

Community Services Q3 Update on Service Plan

Executive Summary

Community Partnerships and Projects - Housing IT System User Acceptance Testing has been taking place in Q3. Grant funding for Minding the Garden and Health Walks schemes. Development of Here for Hart online directory of services. Development of the North Hants Employment Skills Zone for 18-24 year olds. Proposals developed with NHS and other partners for creation of a community wellbeing hub for Yateley and Blackwater area, led by Oakley Health Group.

Community Safety – The team achieved an extension to the very contentious Closure Order in the highly impactful ASB case linked to drugs and county lines activities during this quarter and further secured an Antisocial Behaviour Injunction (ASBI) to prevent return to the property at the end of the maximum 6 months Closure Order period. As part of the ASBI process, the owner of the property undertook a legal undertaking to the Court to sell the property as soon as possible. All court costs were awarded against the respondents. We have taken part in two community engagement events – one in Fleet Town Centre in support of the agenda to prevent Violence Against Women and Girls (VAWG) with the Hart South Neighbourhood Policing Team (NPT) ahead of the Christmas period and a collaborative event with our Community Policing colleagues at RAF Odiham and the Hart South NPT to ensure that we are all working in support of one another effectively outside of the base gates.

Housing Solutions – have completed a review of the staffing structure and made some changes, including re-branding the team to Housing Solutions, to more accurately reflect the work officers do. We have contacted all known private sector 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 and Development– The team continue to work with several Parish Councils to progress rural affordable housing schemes for local people. A study and analysis of the affordability of rented homes to people on the housing register has been completed and the implications are being worked through. Work to produce an Interim Planning Statement for First Homes with Planning Policy has been completed and the team are now working on the local connection criteria process that is required to deliver First Homes and setting up all of the administrative processes and systems. We have set up a Task and Finish Group with members to explore other opportunities to utilise housing capital funds. The Homelessness and Rough Sleeping Strategy is completed and will be going to March Cabinet 2022.

Private Sector Housing - The team continue to deliver the Disabled Facilities Grant programme and have spent 67% of budget on adaptations at the end of Q3. We are processing Fit and Proper Person Test applications in relation to our mobile home sites, and

we have also completed our annual inspection of these sites. We continue to respond to complaints about private rented accommodation to ensure they are free from hazards. We carried out the bi-annual Gypsy & Traveller counts in July.

(Updated 18 February)

Service Priorities

	Service Priority	Link to corporate plan	Expected Outcomes	Completion date	Update 20/21 Q3
1	Deliver the Community Recovery element of the Covid 19 Recovery Plan	<p>Support for our town and village centres</p> <p>Support the local economy</p>	Delivery of Recovery Plan outcomes	Ongoing	<p>The following key activities were undertaken as part of Here for Hart:</p> <p>Here for Hart section created on HDC website and various communications activity to signpost residents to support</p> <p>Development of Here for Hart online directory commenced</p> <p>Grant funding awarded to HVA for further development and coordination of Minding the Garden and Health Walks schemes</p> <p>Minding the Garden opened for referrals and taster events held</p> <p>Proposals developed with NHS and other partners for creation of a community wellbeing hub for Yateley and Blackwater area, led by Oakley Health Group</p> <p>See line 3 for information about Employment & Skills provision</p> <p>Cross-council resource introduced to support young person's wellbeing work and engagement</p>

					<p>undertaken with secondary schools and other partners</p> <p>Mapping of local groups and activities for long term health conditions/disabilities undertaken to begin to identify gaps</p>
2	Re procurement of Housing system	An efficient and effective council	<p>Increased digitalisation</p> <p>Fit for purpose IT</p> <p>Improved digital experience for customers</p> <p>Better value for money / cost savings</p>	<p>October 2021</p> <p>April 2021 - Customer Go Live</p>	<p>Detailed User Acceptance Testing ongoing through out Q3 on Home Connections New system</p> <p>Civica commenced work to move existing platform away from Abritas 4 District platform</p>
3	Support the ongoing development & Delivery of the Hart employment & Skills Hub	Support residents in becoming economically active	Clients assisted into training and employment	Ongoing	<p>Hart into Employment virtual job club is delivered as a joint provision with Rushmoor & Guildford Borough Councils. 5 Hart residents have been assisted into employment since the service launched in April 2021.</p> <p>Development of the North Hants Employment Skills Zone for 18-24 year olds. This is a joint initiative with Rushmoor and Basingstoke & Deane Borough Councils.</p> <p>Hart Skills Hub (Youth employment skills zone) 8 people engaging. 2 Job starts for Q2</p>

					1 Volunteering Start. 1 Course Starter.
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	Ongoing	All-staff E&D virtual training sessions delivered 22 Members completed E&D Online e learning (1-hr session)

