

## Service Board: Community Services 2023/24 – Q3

### 1. Summary comments from Service Managers:

**Housing Solutions – Q3:** Challenging quarter due to staff absence and very busy with acute interventions for 208 separate households. Our focus on early intervention and prevention of homelessness continues; we are continuing to see a demand in applications for social housing and an increase in use of Bed and Breakfast emergency accommodation. There is an increase in work needed to support the Homes for Ukraine project alongside work to support resettlement of other migrant pathways. We have also had our annual Rough Sleeper estimate during November and this has seen an increase this year, with official figures to be published when verified by Central Government.

**Community Partnerships & Projects – Q3:** This quarter the team have continued to be heavily involved in the data interpretation and scoring stages of UKSPF project. The team were involved in evaluating, scoring and compiling recommendations for Cabinet approval in Feb 2024. A project Manager was appointed in Dec 23 and will take over responsibility for the implementation and evaluation stages of the project. Those projects that are not approved for funding will be picked up by the CPP team and helped to apply for other funds or encouraged to pursue partnership working with the Here for Hart organisations. The focus of the Homes for Ukraine team is beginning to turn from funding guests and supporting them into private rented accommodation to supporting them within their new homes and employment/upskilling. There are still 36 guests/guest families in sponsorship arrangements, and these are currently set to continue long term. The team are helping to support both sponsors and guests to maintain a successful sponsorship arrangement whilst helping those in private rent to navigate DWP, Universal Credit, bill paying, setting up utilities, school registration etc. Two Ukraine events (Fleet Christmas Festival and storytelling at Fleet Library) were delivered with excellent attendance and feedback.

We are continuing to work towards the Silver Armed Forces Covenant Employers Award with a staff training session held in Dec (91 attendees) and a new Mobilisation Policy written to reflect our commitment to reservists and employment of ex-service personnel. All local armed forces events are attended, and our networks continue to grow.

**Private Sector Housing – Q3:** Another busy quarter for grants with 22 DFG's completed, currently 65 completed year to date with a spend of £700,000. We completed the remaining 5 mobile home site inspections so all 6 have now been completed for the year. We have also renewed a further 9 HMO licences (12 in total for the year) and have applications ongoing for a further 4. The team have also successfully secured £50,000 of grant funding from Hampshire County Council to bring empty properties back into use, primarily for Ukrainians. This will be used to fund a part-time, fixed term position for a role dedicated to this function with the role due to be advertised in January.

**Housing Strategy & Development – Q3:** This quarter has included more positive progress on the LAHF scheme (homes for refugees). To date, working with VIVID we have secured 5 homes for Ukraine guests and 1 larger home for an Afghan family. The work on Rural Exception Sites with 4 Parish Councils and planning colleagues continues and the sites are making good progress. Of the ongoing sites,

one has an application with planning, another has received pre-app advice, one is at the site selection stage and a new fourth one is in the early stages and the RP is aiming to submit a pre-app in coming months. We have been particularly busy working with allocations colleagues, RPs and developers over the requirements for wheelchair accessible homes on new sites and trying to ensure that the units are suitable for the families identified before the sites are too far advanced. Our regular meetings with our housing associations operating in the district continue, helping to keep good working links between us and provides us with useful insights into the housing market, developments and appetite for affordable housing locally and in Hampshire. We have been assisting the Climate Change Team with contacting our RP partners and Almshouses and ensuring that the Council links in with the RP's climate agendas. We are working up the capital housing projects including the Heathlands Court proposal. Finally, we are currently analysing the results from the updated and refreshed new residents' surveys.

**Safer Communities – Q3:** All eleven of the identified CCTV cameras for replacement since the switch of contract to Safer Runnymede have now been replaced (5 in Jul of Q2, 5 in Oct and 1 in Dec) and we are seeing fewer faults being reported which are mostly being resolved remotely. The CCTV Review has been completed which has created an Action Plan of follow up work to ensure that our network is as effective as possible, including upgrade of the 9 remaining analogue lines to Internet Protocol (IP) lines – we do not have a timeline for this and are reliant upon BT to provide this, but this is being followed up as a priority. 97 incidents were reported for this period with 46 footage requests for follow up enquiries - all from Police.

