

Service Board: Community Services 2022/23 Q1 and Q2



1. Summary comments from Service Managers:

Housing Solutions- Q1 & Q2 Busy quarters with acute interventions for 340 separate households. Of those in line with official government data returns as formal approaches, with us preventing and or relieving just over 100. This coupled with the learning of, and implementation of, our new housing system, re registration of over 1300 applicants and the increase in work done to support the Homes for Ukraine Project, it has been a very challenging 6 months, with positive outcomes.

Community Partnerships & Projects – Q1 & Q2 A very productive but challenging first half year. Q1 & Q2 has seen Homes for Ukraine and Cost of Living Crisis added along with the ongoing growth of the Here for Hart programme. The team has expanded to 7 staff (some full time, some part time). The Homes for Ukraine (New) Team have been on a steep learning curve but have contacted all Hosts and Guests in lengthy conversations, which has helped extended over 60% of the matches to well beyond the 6-month minimum period of hosting. The team have helped broker a number of rematches and moves to private rental. We have produced numerous Cost of Living Crisis Bulletins and have driven forward with key Health & Wellbeing agenda of including Hypertension, Physical Activity and Health & Wellbeing. In partnership with HVA, we have launched the Here for Hart Directory of Services and run several Here for Hart virtual events to support residents in the community. We are working in partnership with RBC and B&DBC to raise the profile of Armed Forces Covenant.

Private Sector Housing – The team received 47 enquiries in relation to Disabled Facilities Grants (DFG) and Prevention Grants (PG) and 2 Minor Works Grants enquiries in Q2 and completed 7 DFGs and 3 PGs. In addition, the DFG Caseworkers continue to carry out Added Value work e.g. to assist clients with benefit claims. The team responded to service requests including damp and mould, overcrowding and disrepair complaints. The biannual Gypsy and Traveller count took place in July and the annual inspection of mobile home sites commenced.

Strategy and Development – During Q1 and Q2 the team has been busy working with 5 Parish Councils and housing associations on bringing forward rural exceptions sites and linking together all the elements involved in this work by bringing the different parties together. We also continue to work on several very complex S106 agreements to negotiate and draft, one of which includes a local lettings plan, sites involving potential financial calculations, and worked on the information required for 2

appeal sites including the S106 agreements for these.

The team visited a number of development sites delivering affordable housing to liaise with the housing association and on-site development team to look at the quality and standard of properties being delivered and to promote these to local residents through Council comms. Overall, the new affordable homes are of a high standard and good links with the housing associations continue into the allocation and occupation of these homes.

There has been a considerable amount of work around Designated Protected Areas applications and liaising with Homes England, Councillors, legal and the RP's over these to reach an agreement and to bring forward a Cabinet paper on this and creating all new forms and processes that this requires. The first application for a waiver under the process is likely to come in shortly.

Over this quarter the team has also spent time progressing the projects identified by the Task and Finish group and pulling together all the necessary data and papers to bring this forward. Unfortunately, the Mortgage Assistance Scheme has been put on hold for the time being due to financial pressures on the Council and other projects are paused at present whilst other urgent work is completed.

From 12th September 2022 four members of the Housing Business Support service came back over to the housing team and are being managed by Strategy and Development. Settling this in and ensuring that it is working well have been a priority for the team and it has taken a significant amount of time to date but good progress has been made with this. We are confident that the benefits from having strong links between the Housing BSU officers and housing teams will lead to an excellent customer service and good working links overall.

Community Safety- In Q1 we handled 222 complaints relating to incidents of Anti-Social Behaviour, 6 of those were repeat victims. We received 4 Safeguarding referrals. Working in collaboration with Police we achieved 26 early interventions. These included Good Neighbour Agreements (GNA), ASB warning letters and mediation. We issued 2 Community Protection Warning Notices which are the first step in further enforcement. These give the individual an opportunity to demonstrate that they can cease the behaviour that is causing a negative impact to others. We delivered 14 different projects, one being an interactive theatre presentation to secondary school pupils highlighting the danger of County Lines and associated gang culture.