	Service Priority	Link to corporate plan	Expected Outcomes	Completion date	Update Q3
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.	March 2022	<p>Community Safety Newsletter is being produced monthly and the distribution list is growing – this covers ASB, Personal and Home Safety and Safeguarding matters.</p> <p>DA Forum continues to provide a networking and best practice sharing opportunity for DA Practitioners.</p> <p>Community engagement in Fleet Shopping Centre in collaboration with the Hart South Neighbourhood Policing Team (NPT) to raise awareness of the VAWG agenda.</p> <p>Community engagement with Community Police team and Hart South NPT to improve communications and collaborative working practices beyond the RAF Odiham base gates.</p>
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	Ongoing	<p>Extension to Closure Order for further 3 months granted on a private dwelling and Antisocial Behaviour Injunction (ASBI) granted against individuals preventing return to property beyond the Closure Order period, preventing persistent and highly impactful ASB on 14 affected households – significant disruption to local drug gang and county lines activity also achieved as a result.</p>

					<p>Continued monitoring of Community Trigger action plan to hold partner agencies to account.</p> <p>19 ASB Warning or Advisory Letters issued in partnership to address either youth or neighbour disputes.</p>
7	Review and update nomination agreements with RPs with stock in the District	<p>Ensure access to housing</p> <p>Promoting high quality design and a good standard of amenity</p>	<p>Ensure all documentation is UpToDate and streamlined for all RP's</p> <p>Clear and current arrangements for nominations to affordable housing between the Council and RP's</p>	March 2022	Final two nomination agreements being reviewed with RP's
8	Delivery of a homelessness prevention service	Ensure access to housing	Prevention of homelessness for 50% of those who approach	Ongoing	<p>We have seen an increase in approaches again this quarter for general advice. We continue to contact partner Landlords in the Private Sector and all Housing Associations to offer support to prevent evictions and have prevented an additional 12 families who were at risk of being served notice from becoming homeless by utilising the grant we were awarded from DHLUC. We continue to encourage all applicants in temporary accommodation to maximise income and explore employment opportunities by linking in with the employment hub and offering</p>

					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 Office Closure is reportable and actioned	May 2021	This has been deferred due to work linked to Coronavirus and "recovery" being prioritised, as well as a new Afghan evacuee workstream (unanticipated). Have contacted other Authorities to benchmark against their service offerings and have rolled this forward to 22/23 service plan
10	Review of Engagement & Support service staffing structure	An efficient and effective council	Review and streamline the service for better outcome for residents	December 2021	Complete – 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 reflect roles more accurately, and it is easier for the customer to identify (Housing Solutions Team)

	Service Priority	Link to corporate plan	Expected Outcomes	Completion date	Update Q3
11	Implement Housing IT	An efficient and effective council	<p>Increased digitalisation</p> <p>Fit for purpose IT</p> <p>Improved digital experience for customers</p> <p>Better value for money / cost savings</p>	March 2022	<p>Comms plan commenced for communication to Registered Providers and existing / suspended customers.</p> <p>Training booked on for staff ahead of the go live date of 04/04/22</p>
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	<p>Annual landlord events over digital platform</p> <p>Branded private sector lettings product</p>	March 2022	<p>Social media campaign over recent months to promote our rent bond offering. Q 4 will be targeting local estate agents on foot this month to increase awareness now that covid restrictions have been lifted</p>

	Service Priority	Link to corporate plan	Expected Outcomes	Completion date	Update Q3
13	Working with and supporting Parish Councils to advise and facilitate delivery of exception sites	<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>	Ongoing	<p>Odiham Rural Exception Site (RES) started on site in May and is progressing well. Completions expected early Summer 2022.</p> <p>Hartley Wintney RES progressing. A public consultation and pre-app have been completed and the working group is preparing for the application to be submitted in the coming months. SANG issues to resolve.</p> <p>Everlsey – the call for sites has been completed and all sites visited and assessed. An RP partner has been selected and work will now continue with the RP to progress a site.</p> <p>Winchfield – Housing Needs Survey completed and the call for sites. All sites now need to be visited and evaluated for potential. Interviews for RP booked for March 2022.</p> <p>Hook – an application for an Entry level Exception site has been made and is being assessed by planning at present.</p>

