



Who we are and what we do...

A guide to Hart District Council services

An introduction

Leader of the Council



Cllr David Neighbour

“ This booklet is a guide for our residents, to help them get the most out of the services we provide for them. We hope this is a useful resource in helping the community of Hart access and understand our services. ”

Joint Chief Executives



Patricia Hughes &
Daryl Phillips

“ Here at Hart District Council, we are passionate about providing high quality services to our residents and businesses that provide the best outcomes.

Our values are to be helpful, approachable, responsive and to take ownership of issues on your behalf. Please let us know if you feel we don't meet those high expectations. ”

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Contact us

For general enquiries call us on **01252 622122** or email **enquiries@hart.gov.uk**

Throughout this booklet you will find specific contact details for each department.

The Council offices are open Monday to Thursday - 8.30am to 5pm and Friday - 8.30am to 4.30pm.

Hart District Council Civic Offices, Harlington Way, Fleet, Hampshire, GU51 4AE

Languages & additional needs services

If you would like information in an alternative format or language, please contact us on the details below.

Email: **enquiries@hart.gov.uk**

Phone: **01252 622122** (lines are open during office opening hours)

Deaf and hard of hearing customers who wish to use the Text Relay Service, please dial **18001** followed by **01252 622122**

Language Line

Language Line offers translation services to organisations and limited English speakers.

Email: **enquiries@languageline.co.uk**

Phone: **0800 169 2879**

Hart have bi-lingual staff who speak the following languages:

Spanish, Hindi, Punjabi, Nepalese, Finnish, Hungarian

Braille services

We offer Braille services to our residents through a third party. If you require a document in Braille please email **enquiries@hart.gov.uk**

Sign language

We can provide an interpreter for British Sign Language at Hart.

Online services

We provide a range of services online under the **My Services** section of our website - www.hart.gov.uk/services



Apply for it

This section includes:

- Housing benefit
- Council Tax
- Planning application forms



Pay for it

This section includes:

- Council Tax
- Business Rates
- Garden Waste



Report it

This section includes:

- Report a missed bin
- Environmental health reporting form
- Report a suspected planning breach

This allows residents and businesses to make payments, report issues, and submit application forms online. Below you can find a break down of services you can use online while on the go.

Pay for it www.hart.gov.uk/pay-it

Under this section of the website, you can make payments to the council whilst on the go.

Apply for it www.hart.gov.uk/apply-it

Here you can find a range of online forms, so you can apply for council services from the comfort of your own home.

Report it www.hart.gov.uk/report-it-online

Using our range of online reporting tools, you can report issues to us while you are out and about.

Fix My Street is an online reporting tool where you can report the following issues:

- **Abandoned vehicles**
- **Car parking**
- **Dog Warden**
- **Flyposting**
- **Flytipping**
- **Graffiti**
- **Parks/Landscapes**
- **Public toilets**
- **Rubbish**
- **Street Cleaning**

Throughout this booklet you will find more tips on how to access services online.

Policies & procedures

We are committed to further developing the HART values and ensuring we embed them in everything that we do.

This is a selection of our corporate policies:

- *Corporate Plan*
- *The Programme and Service Plans*
- *Medium Term Financial Strategy*
- *Constitution*
- *Complaints policy*
- *Customer care standards*
- *Code of Corporate Governance*
- *RIPA Policy and RIPA data policy*
- *Anti Fraud and Corruption policy*
- *Pay policy statement*
- *Office Security Policy and Procedure*
- *Safeguarding Children and Vulnerable Adult Policy*
- *Corporate Equalities Policy*

Details of our policies can be found on our website
www.hart.gov.uk/corporate-policies

Translation and interpretation statement

We will meet any requests we receive to provide written information in an alternative format or language where we perceive there to be a genuine need. For longer documents this might mean we provide you with a summary or extract, or talk through the document with you. The suitability of these options will depend on your needs.

We will also meet any requests we receive from you, to provide an interpreter, signer or lip speaker in order to communicate council information, where we perceive there to be a genuine need.

If you need to contact us by telephone but have limited or no English we will use a telephone interpreting service. For details of how to get information in an alternative format or language, please see the Languages and additional needs section on page 3.

Equality statement

The Council's vision for Hart is a district that appreciates and celebrates its diversity, challenges intolerance and discrimination, and positively promotes equality.

We are committed to promoting equal opportunities when providing services to the community and as an employer. We accept that treating people as equals is not about treating them the same, nor is it about ignoring differences. To treat people equally, we need to treat everyone fairly with due respect to their differing needs. We therefore strive to provide our services and employment opportunities in a way which meets people's needs.

Community safety

In November 2012, the three Community Safety teams covering Basingstoke, Hart and Rushmoor came together under Safer North Hampshire, which now encompasses more than 30 partnerships. Safer North Hampshire seeks to facilitate a comprehensive response to community needs and wishes, whilst raising the understanding of community safety issues and improving the quality of life for local people.

community-safety-team@hart.gov.uk

The work of Safer North Hampshire covers the following key areas:

Anti-social behaviour work with partner agencies to reduce lower level offending behaviour, which can affect quality of life and fear of crime.