In Q2 we handled 387 complaints relating to incidents of Anti-Social Behaviour, 8 of those were repeat victims. We received We received 7 Safeguarding referrals and 1 referral to our monthly PEOPLE Meeting to discuss complex and vulnerable individuals. We achieved 8 early interventions including 1 formal Good Neighbour Agreement (GNA), 1 Acceptable Behaviour Agreement (ABA) and 6 ASB warning letters. We organised and led a joint patrol and leaflet drop event at Hawley Lake/Woods following a spate of ASB and crime issues in the area with Police, MOD, Councillors and Rushmoor Borough Council for increasing community confidence in reporting and to raise awareness and we also hosted the Hampshire Constabulary Community Trigger Conference for the north of the county.

2. Service Priorities

The agreed service plan for 2022/23 is set out below, with progress in Q1 detailed in the final column.

	Service Priority	Expected Outcomes	Completion date	Q1 Progress	Q2 Progress
1	Delivery of the Supporting Communities Plan via the Here for Hart programme	<p>Delivery against action plan set out in Supporting Communities Plan</p> <p>Supporting Communities Plan July 2021.pdf (hart.gov.uk)</p>	March 2023 and ongoing	<p>Launched the Here for Hart Directory of Services in June 22</p> <p>Ran virtual event with theme of “Activities for people with long term health conditions and disabilities”</p> <p>Production of detailed Here for Hart Cost of Living Crisis Bulletin.</p> <p>Hart and Rushmoor Local Children’s Partnership event</p> <p>Extensive team resource has been required to support the ‘Homes for Ukraine’ programme in Hart</p>	<p>Marketing of Here for Hart Directory of Services</p> <p>4 Here for Hart Cost of Living Crisis Bulletins.</p> <p>Here for Hart Bulletins linked to Health & Wellbeing</p> <p>Homes for Ukraine – Supported 214 Ukrainian guests and their hosts.</p> <p>Ensuring that Guests are not made homeless by engaging with Guest and Hosts to extend hosting, or facilitating rematches.</p>
2	Delivery of the emergency response hub, through the Hart Response Hub, in step with Hampshire County Council	Hart Response hub in place Delivery against the SLA in place with Hampshire County Council	March 2023 and ongoing (as required)	Completed	Completed

3	Consideration and implementation of tier 3 savings		March 2023	Under discussion at SLT	Under discussion
4	Monitoring and reporting on the funded Service Level Agreements (SLA's) with key agencies	<p>Delivery against set outcomes and value for money achieved via SLA's:</p> <p>Citizens Advice, Hart Voluntary Action, Fleet Phoenix Inclusion Hampshire</p>	March 2023	<p>Grants awarded:</p> <p>Citizens Advice Hart £148,418 Hart Voluntary Action £40,230 Fleet Phoenix £14,586 Inclusion Hampshire £10,000</p> <p>A summary of Q1 performance for these organisations is included in Appendix 1</p>	A summary of Q2 performance for these organisations is included in Appendix 2
5	Delivery of the Hampshire Domestic Abuse Strategy, in partnership with Hampshire County Council and the other Hampshire districts	<p>Carry out health check of services provided to those suffering domestic abuse, alongside other Hampshire districts and funded by Hampshire County Council</p> <p>Research the benefit to local communities to seek accreditation of services provided to those suffering domestic abuse</p>	March 2023	<p>On track. Creation of fixed term DA Champion role in Housing Solutions, funded with government grant. Discussions with HCC over funding for accreditation of services for survivors of DA – to be progressed in Q2.</p>	<p>On Track with the DA Champion attending regular practitioner meetings to discuss and implement best practice.</p> <p>Discussions are continuing over how best to implement the DAHA accreditation.</p>

