neighbourhood Plans	Ongoing

### Working with partners to identify and produce an infrastructure schedule to meet community infrastructure needs

Key Actions	Milestone Due
Consultation is ongoing as part of the Local Plan, on the Infrastructure Delivery Plan, with a view to submitting it alongside the Local Plan and updated as necessary thereafter	Ongoing

## Working with Town and Parish Councils and voluntary sector partners to help them explore youth provision in their area

Key Actions	Milestone Due
Map current youth provision, through liaison with youth providers, Hampshire County Council and Town and Parish Councils to establish where there may be gaps.	September 18
Establish a community engagement resource and consult with young people around the types of services they would like to see in their local areas, and what forms the key barriers to this delivery.	Ongoing
Identify key themes and areas of gaps, to enable an informed discussion with Hampshire County Council who commission a range of youth services, to seek to bridge those gaps through strategic procurement.	June 2018

## Supporting the voluntary and community sector to develop

Key Actions	Milestone Due
Continue to provide grant funding to the Voluntary Sector (including 'benefits in kind') and support improved links between Hart Voluntary Action and local businesses.	Ongoing
Continue to Support funding opportunities through promotion of the Hart Lottery.	Ongoing

## Enabling people to live independently through the provision of adaptations and accessible housing.

Key Actions	Milestone Due
Help those in need remain in their homes, part of their community and independent by delivering 60 disabled facilities grants	March 2019

## Work with partners to keep Hart healthy and active

By:

**Taking account of and supporting local strategies to improve physical and mental health, social and cultural wellbeing and supporting the delivery of sufficient community and cultural facilities and services to meet local needs**

Key Actions	Milestone Due
<p>Implement Health &amp; Wellbeing Plan:</p> <ul style="list-style-type: none"> <li>(i) Identify and deliver interventions to upskill the voluntary and community sector to enable them to maximise their role in improving health and wellbeing in the district</li> <li>(ii) Work with partners to influence and support the development of services and activities in Hart that promote emotional wellbeing and prevent social isolation, loneliness, and mental health problems for all ages</li> <li>(iii) Continue to work in partnership to support initiatives which enable people to live well with dementia</li> </ul>	Ongoing
<p>Equality objectives action plan</p> <p>Continue to work with a range of groups, organisations, and forums, to address inequalities in health, wellbeing and quality of life of residents</p>	Ongoing
<p>Continue to deliver a programme of diversity awareness sessions to help staff get to know different groups within Hart's community</p>	As and when required

### **Including the delivery of infrastructure that encourages people to walk, cycle and use buses**

Key Actions	Milestone Due
<p>Provision of new infrastructure in association with new development agreed through the determination of planning applications and subsequent monitoring of delivery.</p>	Ongoing
<p>Continue to support Hart Voluntary Action which delivers a broad 'Healthy Walks' scheme, across a range of locations across the district</p>	Ongoing

### **Increasing usage of leisure facilities including Hart Leisure Centre and Frogmore Leisure Centre**

Key Actions	Milestone Due
<p>Working with Everyone Active, ensure that our Leisure Centers remain a hub encouraging active healthy lifestyles, with increased usage. Also ensure the contactor works on outreach projects to try to ensure the centers are accessible for all, increasing uptake for those who live with disability.</p>	Ongoing

## Supporting residents in taking control of their own health and wellbeing

Key Actions	Milestones Due
Use the Council's communication channels to promote national and countywide campaigns that support the council's health and wellbeing priorities for all ages	Ongoing
Work in partnership with HDC Environmental Promotion team, Everyone Active, and others to facilitate development of environments and initiatives that encourage people of all ages to be more active, more often	Ongoing
As part of viability for future countryside parks, consider the delivery of 'green gym's' to help encourage active use of our outdoor spaces	Ongoing

## Ensure access to housing

By:

**Adopting the Hart Local Plan: Strategy and Sites to significantly boost the supply of both affordable and market housing and housing for specialist needs**

Key Actions	Milestone Due
Local Plan: Strategy and Sites adoption	Early 2019 (subject to submission date and successful examination)
Affordable Housing Supplementary Planning Document (SPD)	Draft prepared for consultation by March 2019

## Delivering against the aims of the Preventing Homelessness Strategy and developing new initiatives to tackle underlying causes of homelessness in Hart

Key Actions	Milestone Due
Implement the Homelessness Reduction Act in April and monitor workloads and capacity	April 18 and ongoing
Prevent homelessness for at least 85% of local residents who present as homeless	Monitor quarterly
Reduce homelessness acceptances (rehousing duty) by 30%	Monitor quarterly

Deliver the rent bond scheme that focusses on securing private rented property for at least 50 households during the year

Monitor monthly

Ensure we have an active private housing rented sector, engaging with landlords and hosting an annual Landlord seminar

March 2019

Work with Hampshire County Council to manage the impact of the 40% cuts to social inclusion budget (T19 project), so that support is still available for single homeless clients

March 2019

### **Supporting the delivery of rural exception housing schemes**

Key Actions	Milestone Due
Working with Parish Councils to advise and facilitate delivery	Ongoing

### **Encouraging the effective use of land by re-using land that has been previously developed (brownfield land)**

Key Actions	Milestone Due
Ensure the brownfield register is updated with annual reviews.	December 2018
Promote sites on the brownfield land register to small and medium builders	Ongoing

## Continuing to work with partners to develop joint approaches to support residents to access affordable housing

Key Actions	Milestone Due
Deliver 2 events promoting affordable housing within the district	September 2018
Review under-occupation and work with VIVID and other partners to develop a plan to tackle under-occupation and facilitate at least 4 moves for residents to smaller accommodation	March 2019
Help older people to understand the range of housing options available to them by holding an annual event focussed on older persons housing	November 2018
Ensure our Tenancy Strategy remains fit for purpose by the creation of a new strategy.	Draft for Cabinet December 2018