Projects team help run various crime reduction initiatives, as well as providing drug and alcohol reduction in schools.

Domestic abuse offers advice and signposting to relevant domestic abuse services as well as running the NE Hampshire Domestic Abuse Forum.

The following projects are delivered under Safer North Hampshire:

- Challenge and Change
- Football in the Community
- Graffiti Focus week
- LIFE
- Nomorebullying
- Operation Stronghold
- Think Safe
- Vulnerability Awareness Scheme (VAS)
- Soccer at Six

Contact the team

01252 774476

community-safety-team@hart.gov.uk

www.safernh.co.uk

Housing services

Housing Services is made up of the following three teams:

- **Engagement and Support**
- **Private Sector Housing**
- **Strategy and Development**

housing@hart.gov.uk

Engagement and Support

Our Engagement and Support service can provide clients with assistance and advice to help resolve their housing situation. They are often the first port of call for people in housing need.

If you would like to find out what housing options are available, use our Housing Advice Options tool at www.hart.gov.uk/apply-it

Private Sector Housing

The Private Sector Housing service works to improve housing standards in the private sector and to ensure that people live in safe and warm homes.

They are also working to improve the energy efficiency of the private sector and help people stay living independently in their homes through grants, loans and adaptations.

Strategy and Development

The role of the Strategy and Development team is to work with developers and registered providers to ensure there are adequate and suitable affordable homes across Hart.

Landlord Enquiries

We offer a free landlord incentive scheme. You can register your interest online at www.hart.gov.uk/landlord-enquiry-form

Empty Properties - We are keen to support people to bring empty properties back into use. If you would like to report an empty property you can use our online form at www.hart.gov.uk/empty-property-reporting-form

Rough Sleepers - If you would like to report a rough sleeper out of hours you can call 08456 770 678 or report it online using the Street Link service at www.streetlink.org.uk

Contact the team

01252 774420

housing@hart.gov.uk

www.hart.gov.uk/housing

Corporate & customer services

The corporate services team is made up of a range of different departments that offer core services to the organisation. The services include:

- **Finance and performance**
- **Legal**
- **Audit**
- **Elections and registration**
- **Communications**
- **Committee Services**
- **Client Management (for IT, HR, Customer Services, Payroll, Revenues & Benefits and Finance)**

Finance and performance

Finance is led by the Section 151 Officer who manages the Council's finances. Everyday finances are managed by Capita.

Legal

We have a Shared Legal team with Basingstoke and Deane Borough Council.

Communications

Responsible for a range of activities such as, the website, Hart News, Social Media channels, press releases and internal communications.

communications@hart.gov.uk

Committee Services

Manage council meetings by booking the meetings, arranging the papers and taking the minutes. They are the main point of contact for Councillors.

committeeservices@hart.gov.uk

Client Management

Manage the activities delivered by Capita.

Audit

Responsible for the review and enhancement of the internal control and risk management frameworks.

Our customer service centre is managed as a shared partnership by Basingstoke and Deane Borough Council. We have a front line reception at the civic offices in Fleet, along with a housing desk and housing benefits desk.

Call 01252 622122 to access all services of the Council, or pop in.

Economic Development

Our Economic Development team can offer help and advise to businesses on the following:

- Apprenticeships
- Business Mentoring
- Trade Waste
- Exporting & Trading Internationally
- Working with Businesses and the Regulators' Code

economic.development@hart.gov.uk

Business Networks

There are a number of organisations available to support businesses locally and nationally. This includes support such as financial assistance or advice services. A full list can be found at www.hart.gov.uk/business-networks

Commercial Property Search

If you are looking to relocate to Hart or looking to move somewhere new, our business development team can help advise you on:

- Finding new business premises
- Business and Industrial Parks in Hart
- Relocating to Hart

Events Calendar

Our Economic Development team have launched a business events calendar. In order to meet your needs, you can select a date, time and type of event to find the right one for you.

www.hart.gov.uk/business-events

Business Support

Food Safety

Hart's Environmental Health Department run Food Hygiene Level 2 Courses for local businesses in the district.

Employing people

There are a number of options available for businesses recruiting staff and government incentive schemes for growing your team. You can find more details on our website about general recruitment advice & support.

Finance and funding

Our Economic Development team can advise you of where to go for financial support when starting or expanding a business. You can find information about Business Finance on our website.

Contact the team

01252 774046

economic.development@hart.gov.uk

www.hart.gov.uk/businesses

Elections

The Elections team is responsible for the running of the elections in Hart for a number of authorities including: Hampshire County Council, Hart District Council, Local Parish Councils, General Elections and Police and Crime Commissioner. They also manage the electoral register and encourage residents to register to vote.

elections@hart.gov.uk

Hart District Council

Hart District Council holds elections in a rolling third format.