6	Improve digital pathway for service users seeking housing advice, applying for housing or approaching for homelessness assistance	Improved digital experience for service users with online accounts and self-serve. Improved efficiency with less resource input from BSU	August 2023	New system went live on 04/04/22 Working on launch of the app and business intelligence reporting tool in Q2	Business Intelligence tool now live which will allow us to drill down into the Data held on our housing register. We are also due to go live with property alerts that will link into the new Alexa functionality so that applicants will be able to use an even wider range of devices to access their application and place bids. Further info to follow in Q3 when we are running with these
7	Contribute to the delivery of the North Hampshire Community Safety Partnership (CSP) Partnership Plan	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 2023	Stay Safe delivered to Robert Mays School 9-12 May, covering CCE/County Lines, DA, Knife Crime, ASB Impacts and Wellbeing. Think Safe delivered to 14 Primary/Junior Schools 27 June - 1 July covering wide range of safety and crime prevention messages Community Safety presence at Community Engagement events: Hook Jubilee Fair and Yateley Fun Fest for Disabled and Carers Attending CSP meetings Tri-borough steering group	Stay Safe delivered to Calthorpe Park School 4-7 July and Frogmore Community College 18-19 July covering CCE/County Lines, DA, Knife Crime, ASB Impacts and Wellbeing. Led partnership walkabout and leaflet drop around Hawley Woods/Lake area 13 August to encourage reporting of crime/ASB witnessed and provide community reassurance. Hosted Hampshire Constabulary Community Trigger Conference 30 September. Attending CSP meetings Tri-borough steering group
8	Provision of an	Reduction of repeat	Ongoing	On track – 6 new repeat cases –	On track – 8 new repeat cases –

	antisocial behaviour (ASB) support service	ASB for 50% of those who approach		3 resolved already. Continued partnership work to tackle complex cases. 6 ASB Warning Letters issued. 1 CPW issued.	15 resolved already. Continued partnership work to tackle complex cases. 6 ASB Warning Letters issued. 1 ABA issued and 1 GNA.
9	Delivery of a homelessness prevention service	Prevention of homelessness for 50% of those who approach	Ongoing	On track and on-going	On track and on-going seeing an increase in complex clients and approaches from Ukrainian households at the end of their six months stay– recruited a fixed term post (from existing grant funding) starting in January 23 to help with demand and workload.
10	Review Homelessness Out of Hours Provision	Homelessness Out of Office Hours or due Office Closure is reportable and actioned Fair remuneration for staff involved in delivering the out of hours service Good value for money service in place	Revised March 23	Project delivery moved to end of year. Housing Solutions Manager drawn into Homes for Ukraine project, so project delayed.	

	Service Priority	Expected Outcomes	Completion Date	Q 1 Progress	Q2 Progress
11	Implement New Housing Solutions IT System	<p>Increased digitalisation Fit for purpose IT</p> <p>Improved digital experience for customers</p> <p>Better value for money / cost savings</p> <p>Decommissioning of ABRITAS</p>	August 2022	Delivered a successful launch of the system	<p>Project Management recognised as an example model of how to procure and implement</p> <p>Key Stats 1300 Housing Register applications 280 Housing Advice applications 130 Homelessness cases</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	<p>Annual landlord event over digital platform</p> <p>Branded private sector lettings product, promoted to increase the number of properties available to the council to prevent homelessness</p>	March 2023	<p>Landlord newsletter sent out June 22.</p> <p>Landlord event booked for January 2023</p>	We remain actively engaged with our landlords however due to pressures within the service this quarter we have planned for the landlord event to now take place in March.
13	Implement the Homelessness and Rough Sleeping Strategy Action Plan	Link to be added	April 2023 and ongoing	On track & ongoing	On track & ongoing work underway to look at what options and advice are available to are partners when dealing with Rough

					Sleepers to ensure all are aware of what help is available.
--	--	--	--	--	---

	Service Priority	Expected Outcomes	Completion Date	Q1 Progress	Q2 Progress
14	Working with and supporting Parish Councils to advise and facilitate delivery of exception sites	<p>Delivery of exception schemes including rural exception sites (RES)</p> <p>Affordable housing included in all Neighbourhood Plans</p> <p>Supporting community groups to explore housing schemes</p>	Ongoing	<p>Work ongoing with 4 Parish Councils (Odiham, Eversley, Winchfield and Hartley Wintney) . 1 RES is due to be completed in the next 6 months although has experienced delays due to shortages with workforce and materials, 2 sites are moving forwards with site identification and design. 1 is hoping to submit planning application in December.</p> <p>We have been contacted by an agent about another RES in a new Parish recently also which will take the total to 5 potential sites. (Need to make contact with the Parish Council to discuss their view).</p>	<p>Work on going with the 4 parish Councils and progressing well.</p> <p>1 site that was due to be completed in the Summer is delayed due to the builder going into administration. The RP is working on finding a builder to complete the site.</p> <p>Another parish has potential sites to take forward to the next stages of selection.</p> <p>One Parish has been out to public consultation on their shortlisted sites.</p> <p>Hartley Wintney Parish has recently had a housing needs survey go out to all residents and these results are being processed at present. Looks to have been a very good response rate.</p> <p>Liaison over the final potential RES continues with the landowner and RP. Parish needs to be part of the discussion if this looks likely to progress any further.</p>

