

Service Board: Community Services 2022/23 Q3

1. Summary comments from Service Managers:

Housing Solutions - Busy quarter with acute interventions for 143 separate households. Of those 29 were recorded in line with official government data returns as formal approaches. Our focus remains on early intervention and prevention of homelessness; however whilst we currently have 54 cases actively under prevention and or relief we have only managed to prevent or relieve 21% this is due to capacity within the team. We have been running with a very limited skeleton team for majority of this quarter, but we have successfully recruited a new Housing Solutions Officer to help with our resilience and case load and she has settled in well. We are proud to report our single night Rough Sleeper snapshot was zero for this year and we continue with the learning of, and improvement of our new housing system, and we now have almost 1500 applicants on the housing register. We continue to see an increase in work required to support the Homes for Ukraine Project.

Community Partnerships & Projects – Homes for Ukraine continues to require high levels of ongoing resource to support Guests & Hosts with rematching, moves to private rented accommodation and other day to day advice. A high level of hosts have confirmed that they are happy to extend their hosting for between 12 – 24 months. Cost of Living Bulletins (4 Editions) have been produced on a regular basis, along with the Here for Hart Bulletin (8 Editions to date). Here for Hart Directory continues to grow its number of users, offering information about over 450 local Charities and Not for Profit organisations. The team are working closely with the NHS Integrated Care Partnerships to deliver on the Health & Wellbeing agenda of including hypertension, physical activity for those with long term enduring health conditions and mental health & wellbeing. We are working with key partners to raise the profile of Armed Forces Covenant and the support available to serving personnel , veterans and their families.

Private Sector Housing – The team received 43 enquiries in relation to Disabled Facilities Grants (DFG) and Prevention Grants (PG) and 1 Minor Works Grants enquiry in Q3 and completed 13 DFGs and 2 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 excess cold and damp & mould complaints associated with the colder weather. The team worked closely with Stephanie King, Climate Change Communications and Engagement Officer, to send letters to approximately 600 households in Hart that were identified as possibly being eligible for Sustainable Warmth Grant Funding for energy efficiency improvements. Applications closed at the end of December.

Strategy and Development – During Q3 the team has continued to support Parish Councils with the progression of their rural exception sites. We worked closely with Action Hampshire and one of the working groups to draft, implement and review a housing needs survey. We

worked with 2 others to devise online public consultation events including helping to design the website wording and appearance, leaflets and results.

We have been liaising with developers on the first site in the district to include First Homes and over a DPA waiver application on another site. Late into Q3 we received notification from the Government that the Help to Buy Agent role is coming to an end as of 31/3/23 which has led to an unexpected additional workstream to understand how this will impact on Hart and its customers and at the same time we received notification of Government funding for additional homes, another unexpected additional workstream, which we were required to respond to by 25/1/23. Both projects will require a substantial amount of work over the next few months.

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 alongside the delivery of the new housing IT system, has been a priority for the team and it has taken a significant amount of time to date but good progress continues to be made. The team has had refresher training with all parts of the wider communities' team and there is a programme for further training to take place. 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 Q3 we handled 381 complaints relating to incidents of Anti-Social Behaviour, 3 of those were repeat victims. We received 9 Safeguarding referrals and 1 referral to our monthly PEOPLE Meeting to discuss complex and vulnerable individuals. We achieved 34 early interventions including 7 ASB warning letters. We organised and led a pop up event on the Saturday before Christmas in response to repeated reports of begging by individuals purporting to be homeless, where we raised awareness and educated around the distinction between what services are available for those genuinely in need and exploitation through fraudulently representing as homeless for financial gain and the concerns around possible Modern Slavery exploitation of those potentially begging under the control of a wider organised crime gang.

2. Service Priorities

The agreed service plan for 2022/23 is set out below, with progress in Q3 detailed in the final column.