Hampshire County Council

Hampshire is divided into electoral divisions. These are similar to our wards, but much bigger and each one has just one councillor. There are 5 County Councillors covering Hart District. Hampshire County Council holds elections every four years.

Police and Crime Commissioner

The first election for the Police and Crime Commissioner for the Hampshire Police Authority took place on Thursday 15 November 2012.

Police and Crime Commissioners are elected every four years.

The Police and Crime Commissioner serving Hampshire, Isle of Wight, Portsmouth and Southampton is **Michael Lane**.

Parliament

There are two parliamentary constituencies covering Hart - the Aldershot Constituency and the North East Hampshire Constituency. The Aldershot constituency has about 7,800 electors, and the North East Hampshire constituency has about 62,700 electors. These elect two Members of Parliament to the House of Commons.

Parliamentary elections are run every four years.

The current MP for Aldershot Constituency is **Leo Docherty**

The current MP for the North East Hampshire Constituency is **Ranil Jayawardena**

European Parliament

Hart District forms part of the South-East Region, which elects ten MEPs to the European Parliament. European elections are held every five years.

Register to vote at

www.gov.uk/register-to-vote

Contact the team

01252 774077

elections@hart.gov.uk

www.hart.gov.uk/elections

Leisure

Hart District Council own two leisure centres, Hart Leisure Centre and Frogmore Leisure Centre. Both centres are managed by Everyone Active, a leisure provider who operate over 110 leisure centres on behalf of other local authorities.

Everyone Active

Everyone Active are one of the most established leisure providers who currently operate 117 leisure centres on behalf of other local authorities.

Their mission statement: *“We’re enthusiastic about being active and staying healthy and we want you to be too. We’ve made it our mission to encourage more people to participate in 30 minutes of moderate physical activity, five times a week, either in-centre or online.”*

Hart Leisure Centre

The new Hart Leisure Centre opened to the public on 1 April 2017. It provides a wide range of state of the art facilities for residents in Hart including:

- Outdoor sports pitches
- Climbing wall
- 130 Station Fitness gym
- Eight lane swimming pool
- Teaching pool
- Multipurpose swimming pool with movable floor
- Sports hall
- Exercise studios
- Coffee shop
- Creche

Frogmore Leisure Centre

Frogmore Leisure Centre was refurbished in September 2016 to bring residents new facilities. The facilities include:

- Fitness gym
- Hot yoga studio,
- Virtual cycling studio
- Sauna and steam suite
- Squash courts
- Outdoor astroturf pitch
- Sports hall
- Creche

Contact Hart Leisure Centre

03330 050 134

hartinfo@everyoneactive.com

www.everyoneactive.com/centre/hart-leisure-centre/

Contact Frogmore Leisure Centre

01252 873454

frogmoreinfo@everyoneactive.com

www.everyoneactive.com/centre/frogmore-leisure-centre/

Revenues & benefits

The Revenues and Benefits department are responsible for:

- **Council Tax** (billing, collection, discounts and exemptions)
- **Business Rates** (billing, collection, reliefs and exemptions)
- **Housing Benefit** and **Council Tax Support**

hart.counciltax@secure.capita.co.uk

Council Tax is a tax charged on households by local authorities in Britain; it is based on the estimated value of a property and the number of people living in it.

The revenues staff are responsible for collecting the Council Tax in Hart. 90% of the monies is collected for Hampshire County Council, The Police and Crime Commissioner for Hampshire, Hampshire Fire and Rescue Authority and a local Parish Council.

The monies kept by Hart go towards rubbish collection, street cleaning and many other local services, as listed in this booklet.

Business Rates are charged on most non-domestic properties like shops, offices, pubs and warehouses.

You would have to pay Business Rates if you use a building or part of a building for non-domestic purposes.

The Revenues staff are responsible for sending Business Rates bills, calculating Business Rate Relief for businesses and setting exemptions where applicable.

Housing Benefit and Council Tax Support is to assist customers to pay their rent if they are on a low income. The benefits team are responsible for the assessment of Housing Benefit and Council Tax Support. Claims are calculated based on a household's income, bedroom need, rental charge and/or Council Tax liability. Claims are updated regularly to adjust the customer's benefits entitlement when their circumstances change.

Apply for it:

If you need to apply for Council Tax Discounts or Housing Benefit apply online at www.hart.gov.uk/apply-it

Pay for it:

If you need to pay a bill such as Council Tax or Business Rates pay online at www.hart.gov.uk/pay-it

Contact the team

01252 622122

hart.counciltax@secure.capita.co.uk

www.hart.gov.uk/council-tax

Environmental promotion

The Environmental Promotion department is made up of the Landscape and Countryside Teams. We cover a wide range of landscape, trees, biodiversity and countryside management work. Our aim is to protect and to improve the landscape we all live in.

