

Update on Service Plan

Social Inclusion and Partnerships - Housing It System procurement has been completed; the team have been working with Home Connections on the Business Review Document in preparation for system build in Q2. The Equality and Diversity Objectives for 2021 –2023 were approved by Cabinet and the team are preparing training for Staff and Members. ‘Here for Hart’ has been focussing on a number of initiatives to support the district through recovery.

Community Safety – The team have achieved a Closure Order and a Civil Injunction in enforcement action taken against two persistent and highly impactive ASB cases during this quarter. The Community Safety Newsletter was introduced in May, has been well received and will be circulated monthly. Planning is well underway for the delivery in July and August of some key exploitation awareness raising with a local school and several other youth provision and volunteer organisations; and, a Crime Prevention Roadshow is to be hosted by Fleet BID.

Engagement and Support – Successful Landlord Training held on the 7th July; Paula Dean is now Senior Housing Solutions Officer. We have contacted all PRS landlords and housing associations to actively work with them to prevent homelessness in light of the lifting of the Eviction Ban. Housing Software implementation well underway and on track.

Housing Strategy – The team have worked with a number of Parish Councils to progress rural affordable housing schemes for local people. Work continues to negotiate with developers for good quality and well-designed affordable housing on new development sites and to link up with planning and RPs to ensure that we have a joined-up approach to achieve better outcomes. Several projects are underway including analysing the affordability of “affordable homes” in Hart and understanding any actions this may require and working to understand the impact of First Homes on the overall numbers and types of affordable housing being provided in Hart and prepare for this new housing product.

Private Sector Housing - The team are delivering the DFG programme and are continuing to catch up on grants which were put on hold due to the various lockdowns. We are providing Prevention Grants to enable hospital discharge and allow people to remain safely in their homes. Our Fit and Proper Person Test policy and fee policy in relation to mobile home sites has been approved at Cabinet and we have contacted all sites to advise of this new obligation. We continue to check on private rented accommodation to ensure compliance with the Electrical Safety Standards Regulations. We will be carrying out the bi-annual Gypsy & Traveller account in July.

Service Priorities

	Service Priority	Link to corporate plan	Expected Outcomes	Update Q1
1	Deliver the Community Recovery element of the Covid 19 Recovery Plan	Support for our town and village centres Support the local economy	Delivery of Recovery Plan outcomes	Here for Hart has launched bringing partners together to look at recovery and the good work going on in the community, the events will focus on certain topics that will then feed in to our recovery work. We have our supporting community plan completed this is a live document and will continue to be updated. We have promoted and worked on the expansion of the community pantry, walk this way trail and mind in the garden. We have also launched Hart into employment.
2	Re procurement of Housing system	An efficient and effective council	Increased digitalisation Fit for purpose IT Improved digital experience for customers Better value for money / cost savings	The procurement process using the Government G-Cloud platform was completed. Home Connections were awarded the contract following Cabinet approval in May21. G-Cloud Call Off Contract with Legal for final approval prior to signing.
3	Support the ongoing development & Delivery of the Hart employment & Skills Hub	Support residents in becoming economically active	Clients assisted into training and employment	Continued to support residents to access training and employment support and engage clients with enhanced barriers into employment to apply for education, work, and volunteering opportunities. We are currently piloting a virtual community to appeal and reach out to a wider, younger, cohort of residents that will benefit from remote group sessions and networking and

				continue to nurture key multi-agency relationships and links with local employers to add value to our residents seeking employment support.
4	Support the organisation to deliver the 2 year Equality & diversity objectives	Healthy community and people	A strengthened approach across the Council to meeting the requirements of the Equality Act 2010 and Public Sector Equality Duties	Cabinet Approval of the Equality Objectives 2021 –2022 Refresh Equality Impact Assessment templates (linking to Integrated Impact Assessment templates) Research Equality & Diversity training for Staff & Members
5	Contribute to the delivery of the North Hampshire Community Safety Partnership (CSP) Partnership Plan	A clean, green and safe environment Healthy community and people	Delivery of initiatives in support of key objectives of the CSP Plan Promotion of crime prevention and safety initiatives through project work Joint work with the Police on ABC's and CPN's.	The introduction of a Community Safety Newsletter in May has provided an opportunity to share key safety messages out to the community and our wider partners. Planning is underway to take part in a Crime Prevention Roadshow being hosted by the Fleet BID in July. Joint visits have been undertaken with Police to attempt early intervention in neighbour disputes to prevent escalation of matters to an enforcement requirement. Planning is underway for delivery of an interactive exploitation awareness project within a local school and to other youth provision and volunteer groups in July.