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Our Community Safety Officer was signed off long term during Q3 and is likely to return to the team on a phased return in Q4. 152 reports have been received over Q3 (91 generated to us automatically by Police and 61 direct contacts) which reflects a usual dip in reports in the winter months, particularly over the festive period. It has been a particularly busy time for early intervention work with 98 interventions of which 16 have been formal Warning Letters or Acceptable Behaviour Agreements (ABA), which have helped us tackle some bubbling issues identified with young people associated with antisocial behaviour (ASB) in Fleet town centre in partnership with Police, Fleet BID and the Hart Shopping Centre. It has also been a busy time in terms of delivery of our educational programmes with Stay Safe at both Yateley and Calthorpe Park Schools reaching over 500 year 8 students and our first ever Think Drive Stay Alive event at Farnborough College of Technology connecting with over 1,500 students aged mostly 17-20. We also held a DISC Promotion event for retailers trying to encourage uptake of retailers to use the system as it reports to Police and alerts other retailers instantly of potential shoplifters and ASB issues.

The Parking team continue to see increases in PCN income from our car parks with a high rate of payment and are starting to plan in car park maintenance following a conditions survey completed. The positive outcome of the trial period for the new touchscreen ticket machine was reported in Q3 and plans will be followed up for replacement of the remaining machines in due course.

**Environmental Promotion – Q3:** It's the busiest time of the year for the ranger team as we are in full flow in the conservation season. Good progress is being made on the Tree Strategy and we are looking at getting the first draft out to key Stakeholders in the new year. The successful tender for the bike track will deliver an exciting dimension to the Active Area in Edenbrook. This is formed of 2 key areas. One will provide an addition to the existing bike track but will be designed to provide progression to develop skills as well as more

challenging areas for those with more experience. The second area will be a modular wheeled (BMX, Skateboards, etc) area that can be added, moved or reconfigured as required. Providing a firm foundation for improvement in the future.



We also were in the final 4 for the CPRE awards for Edenbrook Active Area and although we missed out on winning, we were specially commended. A good reflection on how well Edenbrook provides for the community and all the hard work the team puts into delivering these facilities.

## 2. Projects and actions

The table below sets out the service priorities for 2023/24, over and above day to day service delivery with progress in Q3 detailed in the final column.

	Project / action	Expected Outcomes	Target Completion Date	Q3 Progress
1	Development of revised Supporting Communities Plan for 2023-2025	Plan developed with Here for Hart colleagues and published	March 24	Data collected from the UKSPF project will be used after completion of the data mining phase (Jan 2024).
2	Delivery of the Supporting Communities Plan via the Here for Hart programme	Delivery against action plan set out in Supporting Communities Plan 2023-2025	On-going	Team continues to work to previously identified priorities as well as ad-hoc projects as they arise
3	Monitoring and reporting on the funded Service Level Agreements (SLA's) with key agencies	Delivery against set outcomes and value for money achieved via SLA's: <ul style="list-style-type: none"> <li>• Citizens Advice,</li> <li>• Hart Voluntary Action,</li> <li>• Fleet Phoenix,</li> <li>• Inclusion Hampshire</li> </ul>	March 2024	6 month SLA reviews have been completed.  Partners booked in to deliver presentations at O&S