We also carry out improvement projects across Hart to help our local environment. This includes biodiversity improvement projects such as wildflower planting and pond restoration.

Our department can provide small grant funding to local communities, schools and organised groups for similar projects. If you're interested in applying for a project grant please contact enquiries@hart.gov.uk

treesafety@hart.gov.uk

countryside@hart.gov.uk

Landscapes Team

The Landscapes Team gives advice on trees and landscapes to planners on planning applications received by the Council. We offer technical advice to make sure trees are protected and high quality landscape schemes are in place.

We are responsible for:

- Safe management of Council owned trees
- Tree Preservation Orders and Conservation Area Notices
- Commenting on landscape/biodiversity impacts of planning applications
- Advice on biodiversity to town/parish councils, schools and organised groups
- Advising developers on issues on Sites of Suitable Alternative Natural Green space (SANGs)

Countryside Team

The Countryside Team promote biodiversity and countryside management in the district. Our Countryside Rangers manage many nature reserves and wildlife areas including Fleet Pond, Odiham Common, Elvetham Heath and the Commons at Hartley Wintney.

Many are award winning Green Flag sites, recognising that they are some of the best green spaces in the country.

We are responsible for:

- The management of countryside sites owned by the council
- Leading volunteer work parties
- Running events, activities and guided walks

Contact the team

01252 623443

countryside@hart.gov.uk

www.hart.gov.uk/countryside-sites

Infrastructure

The infrastructure team represents the Council's interests in transport, traffic and road safety matters including the traffic management for events and street parties. The team also develops flood alleviation schemes, provides drainage/flood risk response to planning applications and ensures the requirements of the Floods and Water Management Act are fully met.

infrastructure@hart.gov.uk

The infrastructure team provides general highway, traffic and drainage infrastructure advice and support to Members and officers in development control, planning policy, landscaping and other units as required on transport, traffic and parking issues, as well as residents.

We promote transport improvements benefiting the district through regular liaison with the Local Highway Authority and Hampshire County Council.

Temporary road closures for Hampshire County Council and utility companies (gas, water, electric and telecommunications) that are needed when parts of streets must be closed for essential work, are processed by the team.

We authorise roads to be closed for public events within the district, such as carnivals, street parties, celebrations and music festivals.

The team also use speed indicator devices to educate drivers on marked speed limits around the district.

We are responsible for the erection, repair, maintenance and replacement of street name plates.

Drainage across the district is also an area in which the team has responsibility, including the preparation of the strategic flood risk assessment that is used in the preparation of the Local Plan.

We provide advice to residents on flooding, and during flood events we coordinate the distribution of sandbags.

Other traffic management works we carry out include, waiting and parking restrictions.

Contact the team

01252 622122

infrastructure@hart.gov.uk

www.hart.gov.uk/weather-advice

Parking

Parking take part in on and off street enforcement of all parking restrictions and traffic regulations.

parking@hart.gov.uk

Parking duties include:

- Patrolling all council owned car parks and on street enforcement areas within the district
- Providing a front line service to the public, assisting with any requests regarding directions, parking enquiries or public services
- School patrols
- General machine maintenance
- Reporting all faulty signs, lines and surface defects
- Reporting fly tipping, flooding and all highways defects
- Inspection of blue badges to reduce fraudulent use
- Dealing with the removal of untaxed and abandoned vehicles on the public highway
- Dealing with Penalty Charge Notice (PCN) challenges, representations, and appeals to the traffic enforcement tribunal service
- Processing and issuing of permits, dispensations and scratch cards
- Dealing with general enquiries via e-mail, telephone and face to face contact at reception
- Processing payments for all parking activities
- Management of car wash and Saturday market contracts
- Car park inspections and general maintenance

Report it:

If you need to challenge a Penalty Charge Notice you can report it using our online form at www.hart.gov.uk/report-it-online

Pay it:

If you need to pay a Penalty Charge Notice you can pay online at www.hart.gov.uk/pay-it

Contact the team

01252 625990

parking@hart.gov.uk

www.hart.gov.uk/highways-parking

Technical services, street cleaning & grounds maintenance

Building maintenance

Building maintenance is managed in the following buildings:

- Civic offices
- Countryside Workshop
- Corporate/tenanted and void properties and HCC term maintenance contract
- Leisure Centres

Property services

To be the point of contact and provide professional advice on Harts land and property assets.

- Property valuations
- Land and property negotiations
- Tenant negotiations
- Land ownership enquiries
- Management of land and property information on Geographic Information System (GIS)
- Sale and purchase of property

Street cleaning and grounds maintenance

Both these services are operated by Basingstoke and Deane Borough Council.