	Service Priority	Expected Outcomes	Completion date	Q3 Progress
1	Delivery of the Supporting Communities Plan via the Here for Hart (H4H) programme	<p>Delivery against action plan set out in Supporting Communities Plan</p> <p><u>Supporting Communities Plan July 2021.pdf (hart.gov.uk)</u></p>	March 2023 and ongoing	<p>Homes for Ukraine – Supported 116 Ukrainian households (237 guests) and their hosts. 14 rematches and 18 households have been helped to move into Private Rental. 6 families have returned to Ukraine.</p> <p>Cost of Living support through bulletins; website communication; Here for Hart Working groups to share good practice; promotion of Warm Bank.</p> <p>Community engagement programme with North Hants & Farnham Integrated Care Board (ICP) to deliver on Hypertension Campaign.</p> <p>Hosted H4H Event to promote Hypertension and Exercise & Social Buddies to improve health and wellbeing of residents, especially those with long term enduring health conditions.</p> <p>Here for Hart Communication – Regular social media, bulletins and marketing to promote Directory of Services and key partner activities.</p> <p>Young Persons engagement in partnership with Reading FC and local secondary schools.</p>

	Service Priority	Expected Outcomes	Completion date	Q3 Progress
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
3	Consideration and implementation of tier 3 savings		March 2023	To be included in 23/24 service plan
4	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: Citizens Advice, Hart Voluntary Action, Fleet Phoenix, Inclusion Hampshire	March 2023	A summary of Q3 performance for these organisations is included in Appendix 1

	Service Priority	Expected Outcomes	Completion date	Q3 Progress
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	On Track with the DA Champion attending regular practitioner meetings to discuss and implement best practice. Discussions are continuing over how best to implement the DAHA accreditation. Legal colleagues have now approved the grant conditions for receipt of funding and meeting set up with Basingstoke and Deane and County to move this forward and Job Description is being drafted for temporary Project Officer to deliver the accreditation programme.
6	Improve digital pathway for service users seeking housing advice, applying for housing or approaching for homelessness assistance	<p>Improved digital experience for service users with online accounts and self-serve.</p> <p>Improved efficiency with less resource input from BSU</p>	August 2023	Property alerts now live so applicants get reminders when suitable properties are available. Delay with Amazon on the new Alexa functionality but Home Connections are working to resolve this so hopeful it will be live for Q4. Currently Testing the mobile App., The functionality is perfect for Apple devices, but we have found some issues with Android, so these are being rectified again hopeful for a Q4 go live.

	Service Priority	Expected Outcomes	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 2023	<p>The Partnership Plan has been finalised and 4 priorities have been identified:</p> <ol style="list-style-type: none"> 1. Improving feelings of safety and health outcomes (public, virtual and private space) 2. Serious violence 3. Anti-social behaviour 4. Domestic abuse <p>There have been a number of crime prevention messages shared out through the Community Safety Newsletter and communication with schools has been greatly improved.</p> <p>Child Criminal Exploitation workshops (Stay Safe) have taken place at Yateley School, along with partner sessions on Knife Crime, Domestic Abuse and the Impacts of Antisocial Behaviour.</p> <p>Begging/Homelessness Pop Up event was carried out to raise awareness of the differing possible exploitations associated with begging in response to a marked increase of begging being reported, largely in Fleet town centre.</p>
8	Provision of an antisocial behaviour (ASB) support service	Reduction of repeat ASB for 50% of those who approach	Ongoing	Early intervention work has meant that 2 out of only 3 repeat cases raised in this quarter have resulted in a reduction of reports. Ongoing work in conjunction with Environmental Health is tackling the third.
9	Delivery of a homelessness prevention service	Prevention of homelessness for 50% of those who approach	Ongoing	On track and on-going still seeing an increase in complex clients and approaches from Ukrainian households at the end of their six months stay– new Housing Solutions Officer started with us at the beginning of January and is settling in well.