	Service Priority	Expected Outcomes	Completion date	Q1 Progress	Q2 Progress
15	Enabling the delivery of affordable homes, including maximising 40% affordable homes on all eligible sites	<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 – meet each RP every 6 months</p> <p>Creation of sustainable and desirable housing products</p>	Ongoing	<p>Regular liaison meetings with RP's continuing.</p> <p>48 affordable homes delivered to date – 28 rented (including 1 x 4 bed house) and 20 shared ownership.</p> <p>Most sites where viability is not an issue providing 40% affordable housing.</p>	<p>Regular liaison meetings with RP's continuing – some are pausing their search for new sites whilst awaiting further guidance on the government's plans and financial direction.</p> <p>77 affordable homes delivered to date – 51 rented and 26 shared ownership.</p> <p>Most sites where viability is not an issue providing 40% affordable housing.</p>
16	Produce an Annual Community Services Update	Publication of an annual update and associated promotion / communication on key outputs	July 2022	Complete and shared with colleagues and on social media.	Complete and shared with colleagues and on social media.

17	Implement the Housing Strategy Actions	<p>Improving affordable housing need information and data collection and utilisation</p> <p>Delivering services and homes to help meet the needs identified</p> <p>Add link to housing strategy</p>	March 2023 and ongoing	<p>Target to deliver an average of 100 homes a year over the strategy period on track and exceeding this target to date.</p> <p>Accessible housing guide researched and published to assist with the development of M2(2) and M4(3) homes. Working with OT's, RP's, planning and developers on delivery and design of new accessible affordable housing.</p> <p>Research to support delivery of social rented homes commenced. This will link into the Local Plan Review.</p> <p>Working with health colleagues on their keyworker housing project and supported the housing company with its lettings plan for keyworkers.</p> <p>Encouraging RP's to work with the Council on affordable housing projects that may require funding.</p> <p>Methods to better record affordable homes with adaptations commenced.</p> <p>New resident surveys sent out to residents moving into new</p>	<p>Target to deliver an average of 100 homes a year over the strategy period on track and exceeding this target to date.</p> <p>Progress on these actions continues as per Q1 update.</p>
----	--	---	------------------------	--	---

				affordable housing. (Other actions covered by other points in this service plan or fall under BAU).	
--	--	--	--	--	--

	Service Priority	Expected Outcomes	Completion date	Q1 Progress	Q2 Progress
18	Facilitate a member task and finish group to review capital project proposals	Officers and Members prioritise projects to utilise housing capital funding and bring at least 1 forward into implementation	March 2023	<p>Complete – 4 projects identified after 6 months of work including assessing each project using a bespoke matrix.</p> <ul style="list-style-type: none"> - Energy efficiency measures in affordable housing - Mortgage Assistance Scheme - Update and refurbishment to Heathlands Court - Top-up funding to RP's to provide social rents to assist with long-term affordability <p>Cabinet has agreed the energy efficiency proposal. Other papers to be worked up include: Mortgage Assistance Heathlands Refurb Social Rents subsidy</p> <p>Paper to be brought forward dependent on available resources and workload.</p>	<p>Cabinet has agreed the energy efficiency proposal. The Mortgage Assistance Scheme is paused for the time being due to Council financial pressures.</p> <p>The next paper to be brought forward dependent on available resources and workload will be social rents subsidy.</p>
	Delivery of Disabled Facility Grant service	Enabling residents to remain in independent	March 2023 and Ongoing	On track - 17 DFGs and 3 Prevention Grants completed to end June.	On track - 24 DFGs and 6