6	Provision of an antisocial behaviour (ASB) support service	A clean, green and safe environment Healthy community and people	Reduction of repeat ASB for 50% of those who approach	<p>Investigation work led to a Court granted Closure Order on an address in Yateley, preventing further exploitation and harassment of particularly vulnerable individuals.</p> <p>The Court granted a Civil Injunction Order with attached Power of Arrest against an individual in Fleet which included Exclusion from an entire road following 15 months of persistent ASB.</p> <p>Vehicle ASB continues to be an issue in two principal locations and measures to address the issues have been exhausted as far as current policy and resourcing for Highways and Policing allows – residents have been advised to raise their concerns to County Councillor and MP.</p>
7	Review and update nomination agreements with RPs with stock in the District	Ensure access to housing Promoting high quality design and a good standard of amenity	Ensure all documentation is UpToDate and streamlined for all RP's Clear and current arrangements for nominations to affordable housing between the Council and RP's	<p>Template agreed List of all agreements that need updating compiled and RP contact details identified. Contact made with RPs w/c 21st June 2021 and agreements now updated.</p>
8	Delivery of a homelessness prevention service	Ensure access to housing	Prevention of homelessness for 50% of those who	<p>We have seen an increase in approaches this quarter for general advice but a low level of those are facing homelessness at present; this is in largely down to the Eviction Ban having been in place. We have contacted all</p>

			approach	partner Landlords in the Private Sector and all Housing Associations to offer support and to prevent evictions. Encouraging all applicants in temporary accommodation to maximise income and explore employment opportunities by linking in with the employment hub and offering incentive vouchers for Community Pantry membership.
9	Review homelessness out of hours provision	Ensure emergency contact is well publicised and accessible.	Homelessness out of office hours or due to office closure is reportable and actioned Staff renumeration is in line with best practice	This has slipped due to work around Coronavirus and recovery being prioritised. Have contacted other Authorities so we can benchmark against their service offerings and now have a new completion date of October 2021
10	Review of Engagement & Support service staffing structure	An efficient and effective council	Review and streamline the service with a focus on an improved customer journey	Underway – New Homelessness Senior Officer put in place to assist in managing the frontline homelessness team. Change in focus of the Rent Bond Officer role to meet an identified need for more support / move on work for residents in temporary accommodation. Job titles and team name reviewed to more accurately reflect roles and is easier for the customer to identify us. (Housing Solutions Team)

11	Implement Housing IT	An efficient and effective council	Increased digitalisation; Fit for purpose IT; Improved digital experience for customers; Better value for money / cost savings	Business Review Document prepared with Home Connections in preparation for the system build in Q2 Process Flow mapping exercise for Housing Register, Choice Based Lettings and Homelessness Module completed. Decommissioning review meetings held with Civica.
12	Ensure we have an active private rented sector, engaging with landlords and hosting landlord events. Delivery of landlord support and tenancy sustainment services	Ensure access to housing	Annual landlord events over digital platform Branded private sector lettings product	Annual Landlord Training for 2021 hosted by the National Residential Landlords Association (NRLA) held on 7 th July 2021 to cover 'Landlord Fundamentals & New Legislations' . There were 20 Landlords booked on to this.

13	<p>Working with and supporting Parish Councils to advise and facilitate delivery of exception sites</p>	<p>Supporting residents in shaping their local communities</p> <p>Support for our town and village centres</p> <p>Ensure access to housing</p> <p>Promoting high quality design and a good standard of amenity</p>	<p>Member of Hampshire Homes Hub;</p> <p>Delivery of exception schemes including rural exception sites;</p> <p>Affordable housing included in Neighbourhood Plans;</p> <p>Supporting community groups to explore housing schemes</p>	<ul style="list-style-type: none"> - Odiham Rural Exception Site (RES) started on site in May. - Online public consultation events for Hartley Wintney RES on 17th June (afternoon and evening) - Eversley call for sites carried out and initial visit by planning, housing and rural housing enabler to 16 sites in the Parish carried out. Informal planning feedback on sites received and shared with the Parish Council. - Winchfield – Housing Needs survey completed and draft out for comments with housing officers and Parish Council. - Commented on Yateley Neighbourhood Plan which is out for consultation. - Hook - Application for an Entry Level Exception Site at Hook imminent. Team worked with Parish Council and developer on this scheme to date.
----	---	--	--	--

14	Enabling the delivery of affordable homes, including maximising 40% affordable homes on all eligible sites	<p>Ensure access to housing</p> <p>Promoting high quality design and good standard of amenity</p>	<p>Delivery of programme of 40% affordable housing, through planning framework</p> <p>Maintain a good working relationship with the RP's to deliver good quality homes to meet local housing need</p> <p>Creation of sustainable and desirable housing products</p> <ul style="list-style-type: none"> - 40% achieved on sites where viability allows for this. - 49 affordable homes for rent completed April – June 2021 (Dukes Meadow, Riseley, Oakwood Grange, Hook and Edenbrook 41 flats). - Pre-app discussions with developer, RP's and planning on Hartland Village Phase 3 and Land North of Netherhouse Copse to address any affordable housing design and layout issues identified. - Work commenced on First Homes which may impact on the numbers of rented and shared ownership homes being delivered.
15	Produce an Annual Housing Update	An efficient and effective Council	Production of an annual update Published July 2021
16	Undertake research to examine the affordability of 1,2,3 and 4-bedroom affordable rented	Ensure access to housing	Evidence base on affordability to use as a basis for discussions with RPs Research and evidence gathering completed and findings of any policy or process implications being compiled.