	Project / action	Expected Outcomes	Target Completion Date	Q3 Progress
4	Project Managing the Communities and Place UKSPF project	<p>Delivery of the data mining output</p> <p>Delivery of the implementation phase</p>	<p>Jan 2024</p> <p>March 2025</p>	<p>Data mining report completed by deadline</p> <p>New Project Manager within Corporate will now carry out this function</p>
5	Delivering the Refugee Workstream	<p>Delivering the LAHF homes</p> <p>Prevention of homelessness due to breakdown in hosting arrangements</p>	<p>November 2023</p> <p>March 2024</p>	<p>5 newbuild properties have been secured by VIVID. Some delays due to issues on the site but properties due by end Jan. 1 is already occupied. 1 larger home for Afghan families is currently under offer and due to complete this month. The Government has identified a family for this property.</p> <p>Work continues to secure the remaining 3 homes to complete the LAHF programme.</p>
6	Delivery of the Armed Forces Covenant Duty	<p>Delivery of activities in line with Armed Forces Covenant Duty</p> <p>Deliver Health &amp; Wellbeing events at Bases and in community locations.</p> <p>Support veterans and armed forces families with employment signposting</p> <p>Gain Silver 'Employer Recognition Award'</p>	<p>March 2024</p>	<p>Armed Forces Officer and Armed Forces Champion continue to engage with the Armed Forces. Events attended include 3 Meet and Greets, 1 Health Fairs and 2 Armed Forces official parades to celebrate Armed Forces Day.</p> <p>Covenant training for staff was completed in Dec and a new Mobilisation policy is set for approval at the Operational Management Team meeting in Jan. Compiling evidence for the Silver Award will commence Jan 2024</p>

	Project / action	Expected Outcomes	Target Completion Date	Q3 Progress
7	Contribute to the delivery of the North Hampshire Community Safety Partnership (CSP) Partnership Plan	<p>Delivery of initiatives in support of key objectives of the CSP Plan</p> <p>Promotion of crime prevention and safety initiatives through project work</p> <p>Joint work with the Police on ABC's and CPN's</p>	March 2024	<p>Stay Safe: Yateley School 31<sup>st</sup> Oct-2<sup>nd</sup> Nov 2023 &amp; Calthorpe Park School 30<sup>th</sup> Nov-2<sup>nd</sup> Dec 2023</p> <p>Think Drive Stay Alive: inaugural event held at FCoT 6<sup>th</sup> Dec 2023</p> <p>Think Safe: transport and schools timetabled and confirmed for delivery 11-14<sup>th</sup> March 2024 – venue reserved and to be confirmed in Q4.</p> <p>DISC Promotion Event for retailers held at Civic Offices 11<sup>th</sup> Oct 2023.</p> <p>NE Hants DA Forum provided presentation from the HCC Prevent Team covering links to DA and radicalisation to over 25 forum members.</p> <p>Monthly newsletter continues to cover current issues and promote reporting of crime, ASB and wider safeguarding issues.</p> <p>16 Formal ASB Warning letters/Acceptable Behaviour Agreements have been issued jointly with Police in response to persistent ASB reports.</p>

	Project / action	Expected Outcomes	Target Completion Date	Q3 Progress
8	Review Allocations Policy	<p>Full review of allocations Policy to ensure compliance with all new legislation</p> <p>Take revised Policy (if change is needed) to Cabinet for approval</p>	March 2024	Carry forward into 24/25 service plan due to staff shortages
9	Review Homelessness Out of Hours Provision	<p>Homelessness Out of Office Hours or due Office Closure is reportable and actioned.</p> <p>Fair remuneration for staff involved in delivering the out of hours service.</p> <p>Good value for money service in place</p>	September 2023	COMPLETE

	Project / action	Expected Outcomes	Target Completion Date	Q3 Progress
10	Ensure we have an active private rented sector, engaging with landlords and hosting landlord events. Delivery of landlord support and tenancy sustainment services	Annual landlord event and bi-annual landlord newsletter	March 2024 and onwards	We remain actively engaged with our landlords we have successfully conducted our annual cold calling canvassing of estate agents to raise awareness and have also had some success targeting empty homes landlords to bring back properties into use.
11	Produce an Annual Community Services Update	Publication of an annual update and associated promotion / communication on key outputs	July 2023	Completed and published June 2023.
12	Establish processes and documentation for First Homes	Setting up a system to process and monitor first homes in the district	March 2024	Initial work commenced but paused due to more urgent priorities for the time being. No sites with First Homes yet and the team will continue to closely monitor the Governments agenda for this housing product.