Street cleaning

- Sweeping of streets and footpaths
- Litter picking
- Emptying of litter bins
- Clearance of fly tips
- Removal of dead animals from the highway

Grounds maintenance

- Highway verge maintenance in urban areas
- Maintenance of Hart owned verge and open space areas
- Maintenance of watercourses on Hart owned land
- Delivery of sandbags in the event of flooding

Report it:

If you would like to report an issue to our Environmental and Technical Services team you can do so online at hart.fixmystreet.com

Contact the team

01252 622122
enquiries@hart.gov.uk
www.hart.gov.uk/street-cleaning
www.hart.gov.uk/grounds-maintenance

Waste & recycling

This is a joint team for Basingstoke & Deane and Hart. Hart District Council manage the contract for waste and recycling across both councils.

waste-management@hart.gov.uk

The services we are responsible for are:

- **Household waste**
- **Mixed recycling**
- **Glass**
- **Garden waste**
- **Monitoring of recycling banks**
- **Clinical and sharps collections**

We deal with queries from residents regarding the non collection of bins and process requests for families needing larger or extra bins.

We process requests for assisted collections for the elderly or those unable to put their bins out for collection. We process referrals from healthcare bodies for those residents needing a collection of sharps/needles and medical waste.

We liaise with the contractor and planning departments to ensure smooth collections can take place from new developments.

We organise and target the delivery of

reusable recycling bags for properties and areas which are not making the most of the recycling service or which try to recycle items we can not.

We do a range of communications with residents on promoting good practice with waste & recycling.

We take part in national campaigns including Love Food Hate Waste, distributing leaflets to all properties and erect signage to display in our communal bin stores.

We also tailor recycling facilities for communal bin stores to ensure they can not be filled with inappropriate rubbish.

Report it:

If you need to report a missed bin collection you can use our online form at www.hart.gov.uk/report-it-online

Apply for it:

If you would like to subscribe to our Garden Waste Service you can sign up at www.hart.gov.uk/apply-it

Contact the team

01252 622122

waste-management@hart.gov.uk

www.hart.gov.uk/waste-recycling

Environmental health & dog warden

The **dog warden's** duties include the collection of stray dogs and return or rehoming, dog on dog attack/control of dogs, microchipping, dog fouling and responsible dog ownership. If you find a stray dog please contact the dog warden during office hours on **01252 774421** or out of hours call **01252 622122**

dog.warden@hart.gov.uk

Environmental health's core functions are food safety and hygiene, health and safety, environmental protection and public health.

Food

- Regulatory inspections
- Food complaints
- Advice and food hygiene training
- Infectious disease and outbreak investigation

Health and Safety

- Interventions and inspections
- Accident investigations
- Personal licensing (special treatments including tattooing and acupuncture)
- Swimming pool sampling
- Bulk Local Property Gazetteer (LPG)
- Safety Advisory Group

Public Health

- Community burials
- Filthy and verminous properties/hoarding
- Drains and sewer management of closed churchyards

Environmental Protection

- Acoustic and noise surveys
- Animal welfare licensing
- Pest infestation/control
- Planning consultations
- Contaminated land
- Air quality
- Licensing consultations
- Private water supplies
- Scrap metal licensing
- Statutory nuisance

eh@hart.gov.uk

Report it:

If you need to report a concern to our Environmental Health team you can use our online form at

www.hart.gov.uk/report-it-online

Apply for it:

If you need to apply to register your food business you can do so online at

www.hart.gov.uk/apply-it

Contact the team

01252 774421

eh@hart.gov.uk

www.hart.gov.uk/environment

Health & wellbeing

Hart is one of the healthiest Districts in the UK with above average life expectancies for men and women. At the 2011 Census, 97 percent of residents reported being in good health. However, this is not everyone's experience and there are variations in health and wellbeing within the District.

www.hart.gov.uk/health-wellbeing

Our commitment

We are committed to supporting continual improvements in the health and wellbeing of residents and reducing inequalities in health between different area groups.

- Our Housing team helps local people find decent and affordable housing solutions
- Our Environmental Health and Community Safety teams protect people from harm

How we do this

Lots of factors combine to influence our health including individual characteristics, lifestyle, and the physical, social and economic environment we live in.

Other Council functions such as Planning and Development Control, and Economic Development help to create the enablers of good health and wellbeing.

We work in partnership with groups and organisations including the public sector, voluntary groups and businesses, to influence these factors. The Hart Health and Wellbeing Partnership leads collaborative working across the District.

Alongside our core functions, we work in partnership to address local health and wellbeing priorities including:

Many of the services described in this booklet have a direct impact on peoples' health and wellbeing:

- Promoting healthy weight and physical activity
- Promoting emotional wellbeing and mental health
- Helping people to take control of their own health and wellbeing

- Our Environmental Promotion team ensures residents can access green spaces for recreation and exercise

We do this by supporting national campaigns, developing local campaigns and projects, and influencing services.