	Service Priority	Link to corporate plan	Expected Outcomes	Completion date	Update Q3
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14	Enabling the delivery of affordable homes, including maximising 40% affordable homes on all eligible sites	Ensure access to housing Promoting high quality design and good standard of amenity	Delivery of programme of 40% affordable housing, through planning framework Maintain a good working relationship with the RP's to deliver good quality homes to meet local housing need Creation of sustainable and desirable housing products	Ongoing	40% achieved on sites where viability has allowed for this. The team continues to meet with developers and RPs to comment on applications and negotiate good quality and well-designed affordable homes to meet a range of housing needs for local people. First Homes will impact on the numbers of rented and shared ownership homes being delivered. Hart does not have any First Homes due in the Early Delivery Programme but may have some as and when new sites come forward. Work underway to create a procedure and documentation to administer any First Homes applications and sales. Local connection criteria being applied.
15	Produce an Annual Housing Update	An efficient and effective Council	Production of an annual update	March 2022	2021 Annual Plan published July 2021
16	Undertake research to examine the affordability of 1,2,3 and 4-bedroom affordable	Ensure access to housing	Evidence base on affordability to use as a basis for discussions with RPs	March 2022	Research and evidence has been gathered and the report finalised. Analysis of the implications of the findings is being carried out and recommendations will be drawn up based on this.

	rented 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	March 2022	Attempts to capture some of this information on the RP stock spreadsheet already and work has started to co-ordinate internal records and information. This action will roll forward into next year as it is unlikely to be completed in the next 6 weeks.
18	Prepare for the provision of First Homes if/when Government announce an implementation timeframe	Support for our town and village centres Ensure access to housing Promoting high quality design and a good	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	March 2022 (Govt brought policy in earlier than expected)	Briefing note prepared and detailed analysis of what is required to inform the policy. Some initial work carried out which has helped inform the Interim Planning Statement. Further research is being undertaken and planned around affordability and the viability implications of how First Homes could be applied.

	for the scheme	standard of amenity	required checks for these homes		S106 template provided by Government but still awaiting Government guidance and templates for implementation.
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	Service Priority	Link to corporate plan	Expected Outcomes	Completion date	Update Q3
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	Sept 2021	Information received and housing stock data has been updated. This will be kept up to date on an ongoing basis as and when new developments are completed, and new affordable homes are provided.
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)	Ongoing	Q3 19 DFGs completed for Q3 (47 to date in total) 24 at enquiry stage as at end December 29 at approval stage as at end of December £565K spend (67% of budget)
21	Penny Hill Caravan Site - deal with any breaches of site licence	Ensure access to housing	Enabling residents to remain on site and maintain conditions on site.	March 2022	Notified of change of responsibility/ownership for site in January 2022, met on site January 2022, application outstanding following visit so legal advice being sought

	and produce revised site licence conditions as necessary.				
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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 are to be highlighted at Service Panel.

At the current time, there are no risks that fall within this level.

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Quarter 3 2020/21 Key Challenges and Achievements

- Housing IT implementation moving forward, including staff training and back office go live
- Setting up and managing a number of support grants – vulnerable renters fund, Protect & Vaccinate fund, Household Support Grant, Hardship fund
- Submission of Rough Sleeping Initiative funding bid for shared outreach provision with RBC
- Extension of closure order on property in Yateley and award of costs
- Homelessness and Rough Sleeping Strategy project completed and going to March Cabinet
- Detailed review of the now Housing Solutions Service including changing some staff roles to increase capacity and effectiveness
- Contacted all landlords and RP's to joint work on eviction prevention
- Rural exception sites progressing well
- First homes initiative moving forward, working with colleagues in Place
- Delivery of DFG's is on track

Looking forward to Q4 – Key deliverables:

- Implementation and go live of Housing IT
- Adoption of the Homelessness and Rough Sleeping Strategy
- Finalising all applications for the Fit and Proper Person Test on caravan parks (particularly Peny Hill)
- Finalising the 22/23 service plan
- Seeing the sale of the property in Yateley that we received the closure order on
- More Here for Hart achievements

Voluntary sector core grant service level agreements – Q3 Performance Updates

<p>Citizens Advice Hart</p>	<p>Core grant value £148,130 For the provision of advice services to Hart’s citizens.</p>
<p>KPIs Client feedback scores:</p> <p>75% said they found the service fairly or very easy to access</p> <p>85% said the service helped them find a way forward</p> <p>73% said their problem was now partly, mostly or completely resolved</p> <p>89% would recommend the service</p>	<p>Commentary</p> <p>In Q3:</p> <ul style="list-style-type: none"> • The service supported 688 clients. This is a decrease of 30% compared to Q2 and may be partly due to the one-week Christmas period office closure and staff and volunteers taking time off over the Christmas period. • Despite the reduction in clients seen, the number of activities carried out was slightly higher than in Q2. This could be partly due to more detailed case recording and/or more in-depth advice being given to each client. • The three most prevalent issues were Benefits & Tax Credits, Universal Credit and Debt respectively. • Despite the reduction in the total number of clients since last quarter, there has been a significant rise in issues concerning both Universal Credit and Benefits & Tax Credits, which perhaps can be linked to the long-lasting financial impacts of the pandemic on many people and the removal of the Universal Credit uplift in October 2021. <p>Among other developments, the service is exploring new opportunities for outreach and looking to roll out a programme of Advice First Aid training to upskill volunteers and staff working in frontline roles across a range of groups and organisations.</p>