	Project / action	Expected Outcomes	Target Completion Date	Q3 Progress
13	Review the requirements for and establish a new vehicle for recording shared ownership	Review options for the recording of shared ownership need and demand following the closure of the Government agency. Set up a system to record and advertise shared ownership properties for sale within the district.	December 2023	Initial work commenced and an IT system has been reviewed. At present, we believe that there may be enough information provided by each housing association to provide the Council with sufficient housing needs data on shared ownership need and sales without the need for a bespoke IT module. Will be kept under review as this settles down and new ideas and ways of working emerge in the sector. The Hampshire Enablers Network is working on a joint approach to ensure that all Hampshire LA's are requesting the same information in the same format from our RP's and they will share the data with each other.
14	Delivery of Disabled Facility Grant service	Enabling residents to remain in independent living accommodation (80 DFGs per year)  Provision of discretionary Prevention Grants, focused on providing quick solutions to those in urgent need.  Promotion of prevention grants	March 2024	Currently 65 DFGs and 11 Prevention Grants completed YTD
15	Review private sector renewal policy in relation to DFG recharges and homeowner loan provision	Benchmark against best practice  Explore opportunities for increasing return	March 2024	On-going. The decision has been made to end homeowner loan provision from April 2024 due to low uptake and savings made.

	Project / action	Expected Outcomes	Target Completion Date	Q3 Progress
16	Support the delivery of the climate change action plan	Participate in the officer working group	March 2024	On-going
17	Identify biodiversity and climate change offsetting opportunities	Submit a costed plan to Cabinet for the delivery of offsetting “pilot” projects on the ground	March 2024	All site visits undertaken, and “pilot” projects has been costed
		Submit to Cabinet for approval of the “model” for project and financial delivery	May 2024	This is being developed currently
		Deliver “Phase 2” of the offsetting model	March 2024	Same as above
		Complete the Delivery of “pilot” projects (delivery of the physical works on site)	Sep 2024 to March 2026	Long-term project associated with the previous stages
18	Tree Strategy	Produce a Tree Strategy that will benefit sustainability, global warming, carbon and biodiversity	March 2024	First draft received and subsequent drafts being prepared and finalised for Stakeholder consultation.
		Complete a Tree Planting project as an example of good practice and to support biodiversity and carbon offsetting strategy	March 2024 to 2025	To start Mar 24
19	Reduce Operational Carbon Emissions	Install electric vehicle (EV) charging points at Civic Offices	March 2023	Completed March 23

	Project / action	Expected Outcomes	Target Completion Date	Q3 Progress
20	Develop a Green Grid Framework	Production of Local Walking and Cycling Strategy	September 2023	This is now being completed by Place Services.
		Identify opportunities for Green Networks in Hart with key partners  Identification of "Phase 2" Green Grid projects.	July 2023	Green Grid Framework has been approved. Action Plan currently being drafted to launch specific projects for implementation through 24/25.
21	Delivery of Hart Green Grid East	Installation of signage through to Hartland Park.	March 2024	Location plan completed. Manufactures ready to produce and install once landowners' agreement is received.
		Working with HCC and St Edwards on provision of temporary crossing of Bramshot Lane	December 2023	St Edwards have invoiced for the works, completed at the end of December.
		HCC to develop: A3013 Cove Road crossing; Southwood Lane, cattle grid bypass improvements; pavement and drainage improvements.	September 2024	Work order issued. Preliminary works expected to start next year. Construction work will begin in June 24.
22	Delivery of (Phase 2) Ecological Mitigation works at Fleet Pond	Approve updated project plan with proposed financial strategy	May 2023	Completed.