## Ensure access to education

By:

### Delivering a site for a new Secondary School in the District in time to provide necessary capacity for local children

Key Actions	Milestone Due
Sustainability Appraisal Scoping for New Settlement Development Plan Documents	To be consulted on in December 2018
Engagement with Hampshire County Council	Ongoing

## **Working with Hampshire County Council to ensure the appropriate delivery of primary and early years educational facilities alongside new development**

Key Actions	Milestone Due
Updates to Infrastructure Development Plan	Ongoing as information becomes available
Local Plan: Strategy and Sites adoption	Early 2019 (subject to submission date and successful examination)

## **Working with education providers and other partners to promote learning and skills programmes**

Key Actions	Milestone Due
Take part in the Primary Engineers, Hampshire Pilot for STEM Science, Technology, Engineering and Mathematics) training for primary teachers (minimum 5 schools in Hart)	Ongoing

## **As an organisation, continuing to support apprenticeships for young people who would most benefit**

Key Actions	Milestone Due
Commitment to recruit apprentices, with a minimum of three per year	Ongoing

# An Efficient and Effective Council

We will:

## Explore options to increase financial self-sustainability

By:

### Ensuring our Medium Term Financial Strategy is focused on strategic priorities

Key Actions	Milestone Due
Produce updated Medium Term Financial Strategy for Cabinet, predicated on the priorities within the Corporate Plan and reflecting current understanding of local government finance.	Dec 18

### Maximising income opportunities, and identifying new opportunities for income generation

Key Actions	Milestone Due
Implementation and regular review of the Commercialisation Strategy.	Annual

### Increasing efficiency by extending the use of Information Technology

Key Actions	Milestone Due
Replacement for IDOX system	March 19

### Continue to review opportunities to increase information and service delivery via the Councils Website Inviting peer challenge through the Local Government Association

Key Actions	Milestone Due
Carry out the Peer Review in March 2018 With a final written report anticipated in April 2018 establish and gain approval for any action plan arising from the challenge	March 2019

## Where possible, encouraging customers to use lower cost online services as the service of choice

Key Actions	Milestone Due
Replacement for IDOX system to enable self-service	March 19

## Continuing to ensure we have an engaged and motivated workforce

Key Actions	Milestone Due
Explore and if appropriate implement a staff volunteering scheme.	Ongoing
Continue to implement a plan to raise awareness and support the mental health and emotional wellbeing of Council staff (Health and Wellbeing Plan)	Ongoing
Pilot a 360 degree appraisal process, with Senior Management and Heads of Service	
Implement further Hart Values workshops, to help those staff who have joined more recently understand the values the Council works to.	
Continue to support staff to access relevant training (recent examples include Action Learning Sets and Chartered Management Institute training in mentoring and coaching)	

## To realise our ambitions to deliver more for less

Key Actions	Milestone Due
Support the setting up of the Local Government Mutual	March 2019
Regulatory Services database procurement	
Completion of procurement process and award of contract	May 2018
System integration and data migration (if required)	March 2019
Development Control Performance Improvements through 'Lean review'	December 2018
(i) Continuation of the Lean review process in Development Management to identify further service improvements	
(ii) Implementation of service improvements	
(iii) Review of pre-application service	

- (iv) Review of standard or model conditions
- (v) Review of report writing and committee reports

Improve the Council website to improve the planning content

December 2018

## **Maximising Council income through effective asset management and collection activities**

Key Actions	Milestone Due
Continue to work with local commercial agents in renting out spare office space	Ongoing

## **Continuing to work closely with partners to deliver joint services**

Key Actions	Milestone Due
Continue to work actively with local Registered Social Landlords including quarterly meetings	Jun 2018
Working alongside the 5 Councils contract, with Havant, Mendip and South and Vale Councils, move towards our target operating model for our HR, IT and Finance services delivered by Capita	Jul 2018
Coordinating and promoting joint working through the quarterly homelessness partnership meeting	Dec 2018
Review and enhance a range of existing joint services, including joint waste service, street care, shared CCTV and Building Control Partnership As part of this, review of future Shared Licensing Service	Oct 2018

# Measuring Success

We will publish annual reports on the performance of actions in the Service Plans to assess and monitor our progress and you can see quarterly updates, reported to Overview and Scrutiny Committee. You can find a copy of our Council papers via [www.hart.gov.uk/council-meetings](http://www.hart.gov.uk/council-meetings)

## Find out more about what we do

We want to keep you informed about our work and what is happening locally. To do this we produce Hart News, a newspaper delivered to all households twice a year.

We also provide a lot of information on our website [www.hart.gov.uk](http://www.hart.gov.uk). Online services include:

- Apply for it - Housing Benefits, Council Tax and Planning applications
- Pay for it - Council Tax, Business Rates and Garden Waste collections
- Report it - Missed bin collections, Environmental Health and litter hotspots
- Check your waste collection calendar
- View and comment on Planning applications

For a full list of online services please visit [www.hart.gov.uk/my-services](http://www.hart.gov.uk/my-services)

Call us on **01252 622122**

Email us at [enquiries@hart.gov.uk](mailto:enquiries@hart.gov.uk)

Visit us at **Hart District Council, Harlington Way, Fleet, GU51 4AE**



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In delivering the Corporate Plan we will provide fair and accessible services and employment opportunities that meet the needs of everyone, and positively promote inclusion, in line with the Equality Act.