	properties in the district			
17	Work with RP partners to review the way in which we record which affordable homes already have adaptations and improve the way these are advertised and let	Ensure access to housing	Better use of existing stock Better property / client matching	To be commenced later in the year as lack of capacity and resources at present due to other demands Attempts to capture some of this information on the RP stock spreadsheet already.
18	Prepare for the provision of First Homes in the District if/when Government announce an implementation timeframe for the scheme	Supporting residents in shaping their local communities Support for our town and village centres Ensure access to housing Promoting high quality design and a good standard	The Council has clear policies and guidance for the provision of First Homes in the District The Council has clear procedures for dealing with the sale and required checks for these homes	<ul style="list-style-type: none"> - Briefing Note prepared and detailed analysis of what is required, and what evidence and resources are required. - Some initial work commenced around research and reports needed to inform an Interim Policy and Allocations Plan. - Awaiting government guidance and templates - Council needs to have an interim policy statement and have commenced drafting a process and establishing evidence as soon as possible from 28th June 2021 when First Homes are introduced. There will also be a 6-month transition period in which the Council should have a clear process from a planning and housing perspective. - Housing and planning project group meet regularly and moving this forward.

		of amenity		
19	Update affordable housing stock information for stock held by RPs in the District	Ensure access to housing	Accurate data about affordable housing stock to include locations, type, size and occupancy levels	Information requested from all RPs with stock in the district New spreadsheet created to capture all the information Currently completing the data entry and finalising format of the spreadsheet Almost complete
20	Delivery of Disabled Facility Grant service	Ensure access to housing Work with partners to keep Hart healthy and active	Enabling residents to remain in independent living accommodation (80 per year)	11 DFGs completed. 43 at enquiry stage. 29 at approval stage. £158K spend. (as at end of July)
21	Penny Hill Caravan Site - deal with any breaches of site licence and produce revised site licence conditions as necessary.	Ensure access to housing	Enabling residents to remain on site and maintain conditions on site.	Site visited in July as part of the Gypsy and Traveller bi-annual count, when conditions were checked.

Glossary of key terms

CSP – Community Safety Partnership. These were set up under the Crime and Disorder Act 1998, to bring together a range of partners to work together to protect communities and help people feel safe. Hart is part of the Safer North Hampshire CSP, which also covers Basingstoke & Deane and Rushmoor councils.

RP – Registered Provider. This is the general name given to social housing landlords / housing associations. They are run independently from councils.

DFG – Disabled Facilities Grant. A means tested grant administered by the council, for disabled people who need to make changes to their home.

PRS landlord – Private Sector Landlord. The council works in partnership with private sector landlords to secure a supply of housing for those facing homelessness.

ASB – Anti-Social Behaviour. This can be reported online; reports will be investigated and actioned by the Community Safety Team.

Service risk register

A detailed service risk assessment has been completed and is reviewed at a minimum quarterly. This helps inform the Hart District Council Corporate Risk Register which is reported to Overview & Scrutiny Committee on a quarterly basis. Mitigated risks that have a score of 9 or above are included below.

We have one risk that we are monitoring closely, however we have put work in to mitigate the risk by reaching out to the PRS and RP's around evictions. We have not seen an increase as of yet but we will have to see if furlough ending will change this risk.

Source of Risk	Prior Assessment			Existing Controls	Effectiveness of Controls	Current Assessment			Further Mitigations
	Likelihood	Consequence	Risk Rating			Likelihood	Consequence	Residual Risk	

Changes in gov policy	4 - Likely	2 - Moderate	8	Pre eviction protocols with RPs & good relationships with private landlords Use of DHP and prevention of homelessness grant to prevent evictions where possible and regular contact with landlords and RPs to prevent it going to court	Satisfactory	2 - Unlikely	2 - Moderate	4
-----------------------	------------	--------------	---	--	--------------	--------------	--------------	---

Quarter One 2020/21 Key Challenges and Achievements

- Set up Here for Hart programme as a result of extensive partnership working on recovery
- Housing IT on track to complete within project time scale
- Successful embedding of the Community Safety service
- Partnership work with police has led to closures on problem properties in Hart district
- Nominations agreements have been reviewed
- Contacted all landlords and RP's to joint work on eviction prevention
- Engagement and support review complete
- Annual housing update published
- First homes being worked on with Place services
- DFG's on track.