19		<p>living accommodation (80 per year)</p> <p>Provision of discretionary Prevention Grants, focused on providing quick solutions to those in urgent need</p>		<p>18 DFGs at approval stage and lots of new referrals coming in. HCC have contractor to assist with their waiting list and we are using Private OT.</p>	<p>Prevention Grants completed to end of September. 23 DFGs at approval stage and 35 at enquiry stage. HCC still using contractor to assist with their waiting list.</p>
20	<p>Conduct statutory Gypsy and Traveller counts</p>	<p>Submit count in January and July</p>	<p>March 2023 and ongoing</p>	<p>Next count due July 2022.</p>	<p>Count completed on 28th July 2022. Next one due January 2023.</p>
21	<p>Maintaining high housing standards in private sector housing in the district</p>	<p>Housing Health & Safety Rating System & HMO licensing implemented to support healthy and safe living spaces</p> <p>Promotion of Empty Homes reporting tool</p> <p>Improved energy efficiency in domestic premises</p>	<p>March 2023 and ongoing</p>	<p>Ongoing inspections as service enquiries and licensing applications received.</p> <p>Ongoing via social media posts</p> <p>Work ongoing with colleagues on Sustainable Warmth Grants & Boiler Upgrade Schemes.</p>	<p>Ongoing inspections as service enquiries and licensing applications received.</p> <p>Ongoing via social media posts</p> <p>Work ongoing with colleagues on Sustainable Warmth Grants & Boiler Upgrade Schemes and signposting enquirers to Hitting the Cold Spots.</p>
22	<p>Support the delivery of the climate change</p>	<p>Work with private sector housing and external partners such</p>	<p>March 2023</p>	<p>As 21 above.</p>	

	action plan for 22/23	as Housing Associations to support energy efficiency schemes, such as retrofit schemes in domestic and non-domestic buildings and encourage take-up of renewable energy			As 21 above. Sustainable Warmth Grants now being promoted as new managing agent in place.
--	-----------------------	---	--	--	---

3. Performance indicators and targets

KPI	Description	Annual Target	Q1 FIGURES	Q2 FIGURES
1	Number of applicants for whom homelessness is relieved or prevented	to be 50% of those presenting	28 (50%)	49 (59%)
2	Households living in Temporary Accommodation	<i>Below 30</i>	23	29
3	Number of families in B&B for more than 6 weeks	<i>zero</i>	0	0
4	Number housed in to the PRS (cumulative)	<i>30</i>	9	19
5	Number of gross affordable homes delivered (cumulative)	<i>100</i>	44	77
6	Number of Hart residents assisted into employment or training each year through the Hart into Employment	<i>20</i>	10	9
7	% Disabled Facilities Grant spent against budget	<i>100%</i>	16%	27%
8	No. of DFGs and Prevention Grants completed – target 65-70/year	<i>65-70</i>	20	30
9	Number of gypsy / traveller illegal encampments (all land, not just Hart land)	<i>INFO ONLY</i>	0	3
10	Community Trigger reviews to be carried out	<i>1</i>	0	2
12	Increase Newsletter distribution from baseline (70)	<i>20%</i>	17%	37%

4. Quarters 1 and 2: Key Challenges and Achievements

Challenges

- Delivery of Homes for Ukraine Scheme – the draw on staffing resources and the complexity of the scheme
- SLT restructure and bringing in new services into Community
- Lack of affordable family sized private rents available in district
- Go Live of Housing IT project with 900 clients registering in first 6 weeks
- Coordinating return of Think Safe after a 3-year break
- Materials and labour shortages for new affordable housing developments

Key achievements

- Delivering the Homes for Ukraine Scheme
- Delivering a new Housing IT project on time.
- Supporting the Task and Finish Group to prioritise capital funding projects
- Keeping families out of B&B for any longer than 6 weeks despite limited access to PRS and Heathlands at capacity
- Launching the Here for Hart Directory of Services
- Production of Here for Hart Cost of Living Bulletins and workshops
- Delivery of Think Safe after a 3-year break
- Progressing 4 rural exception sites
- Established Armed Forces Covenant plans and engaged with key contacts in preparation for Armed Forces Covenant Duty
- Over 1300 applicants registered on the New Housing system
- Developing H&W initiatives in conjunction with NHS Integrated Care Partnerships, focussing on Hypertension, Physical Activity and Mental Health & Wellbeing.
- Delivery of Stay Safe programme to Frogmore Community College, Robert Mays, and Calthorpe Park schools
- Review of hart's Designated Protected Area processes and paper prepared to take to Cabinet
- Successful transition of housing BSU services and staff into Communities