	Project / action	Expected Outcomes	Target Completion Date	Q3 Progress
		Tender Phase 2 to develop a costed strategy for approval	June 2023 March 2024	Tender process closed, no suitable applications. Awaiting baseline survey to inform updated tender. This will be revised in next years' Service Plan to reflect a revised approach.
		Costed Strategy Completed Draft Presented to O&S Cabinet approval	Oct 2024 Nov 2024 Dec 2024	Will be delivered after costed strategy.
23	Delivery of agreed works at Edenbrook Country Park	Review and agree programme for delivery of works	March 2024	Bike Track and Skills area. Works to start Jan. Awarded contract for sun sail installation.
24	SANGs Adoption	Progress adoptions at the following sites: <ul style="list-style-type: none"> <li>• Moulsham Lane</li> <li>• Poulters Meadow</li> <li>• Hawley Park Farm</li> <li>• Edenbrook extension (Grove Farm)</li> </ul>	March 2024 and ongoing	<ul style="list-style-type: none"> <li>• Poulters Meadow; Final planning conditions being agreed Site should be fully open soon, and 1 year Maintenance starting.</li> <li>• Moulsham Lane; In 1 year maintenance. 6 Months left, some tree replacement being done.</li> <li>• Hawley Park Farm; Moving forward with Legal</li> <li>• Grove Farm; Starting adoption process, maintenance finished in Dec '23</li> </ul>
25	Review of concession opportunities	Agree new strategy for delivery at Project Board	July 2023	Completed There will now be a low-key approach to this. Tenders will be submitted for small concessionary facilities.

	Project / action	Expected Outcomes	Target Completion Date	Q3 Progress
		Concessions to be operational	March 2024	Licence agreements have been completed ready for applications Jan 24.
26	Closed Cemeteries	Minimum standard of maintenance that is Biodiversity and Carbon Friendly	July 2023	Completed. We have agreed a proposed standard. <ul style="list-style-type: none"> <li>• Long grass cut twice a year.</li> <li>• Hedges cut once year.</li> <li>• Paths strimmed once a month.</li> <li>• Headstones checked on rotation every 5 years.</li> </ul> 2 of 4 have volunteer activity now to keep them maintained.
		Legal process to hand areas over to Parishes considered with options	July 2023	Legal has considered this and we are not able to hand over the responsibility. Considered closed.
27	Countryside Vision	Aspirations and priorities for the future of the countryside service to deliver the best service possible to our customers and to enhance and protect biodiversity	Nov 2023	Completed December 23
28	Grounds & Street Care Audit	Mapping Grounds Maintenance areas to develop a schedule of rates with biodiversity and carbon footprint considered	March 2024 August 25	S151 has identified a resource in next year's budget to undertake the mapping work required

	Project / action	Expected Outcomes	Target Completion Date	Q3 Progress
		Investigate options in the delivery of contracted services for consideration	August 2024	Initial internal conversations have started – S151 Officer now reviewing along with other contracts.
		Investigate options of carbon friendly fuels and electrification of vehicles and equipment.	March 2024	Feasibility study underway by Basingstoke & Dean, for HOV fuel in their vehicles.
		Investigate a digital recording system for trees and site H&S	June 2023	Completed. Have located an app that is available for our phones and tablets. Waiting on IT to install.
<b>29</b>	Countryside Policy review	Review all Policies relating to open spaces and ecology and identify any gaps. Proposals for filling gaps in policy will be prioritised and brought to Project Board for approval	March 2023 to 2025	On going. Initial information gathering started. Approach on how to manage being agreed.
<b>30</b>	Car Park Maintenance	Develop and implement car park planned maintenance programme	September 2023 November 2023	Report provided by Havant Borough Council has been considered as part of budget process and works have commenced on priority issues identified.

	Project / action	Expected Outcomes	Target Completion Date	Q3 Progress
31	Litter Enforcement	<p>Investigate viability of bringing Litter Enforcement service inhouse and produce options paper for consideration</p> <p>Consider options for enhancing fly-tipping prevention and enforcement</p>	March 2024	<p>Bringing in house element – still to be considered. Summary of what current delivery options will be produced in the new year</p> <p>Options for enhancing fly-tipping prevention is with Place Services and is subject (in part) to task and finish group review</p>
32	Review of CCTV	<p>Following the transfer of the service to Runnymede, a review of camera provision across the district, including placement, quality and support of parish council CCTV</p>	<p>November 2023</p> <p>December 2023</p>	<p>CCTV Review was presented to O&amp;S in Dec 2023 and will be presented to Cabinet 4<sup>th</sup> Jan 2024 to share follow on action identified, agree funding for further asset upgrade, possible acquisition of a deployable asset and ongoing maintenance costs outside of the contract. It will also look to secure an extension of the contract with Safer Runnymede.</p>