For more information on Health and Wellbeing in Hart, including local care and support visit

www.hart.gov.uk/health-wellbeing

Licensing & local land charges

Hart District Council run a shared licensing service with Basingstoke and Deane Borough Council administering and enforcing a range of statutory licensing functions.

licence@hart.gov.uk

- Alcohol and entertainment licensing; licensing premises such as pubs, retail shops, cinemas, theatres and clubs for a range of licensable activities.
- Administering personal licences to authorise the sale of alcohol. Taxi and private hire licensing. Administering and enforcing a range of licences for drivers, vehicles and operators to protect the travelling public.
- Administering consents for mobile traders such as food vans and flower stalls. Trading in the street, charity street collection permits and charity house to house collection permits.
- Administering and enforcing a range of premises licences and permits for gambling premises such as betting shops, gaming machines, bingo premises and adult gaming centres. a range of licensable activities.
- Developing and drafting statutory and non-statutory council policies to support the Council's decision making and lawful administration of all licensing functions for approval by the Licensing Committee and adoption by full Council where necessary.

Apply for it:

If you need to apply for a business licence use our online forms

www.hart.gov.uk/licensing-permits

Contact the team

01252 622122

licence@hart.gov.uk

www.hart.gov.uk/licensing-permits

A local land charges search is a statutory service provided by the Council for people who are purchasing or re-mortgaging a property or land and wish to find out information that may affect it. This can include:

- Drainage
- Highways
- Land registry
- Personal searchers

Contact the team

01252 774133

localandcharges@hart.gov.uk

www.hart.gov.uk/local-land-charges

Planning & development control

The planning department is in charge of the authorising and reviewing of potential planning proposals across the district. This can cover all sorts of developments from a small extension or conservatory to a property or the construction of dozens of new homes.

planningadmin@hart.gov.uk

Within the planning department are a number of planning officers responsible for their own set of applications and cases. They ensure all submitted proposals meet the required specifications and then evaluate whether or not the development can be carried out.

They are also responsible for the monitoring and enforcement of developments to ensure they comply with any issued conditions or to investigate any unlawful cases reported to us. There are a number of specific enforcement officers who are in charge of carrying out this role and cases are reported by a mixture of staff, councillors and concerned members of the public.

The team also help the public submit their applications and offer a pre-application advice service. Applicants can meet with an officer to discuss the nature of their

proposed plans and they can then discuss its viability and highlight what is required of the applicant, as well as any potential issues.

Development management is the handling of planning applications for most types of development. The team is made up of the Planning Manager, Team Leader, Principal Planning Officers, Senior Planning Officers, Planning Officers and Planning Assistants.

The Conservation Officer also sits within this team. The team is supported by members of other departments including trees, landscapes, highways and drainage to provide specialist advice.

The enforcement team also sits alongside development management and deal with incidents where planning permission is required and hasn't been sought or where permission has not been implemented.

Report it:

If you need to report a suspected planning breach you can use our online form at www.hart.gov.uk/report-it-online

Apply for it:

If you would like to make a planning application you can apply online at www.hart.gov.uk/apply-it

Contact the team

01252 774419

planningadmin@hart.gov.uk

www.hart.gov.uk/planning-residents

www.hart.gov.uk/planning-businesses

Overview of Councillors

Chairman of the Council

Cllr Wendy
Makepeace-Browne



Leader of the Council

Cllr David Neighbour



Vice Chairman of the Council

Cllr Sharyn Wheale



Deputy Leader of the Council

Cllr James Radley



Political group leaders

Conservative -
Cllr Stephen Parker

Liberal Democrat -
Cllr David Neighbour

Community Campaign Hart -
Cllr James Radley

We currently have 33 District Councillors in 11 areas of Hart, known as Wards

Political groups seats

Conservative 15
Liberal Democrat 8
Community Campaign Hart 10

Total **33 seats**

Cabinet Members

Leader and Finance & Corporate Services

Cllr David Neighbour

Deputy Leader and Contracts & Community Safety

Cllr James Radley

Partnerships

Cllr Simon Ambler

Housing

Cllr Stuart Bailey

Planning Services

Cllr Graham Cockarill

Regulatory Services

Cllr Sara Kinnell

Technical Services

Cllr Alan Oliver

Council meetings

Hart District Council has agreed a constitution that sets out how the Council operate and how decisions are made.

The constitution can be found on our website - www.hart.gov.uk/about-council

How the Council operates

The Council is composed of 33 councillors, who are elected. Councillors are democratically accountable to residents of their ward. The overriding duty of councillors is to the whole community, but they have a special duty to their constituents, including those who did not vote for them. Councillors have to agree to follow a code of conduct that will ensure high standards in the way they undertake their duties.

All councillors meet together as the Council. Meetings of the Council are normally open to the public. Here councillors decide the Council's overall policies and set the budget each year. The Council provides a focus for debate about the performance of the Cabinet.

How decisions are made

The Cabinet is the part of the Council that is responsible for most day-to-day decisions.