Looking forward to Quarter Three 2022/23: Key Deliverables

- New Apps being delivered do improve digital accessibility on the Housing Register (Alexa, Property Alerts)
- Create the Refugee Workstream at Project Board
- Here for Hart event themed on Hypertension & Exercise Buddies

5. Risk Assessment – Key risk is identified below.

Service Panel reviews the risks that are ranked at a risk rating of 8 or higher. There is only one risk higher than this level – falling at a risk level 9. This is identified below.

Description	Impact	Source of Risk	Controls in place
Loss of MHCLG grant funding sources, covering TA & homelessness	Reduction in income & potential staff redundancies	Central gov changes in policy / budget deficit	<p>Staff are funded from establishment to eliminate the risk of losing key staff should funding dry up</p> <p>Ear marked reserves could be used to fund any shortfall for a period of around 3-4 years, if grant funding ceased</p> <p>There was a consultation process, seeking feedback from councils on proposed changes – Hart’s views were represented as part of this.</p>

Appendix 1 – Summary of KPI deliverables for funded partner organisations – Q1

Q1 Citizen’s Advice Hart (CAH)

Total Clients Q1 2022/23 seen by Citizens Advice Hart = 1006, evidencing a further 19% increase in clients compared to Q4 2021/22, and a 32% increase on Q3 2021/22. In addition to the consistent increase in client presentation, issues clients are presenting with are complex. Performance against KPIs is as follows:

- Percentage of clients rating access to the service as fairly good or very easy for the quarter is at 75% with a KPI target of 82%.
- Percentage of clients reporting that the service helped them find a way forward to a moderate, great, or complete extent is at 83% with target of 82%.
- Percentage of clients reporting their problem was partly, mostly or completely resolved at 72% is exceeding the target of 69%.
- Percentage of clients reporting that they would be fairly or very likely to recommend the service to other people is at 87% against the 85% KPI.

Q1 Inclusion Hampshire

- Hart young people attending Inclusion School or Inclusion College are re-engage in learning.
Percentage of Hart young people evaluated to be making progress at case review.
80% vs target of 75%
- Hart young people making academic progress in Maths and English.
Percentage of Hart young people developing Maths and English skills based on half term assessments or teacher assessment.
90% achieved vs target of 75%
- Hart young people make improvements in their life skills and social skills.
Percentage of Hart young people achieving the personal, social and development goals as measured by SEMH (social, emotional & mental health) monitoring tools.
90% achieved vs target of 75%

Q1 Hart Voluntary Action (HVA)

Volunteer Centre -Increased involvement of Hart residents with the local voluntary and community sector.

- Number of new volunteers referred to a volunteer placement organisation 89 vs 70 target
- Number of new volunteers placed with a volunteer placement organisation 48 vs 45 target

Practical support, innovation and financial resilience -Enhanced capability of the Voluntary & Community Sector in Hart

- Number of individual voluntary and community organisations supported 18 vs 10 target

Health and Wellbeing Projects (incl. Health Walks, Counselling Services, Young Carers, Minding the Garden) - Improved physical and mental health and wellbeing for young people and adults in Hart.

- Number of new people (Hart residents) accessing Hart Voluntary Action's Health and Wellbeing projects – 57 vs target 50

Hart Health Walks

- No of new registered walkers 50
- No of new walks 1
- No walk leaders trained – 1

Minding the Garden

- 28 residents benefited from activity at Hart's Green Garden

The Here for Hart Directory was launched on 24 June in partnership with Hart Voluntary Action. There are c.440 individual directory entries, and HVA will continue to update or add new information as required.