<p>Fleet Phoenix</p>	<p>Core grant value £14,300 For the provision of activities to improve the emotional health, wellbeing and resilience of young people including clubs, training opportunities, advice & information, mentoring, mediation, and other support.</p>
<p>KPIs Young person's outcomes:</p> <p>81% reported improved knowledge and understanding of how to deal with the issues facing them</p> <p>68% reported positive lifestyle changes</p> <p>89% reported improved emotional wellbeing and mental health</p>	<p>Commentary Q3 highlights:</p> <ul style="list-style-type: none"> • 804 young people participated in Fleet Phoenix activities • The number of complex referrals to Fleet Phoenix daytime continues to increase and there is a 3-month waiting list for this service • Funding was achieved for a new member of staff and recruitment is underway • Just over 1,000 presents were delivered to young people and children through Christmas toy donations. <p>Fleet Phoenix is a key partner in the Here for Hart programme, for example, speaking at the second Here for Hart event about into the wellbeing issues young people are experiencing and working with the council and other partners to identify how Here for Hart can make a difference to young person's wellbeing.</p>
<p>Hart Voluntary Action</p>	<p>Core grant value £40,230 For the provision of support to the Voluntary, Community and Social Enterprise ("VCSE") sector in Hart.</p>
<p>KPIs</p>	<p>Commentary</p>

<p>57 new volunteers were successfully placed with a volunteer placement organisation.</p> <p>5 voluntary and community organisations were provided with practical support.</p> <p>70 HVA member organisations were proactively engaged with as part of the Covid-19 community recovery to ascertain their status and support needs.</p> <p>69 new people accessed HVA wellbeing projects including Health Walks, 121 Youth Counselling, 121 Adult Counselling and Sunshine and Showers groups.</p>	<p>Volunteer placement opportunities continue to be at around 25% of pre-pandemic levels (107 live opportunities being advertised, compared to 400 pre-pandemic). Internally, HVA continued to sustain a team of around 200 volunteers for vaccination sites in Fleet and Yateley.</p> <p>There is an upward trend in Hart young carers being identified and referred to the service.</p> <p>15 individuals (4 families) are being supported by the new Family Therapy service.</p> <p>Hart Response Hub (HRH) – Under a separate MOU, HVA continue to manage the HRH. Numbers in the last quarter have remained low for requests for support, however the Hub will remain available during weekdays (except bank holidays) until March 2022.</p>
<p>Inclusion Hampshire</p>	<p>Core grant value £10,000 To support the provision of alternative education opportunities to Hart young people.</p>
<p>KPIs Young person's outcomes:</p>	<p>Commentary</p> <p>All KPI's continue to exceed 21/22 targets.</p>

<p>100% were evaluated to be making progress at Inclusion at the point of case review.</p> <p>80% showed academic progress in Maths and English</p> <p>83% made improvements in their life skills and social skills</p> <p>100% of young people attending pre-16 provision transitioned successfully back to mainstream school or secured a college place, apprenticeship or other opportunity by end of year 11.</p>	<p>Young people evaluated to be making progress at point of case review and number transitioning back to mainstream school or securing college, apprenticeship or employment have been maintained at 100% throughout this financial year.</p>
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Performance indicators and targets

KPI	Description	Annual Target	Q3 Performance
1	Number of applicants for whom homelessness is relieved or prevented	to be 50% of those presenting	77%
2	Households living in Temporary Accommodation	<i>Below 30</i>	20
3	Number of families in B&B for more than 6 weeks	<i>zero</i>	0
4	Number housed in to the PRS	30	23
5	Number of gross affordable homes delivered	100	150 to date

			<i>(74 rent & 76 shared ownership)</i>
6	Number of Hart residents assisted into employment or training each year through the Hart into Employment	20	<i>New KPI for 22/23 This year at Q3, 13 engaging with the new service and 4 into employment and training</i>
7	% Disabled Facilities Grant spent against budget	100%	67%
8	No. of DFGs and Prevention Grants completed – target 65-70/year	65-70	19 DFGs completed for Q3 (47 to date in total) 24 at enquiry stage as at end December 29 at approval stage as at end of December
9	Number of gypsy / traveller illegal encampments	<i>INFO ONLY</i>	Q1 –7 Q2 –1 Q3 -0
10	Community Trigger reviews to be carried out	1	1
11	Increase Community Safety Newsletter distribution (<i>will be provided from Q4 onwards as this was when distribution was limited to those who have requested sign up – starting figure 72</i>)	<i>20% increase above baseline</i>	<i>For 22/23</i>