The Cabinet (including the Leader) comprises the Leader and between two and nine other councillors who are appointed by the Leader. When major decisions are to be discussed or made, these are published in the Cabinet's forward plan in so far as they can be anticipated.

The Cabinet has to make decisions that are in line with the Council's overall policies and budget. If it wishes to make a decision that is outside the budget or policy framework, this must be referred to the Council as a whole to decide.

Council Committees

The Council have a range of committees which report to Cabinet. Below lists the committees and their Chairman.

- **Audit** - Cllr Chris Axam
- **Licensing** - Cllr Gill Butler
- **Overview and Scrutiny** - Cllr Ken Crookes
- **Planning** - Cllr Graham Cockarill
- **Staffing** - Cllr John Kennett
- **Standards** - Peter Kern (independent person)

Hart District Councillors

For more information about your councillors, please visit www.hart.gov.uk/councillors

Crookham East



Chris Axam
Community Campaign
Hart (CCH)

Crookham East



Gill Butler
Community Campaign
Hart (CCH)

Blackwater & Hawley



Brian Blewett
Liberal Democrat

Blackwater & Hawley



Alex Drage
Liberal Democrat

Blackwater & Hawley



Bob Harward
Liberal Democrat

Crookham East



James Radley
Community Campaign
Hart (CCH)

Fleet Central



Alexander Gray
Conservative

Crookham West & Ewshot



Simon Ambler
Community Campaign
Hart (CCH)

Crookham West & Ewshot



Tony Clarke
Community Campaign
Hart (CCH)

Crookham West & Ewshot



Peter Collings
Community Campaign
Hart (CCH)

Fleet Central



Wendy Makepeace-Browne
Community Campaign
Hart (CCH)

Fleet Central



Alan Oliver
Community Campaign
Hart (CCH)

Fleet East



Stephen Parker
Conservative

Fleet East



Sharyn Wheale
Conservative

Fleet East



Jonathan Wright
Conservative

Fleet West



Steve Forster
Conservative

Fleet West



Sara Kinnell
Community Campaign
Hart (CCH)

<p>Fleet West</p>  <p>Ange Delaney Community Campaign Hart (CCH)</p>	<p>Hook</p>  <p>Brian Burchfield Conservative</p>	<p>Hook</p>  <p>Jane Worlock Conservative</p>	<p>Hook</p>  <p>Mike Morris Conservative</p>
<p>Hartley Wintney</p>  <p>Anne Crampton Conservative</p>	<p>Odiham</p>  <p>Ken Crookes Conservative</p>	<p>Odiham</p>  <p>Stephen Gorys Conservative</p>	<p>Odiham</p>  <p>John Kennett Conservative</p>
<p>Hartley Wintney</p>  <p>Andrew Renshaw Conservative</p>	<p>Yateley East</p>  <p>Stuart Bailey Liberal Democrat</p>	<p>Yateley East</p>  <p>Graham Cockarill Liberal Democrat</p>	<p>Yateley East</p>  <p>David Neighbour Liberal Democrat</p>
<p>Hartley Wintney</p>  <p>Tim Southern Conservative</p>	<p>Yateley West</p>  <p>Richard Quarterman Liberal Democrat</p>	<p>Yateley West</p>  <p>Gerry Crisp Liberal Democrat</p>	<p>Yateley West</p>  <p>Shawn Dickens Conservative</p>

Difference between district

Many people assume that all of their Council Tax goes directly to Hart District Council; however, some goes to the Town or Parish Council. Below we have listed what each Council is responsible for.

Hart District Council

- Rubbish collections and dealing with fly tipping
- Recycling including garden waste and glass collections
- The Local Plan and most planning applications
- Delivering affordable housing on new developments, managing the housing register, helping the homeless and supporting private sector housing
- Housing Benefit
- Food, health and safety inspections
- Licensing including taxis and entertainment
- Car parking services
- Leisure and Countryside services
- Street cleaning and most bus shelters
- Pest control and dog warden
- Building Control

Town and Parish Councils

- Pavilions
- Planning Applications Consultations
- Residents' Annual Meeting
- Skate Parks
- Tennis Courts
- Tourism
- War Memorial
- Football Pitches
- Notice Boards
- Parish/Town Council building
- Community Centres
- Cemeteries and Burials
- Christmas Lights
- Floral Displays
- Grants
- Parks & Play Equipment
- Parish/Town Council Members

For a full list of Town and Parish Councils including Members, please visit www.hart.gov.uk/hart-parish-councils

, county and parish councils

er the majority of Council Tax goes to Hampshire County Council, and a small proportion goes

Hampshire County Council

- Roads, footpaths, pothole repairs and gritting
- Social services (child and adult)
- Schools and education
- Libraries and museums
- Adoption and foster care
- Trading standards
- Registration of births, deaths and marriages
- Bus passes for older or disabled people
- Civic amenity sites
- Meals on wheels
- Apply for a 'blue badge' for parking

How to contact Hampshire County Council

info@hants.gov.uk

www.hants.gov.uk

0300 555 1375 or

0300 555 1390 - 'Minicom' Textphone for hearing and speech impaired customers within Hampshire.