### 3. Performance indicators and targets

KPI	Description	Annual Target	Q1 Figures	Q2 Figures	Q3 Figures
1	Number of Households given advice to across the quarter	<i>INFO ONLY</i>	197	213	208
2	Number of households prevented or relived from becoming homeless	<i>50% of all formal presentations</i>	9	4	4
3	Number of families in B&B for more than 6 weeks	<i>zero</i>	0	1	0
4	Number housed in to the PRS (cumulative)	30	13	26	43
5	Number of gross affordable homes delivered (cumulative)	100	24	108	184
6	% Disabled Facilities Grant spent against budget (cumulative)	100%	35%	58%	84%
7	No. of DFGs and Prevention Grants completed	80	31	23	22
8	Community Trigger reviews to be carried out	1	1	0	
9	Community Events attended to promote service accessibility, across Community	6	4	3	4
10	Number of "Green Flags Awards" held	4	5	5	5



11	% Countryside major sites with current Management Plan	90%	60% as at Q1	60% as at Q2	80% as at Q3
12	Number of Service requests for Grounds and Street Cleansing Services	1800	365	386	280 December figures still to be received
13	Provide system resilience levels of above 98% per calendar year for the CCTV control room system. The measurements will be hourly downtime as a % over 365 days	0	<i>The CCTV control room has had zero system downtime – replacement cameras needed are due to be installed in next Quarter.</i>	<i>5 cameras were replaced in July and 5 more are currently on order for installation in October 23.</i>	<i>5 further cameras were replaced in October 2023 and the last outstanding camera was replaced in December 2023. Upgrade of 9 remaining analogue lines is now being progressed.</i>
14	To provide monthly reports, to include the following: <ul style="list-style-type: none"> <li>breakdown of incidents per camera</li> <li>camera faults identified</li> </ul>		115 17	119 7	97 5

15	Report requests for footage, by whom and in what locations	<i>1 Licensing – Fleet Road, Fleet</i>	<i>25 across a range of locations – mostly (24) from Police</i>	<i>46 across a range of locations – all from Police</i>
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#### 4. Quarter Three: Key Challenges and Achievements

##### Challenges

- Community Partnerships team stretched with the commitment needed to deliver the UKSPF project.
- Strategy and Development Team busy working with RP to secure suitable properties for the LAHF programme, completing Government and County Council data requirements for these homes and the families and having all of the systems in place to administer and allocate these homes.
- Housing Solutions Team down by two members of staff this quarter and recruiting
- Significant increase in lack of PRS, having to rely on B&B
- Community Safety team faces continued resource pressure due to long term sickness

##### Key achievements

- Supporting the delivery of the Fleet Christmas Festival and storytelling event for Ukrainians working closely with the Hart Ukrainian community.
- Secure rented affordable housing for several Ukrainian families, and a property under offer for an Afghan family
- Launch of an app for choice based lettings
- Reallocating workload within the CPP team to ensure the UKSPF project moves forward within tight timelines
- New Senior Ranger started.
- Fleet Pond Environmental Enhancements revised. New Strategy details to be updated for revised tender in the new FY
- Tree Strategy 1<sup>st</sup> Draft completed, ready for circulation.
- Successful tender for Bike Track.
- Awarded as a “Highly Commended” facility by CPRE. For Edenbrook Active Area.
- Close partnership working with the Hart Shopping Centre and the Neighbourhood Policing Team (NPT) has resulted in 6 formal ASB Warning Letters and the significant reduction in ASB from those individuals.
- Completion of Safeguarding Audit and ongoing implementation of recommendations to provide better support to staff around Safeguarding.
- Monthly eNewsletter continues to receive positive feedback and has resulted in a further opportunity to address young people about Knife Crime Awareness in the next quarter.
- Successful sign up of a new towing agent able to support removal of vehicles from Gurkha Square on Sat mornings (0000-0600) which are in contravention of the parking restrictions in place and cause major inconvenience to the Saturday market.
- All lights in council car parks have been upgraded to LED lights.
- Secured £50,000 of grant funding from Hampshire County Council to bring empty properties back into use.

