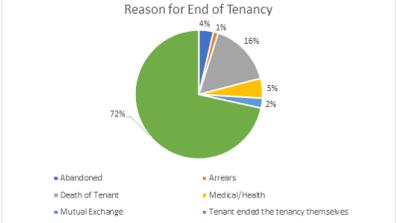


Community Services – Service Panel Q2 November 2021 Responses to Questions Raised

This paper sets out the responses to the questions raised, where an answer could not be given during the panel meeting.

	Question	Response														
1	How much is left in covid / CEV (Clinically Extremely Vulnerable) grants that we can use to support additional work if the pandemic worsens again. IE what funds do we have we can channel into dealing with another emergency response?	<p>Unallocated, there is just over £40k. There is also some that is allocated that is not yet spent, which we could draw on if needed.</p> <p>Also, it is likely that further funding would come from government if significant community support work were needed.</p>														
2	The stats show 100% into employment from the Hart into Employment. What are the actual figures (how many people were assisted successfully)?	3 people have gained employment														
3	What provision is there for the homeless over Christmas & New Year?	<p>When office is open, the team can be contacted on 01252 774239 for homelessness or 01252 774420 for general housing /housing register advice. Out of hours for emergency homelessness, people can call 01252 774477. You can also report a rough sleeper through Streetlink regardless of where they have been spotted as they will then direct it to the relevant local authority. As always if the person appears to be unwell or in immediate danger, please call 999.</p>														
4	How many HA properties become vacant because the person moves on or no longer needs it anymore?	 <table border="1" data-bbox="981 1125 1377 1348"> <caption>Reason for End of Tenancy</caption> <thead> <tr> <th>Reason</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Tenant ended the tenancy themselves</td> <td>72%</td> </tr> <tr> <td>Abandoned</td> <td>16%</td> </tr> <tr> <td>Death of Tenant</td> <td>5%</td> </tr> <tr> <td>Mutual Exchange</td> <td>2%</td> </tr> <tr> <td>Atrears</td> <td>4%</td> </tr> <tr> <td>Medical/Health</td> <td>1%</td> </tr> </tbody> </table>	Reason	Percentage	Tenant ended the tenancy themselves	72%	Abandoned	16%	Death of Tenant	5%	Mutual Exchange	2%	Atrears	4%	Medical/Health	1%
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		<p>We track changes in tenancy activity through our annual Tenancy Strategy update. Registered Providers (RP's) do not record specific information regarding the move on address/tenure type once a tenant leaves a Fixed Term Tenancy. However, the latest questionnaire results do show that of the 83 tenants whose Fixed Term Tenancies ended between April 2019 and March 2020, 39 are known to have moved into alternative accommodation within Hart and 4 moved outside of the district.</p> <p>Of the recorded 83 fixed term tenancies which were ended between April 2019 and March 2020, the most common reason stated is "as a result of the tenant ending the tenancy themselves". One Fixed Term Tenancy was ended because of rent arrears and three were ended due to abandonment. For a full breakdown of reason for end of tenancies – see chart above.</p> <p>The survey results show that the RPs are monitoring why tenancies come to an end to ensure they pick up on any particular issues emerging that they need to be aware of. Hart will continue to work with the RPs to understand why people give up their tenancies in more depth, and to encourage people to 'right-size' to smaller or larger homes as and when their circumstances change.</p> <p>Information above is from the Tenancy Strategy – which is only looking at Fixed Term tenancies. We only have data on reasons for ending Fixed Term Tenancies – so it doesn't capture why other types of tenancies end.</p>
5	How is the family therapy service developing at HVA (Hart Voluntary Action). Is there an early update?	<p>Launched mid Nov 2021 - no outcomes to report.</p> <p>Family Therapy</p> <p>This new service is available to all families living in the Hart or Rushmoor Districts. Families will be able to have up to 10 family sessions together with a family worker and also access individual Counselling or play therapy.</p>
6	What is the position on volunteers now? Do we still have capacity? Are volunteers continuing?	<p>Hart Response Hub</p> <p>The request for support from volunteers via Covid Hart Response Hub (HRH) continues to be very low. There are enough volunteers to step up, if demand</p>

		<p>increases.</p> <p>HDC is liaising with HCC and HVA in order to commence a Winter Pressures additional support through the Hart Response Hub from early Jan 2022 until March 22.</p> <p>The key aim is:-</p> <ul style="list-style-type: none">• Support in shopping and prescriptions during cold snaps to avoid extra burden on Ambulance Service, GP's, Hospitals. (8/10 Ambulance calls during cold snaps are falls !!)• Carers respite from shopping etc / befriending• Simple Check ins <p>Referrals will only come from Adult Services Team. HVA will continue to manage volunteers via the Hub process</p> <p>Vaccination Centres</p> <p>Over 90 volunteers continue to provide invaluable support at the vaccination sites in Fleet and Yateley.</p>
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