Hampshire is divided into electoral divisions. There are 5 County Councillors covering Hart.

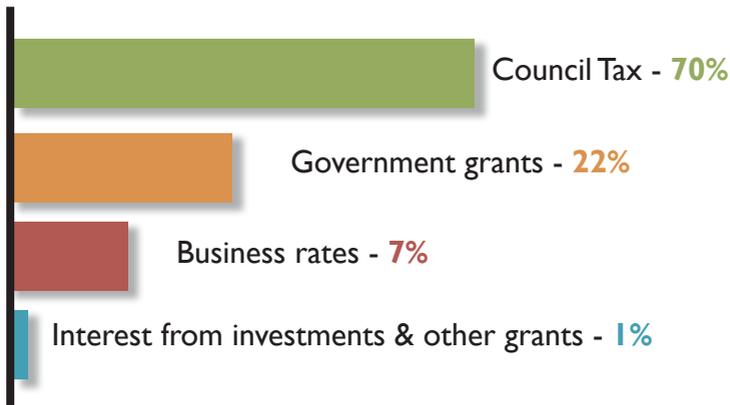
- **Church Crookham and Ewshot Division** - John Bennison (Community Campaign Hart)
- **Fleet Division** - Steve Forster (Conservative)
- **Hartley Wintney, Eversley and Yateley West Division** - David Simpson (Liberal Democrat)
- **Odiham Division** - Jonathan Glen (Conservative)
- **Yateley East, Blackwater and Ancells Division** - Adrian Collett (Liberal Democrat)

For more information, please visit www.hart.gov.uk/county-councillors

Funding the Council

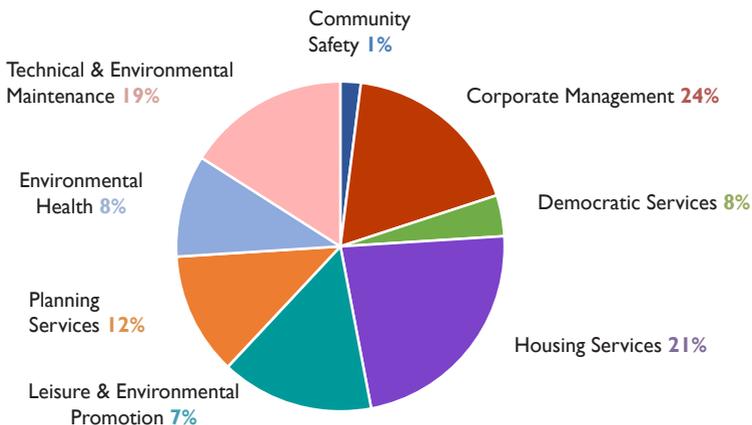
Along with Council Tax, Hart District Council also receives funding from a range of other taxes such as business rates, governments grants and investments. Below illustrates where the funding* comes from.

With this funding, the Council has put together a balanced budget without cutting services, relying on reserves or reducing payments to funded organisations such as the Citizens Advice Bureau (CAB).



**This is based on assumed income for 2018/19*

Council spend per department



Connecting with the Council



www.hart.gov.uk



[/HartDistrictCouncil](https://www.facebook.com/HartDistrictCouncil)



[@HartCouncil](https://twitter.com/HartCouncil)



[/Hart-District-Council](https://www.linkedin.com/company/hart-district-council)



[/hartcouncil](https://www.instagram.com/hartcouncil)



[Hart District Council](https://www.youtube.com/HartDistrictCouncil)

Facebook

www.facebook.com/HartDistrictCouncil - Maintained by our Communications team

www.facebook.com/HartCountrysideServices - Maintained by our Countryside Rangers

www.facebook.com/HartEnvironmentalHealth - Maintained by our Dog Warden

Twitter

[@HartCouncil](https://twitter.com/HartCouncil) - Maintained by our Communications team

[@HartCountryside](https://twitter.com/HartCountryside) - Maintained by our Countryside Rangers

[@HartForBusiness](https://twitter.com/HartForBusiness) - Maintained by our Economic Development team

Instagram

[@HartCouncil](https://www.instagram.com/hartcouncil) - Maintained by our Communications team

LinkedIn

[/hart-district-council](https://www.linkedin.com/company/hart-district-council) - Maintained by our Economic Development team

YouTube

Go to www.youtube.com and search for **Hart District Council** - Content is co-ordinated by our Communications team and Countryside Rangers.

Externally managed

Everyone Active manage and maintain the leisure centre social media channels

[@eaHartLeisure](https://twitter.com/eaHartLeisure)

[@eaFrogmore](https://twitter.com/eaFrogmore)

www.facebook.com/eaHartLeisure

www.facebook.com/eaFrogmore

Contact details

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