HVA Participation in Here for Hart working groups and events – 5

Q1 Fleet Phoenix

- Figures will be made available in Q2 22-23

- **Appendix 2 – Summary of KPI deliverables for funded partner organisations – Q2**

Q2 Citizen’s Advice Hart (CAH)

Total Clients Q2 2022/23 seen by Citizens Advice Hart = 731,

Performance against KPIs is as follows:

- Percentage of clients rating access to the service as fairly good or very easy for the quarter is at 77% with a KPI target of 82%.
- Percentage of clients reporting that the service helped them find a way forward to a moderate, great, or complete extent is at 90% with target of 82%.
- Percentage of clients reporting their problem was partly, mostly or completely resolved at 78% is exceeding the target of 69%.
- Percentage of clients reporting that they would be fairly or very likely to recommend the service to other people is at 88% against the 85% KPI.
- Additional Key Points
 - Increase in need for emergency and charitable support such as fuel and foodbank vouchers by 341%
 - Clients have an average of 2.25 issues each
 - Safeguarding concerns raised have increased to 19 in Q2 compared with 6 in Q1
 - Debt advice and financial capability client demand has increased by 31%
 - 63% of Hart clients have long term health condition or disability, up from 58% (12% Hart census)
 - General benefit entitlement and PIP issues outweigh any other benefit issue
 - Council tax arrears and fuel debts account for 32% of debt issues
 - BAME clients have increased from 8% in Q1 to 12% in Q2

Q2 Inclusion Hampshire

- Hart young people attending Inclusion School or Inclusion College are re-engage in learning.
Percentage of Hart young people evaluated to be making progress at case review.
80% vs target of 75%
- Hart young people making academic progress in Maths and English.
Percentage of Hart young people developing Maths and English skills based on half term assessments or teacher assessment.
90% achieved vs target of 75%
- Hart young people make improvements in their life skills and social skills.
Percentage of Hart young people achieving the personal, social and development goals as measured by SEMH (social, emotional & mental health) monitoring tools.
90% achieved vs target of 75%

Q2 Hart Voluntary Action (HVA)

- Number of new volunteers referred to a volunteer placement organisation 97 vs 70 target
- Number of new volunteers placed with a volunteer placement organisation 45 vs 45 target
- Number of individual voluntary and community organisations supported 5 vs 10 target
- Number of new people (Hart residents) accessing Hart Voluntary Action's Health and Wellbeing projects – 53 vs target 50

Additional Information

- 3 Ukrainian refugees into local volunteer roles.
- HVA has been supporting 6 weekly English conversation classes for Ukrainians across the District in-person and online, supported by 11 volunteers and 2 paid tutors.
- The Here for Hart Directory now contains 460 individual directory entries.
- Hart Residents accessing HVA services as new clients/members:
 - Breakdown is as follows for Hart Health Walks – 11.
 - Minding the Garden – 6 individual members.

- Counselling Services: 121 Youth Counselling -23,
 - 121 Adult Counselling - 4,
 - Family Therapy – 4,
 - Sunshine & Showers – 0,
 - Hart and Rushmoor Young Carers – 4.
-
- HVA Participation in Here for Hart working groups and events – 1

Q1 & Q2 Fleet Phoenix

Activity	Outcome(s)	Indicators	Target	Frequency of reporting	1st	2nd	HDC Strategic Plans link
Activities to improve the emotional health, wellbeing and resilience of young people including clubs, training opportunities, advice & information, mentoring, mediation, and other support	Young people have access to support to build their resilience to life transitions	No. of young people participating in Fleet Phoenix activities	Data only	Quarterly	679	677	Corporate Plan Healthy communities and people Support residents in becoming economically active
	Young people have improved knowledge and understanding of how to deal with issues facing them	Percentage of young people participating in Fleet Phoenix activities who report improved knowledge and understanding of how to deal with the issues facing them	75%	Quarterly	84%	92%	
	Young people make positive lifestyle changes	Percentage of young people participating in Fleet Phoenix activities who report positive lifestyle changes	50%	Quarterly	58%	72%	

	Young people have improved emotional wellbeing and mental health	Percentage of young people participating in Fleet Phoenix activities who report improved emotional wellbeing and mental health	50%	Quarterly	64%	79%	
--	--	--	-----	-----------	-----	-----	--