##### Looking forward to Quarter Four 2023/24: Key Deliverables

- Apply to the Armed Forces Covenant Employers Recognition Silver Award scheme
- Identify partners and revive the Hart into Employment project

- Deliver the Winter Pressure Grants project
- Use data from the UKSPF data mining project to scope and deliver the Supporting Communities Plan
- Continuing to progress the LAHF project and securing a further 3 homes.
- Continue working with 4 Parish Councils and RP's in bringing forward Rural Exception Sites with affordable housing
- Continuing work on reviewing the housing allocations policy.
- Construction of Bike Track extension and Skills Area at Edenbrook Country Park completed.
- Installation of equipment for Teen Health Area at Edenbrook Country Park.
- Concession licences will be awarded for Bramshot, Edenbrook, and Whitewater Meadows.
- Promotional event with retailers across Fleet for the Fleet BID run Fleetwatch/DISC system for reporting crime and ASB to look to tackle shoplifting and ASB in the shopping/town centre.
- Stay Safe initiative covering Child Criminal Exploitation (CCE), Domestic Abuse and Coercive Controlling Behaviour (CCB), Knife Crime Awareness and the impacts of ASB is due to be delivered at both Yateley School and Calthorpe Park School.
- Complete planning for Think Safe event to take place in March 2024.

## 5. Risk Assessment – Key risks are identified below

A detailed service risk assessment has been completed and is reviewed on a quarterly basis. This helps inform the Hart District Council Corporate Risk Register which is reported to Overview & Scrutiny Committee on a quarterly basis.

Top 3 risks from Corporate Risk Register.

Description	Residual rating	Impact	Source of Risk	Controls in place
Influx of refugees and evacuees that the council has a duty or responsibility to support and accommodate	9	Impact on staff resources and pressure to provide accommodation - financial impact. Also impact on local communities.	Government policy / war	We would need gov funding to control this risk.
Loss of MHCLG Homelessness Grant. HPG is secure till 2025 but unknown after that	9	Loss of income to deliver homelessness prevention services and fund emergency accommodation.  Negative financial impact on budgets	Changes in government policy	Key staff are on establishment.  Some EMR to provide a buffer.
Withdrawal or reduction in funding for DFGs	6	Reduced ability to assist residents in need	Changes in gov funding regime or HCC distribution formula	Ensuring we spend allocations year on year  Underspend from previous years has been moved to ear marked reserves to be used if we have future reductions

## **Glossary of Terms**

<b><u>Term</u></b>	<b><u>Meaning</u></b>
ASB	Anti-Social Behaviour
CCE	Child Criminal Exploitation
CSE	Child Sexual Exploitation
CCTV	Closed Circuit Television
CPN	Community Protection Notices
CPP	Community Partnerships and Projects
CSP	Community Safety Partnership
DA	Domestic Abuse
DFG	Disabled Facilities Grant
DHP	Discretionary Housing Payments
DPT	District Patrolling Team (Police 999 Response)
EHDC	East Hampshire District Council
EMR	Earmarked Reserves
EV	Electric Vehicles
FCOT	Farnborough College of Technology
HCC	Hampshire County Council
HUG	Home Upgrade Grant
ICB	Integrated Care Board (NHS)
JD	Job Description
JE	Job Evaluation
KPIs	Key Performance Indicators
LAHF	Local Authority Housing Fund
MHCLG	Ministry of Housing Communities and Local Government
NPT	Neighbourhood Policing Team
PRS	Private Rental Sector

SLAs	Service Level Agreements
UKSPF	UK Shared Prosperity Fund