	Service Priority	Expected Outcomes	Completion date	Q3 Progress
10	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>	Revised March 23	Transferred to 23/24 service plan
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	<p>Fully implemented but we continue to look at how we can improve to make it even better for customers and staff.</p> <p>Key Stats</p> <p>1499 Housing Register applications</p> <p>394 Housing Advice applications</p> <p>155 Homelessness cases</p>

	Service Priority	Expected Outcomes	Completion date	Q3 Progress
12	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 over digital platform Branded private sector lettings product, promoted to increase the number of properties available to the council to prevent homelessness	March 2023	We remain actively engaged with our landlords and we have booked the landlord event to take place in March with a good range of internal and external speakers.
13	Implement the Homelessness and Rough Sleeping Strategy Action Plan	Link to be added	April 2023 and 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 Rough Sleeper official figure for 2022 was Zero
14	Working with and supporting Parish Councils to advise and facilitate delivery of exception sites	Delivery of exception schemes including rural exception sites (RES) Affordable housing included in all Neighbourhood Plans Supporting community groups to explore housing schemes	Ongoing	Work continues with 4 Parish Councils. Odiham – site nearing completion. Eversley – public consultation on sites taken place. Potential sites now being worked up by the RP. Winchfield - public consultation on potential sites planned for Feb 2023. Format and information for this event being worked on at present. Hartley Wintney – Planning application expected soon.

	Service Priority	Expected Outcomes	Completion date	Q3 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. Most are looking for new sites and units and are mindful that if there is a downturn in the housing market, they may be able to acquire additional affordable housing units from developers.</p> <p>141 affordable homes delivered to date (This financial year) – 103 rented and 38 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 22	Complete

	Service Priority	Expected Outcomes	Completion date	Q3 Progress
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>Progress on actions reviewed quarterly.</p> <p>Some may need to be revised as other priorities have come forward since the Strategy was written e.g. First Homes. Completed actions include – creating a new database of rented affordable homes in the district, creating an accessible housing guide and research to support the delivery of social rented homes.</p>
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</p> <p>4 priorities identified by the Task and Finish Group -</p> <p>Funding to provide additional energy efficiency measures on new affordable homes – awaiting suitable site</p> <p>Mortgage Assistance Scheme – Not proceeding.</p> <p>Funding to provide social rented housing to provide more affordable homes in perpetuity – affordability report completed</p> <p>Refurbishment of Heathlands Court – Temporary Accommodation provision – early stages of exploring this.</p>

	Service Priority	Expected Outcomes	Completion date	Q3 Progress
19	Delivery of Disabled Facility Grant service	<p>Enabling residents to remain in independent living accommodation (80 per year)</p> <p>Provision of discretionary Prevention Grants, focused on providing quick solutions to those in urgent need</p>	March 2023 and Ongoing	On track – 37 DFGs and 8 Prevention Grants completed until the end of December. 33 DFGs at approval stage and 54 at enquiry stage (19 more than end of Q2 showing rise in new referrals).
20	Conduct statutory Gypsy and Traveller counts	Submit count in January and July	March 2023 and ongoing	Due in January 2023

	Service Priority	Expected Outcomes	Completion date	Q3 Progress
21	Maintaining high housing standards in private sector housing in the district	<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>	March 2023 and ongoing	<p>Ongoing inspections as service enquiries and licensing applications dictate.</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	Support the delivery of the climate change action plan for 22/23	Work with private sector housing and external partners such 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	March 2023	

3. Performance indicators and targets

KPI	Description	Annual Target	Q1 FIGURES	Q2 FIGURES	Q3 FIGURES
1	Number of applicants for whom homelessness is relieved or prevented	to be 50% of those presenting	28 (50%)	49 (59%)	6 (21%)
2	Households living in Temporary Accommodation	<i>Below 30</i>	23	29	23
3	Number of families in B&B for more than 6 weeks	<i>zero</i>	0	0	0
4	Number housed in to the PRS (cumulative)	<i>30</i>	9	19	33
5	Number of gross affordable homes delivered (cumulative)	<i>100</i>	44	77	141
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 (cumulative)	<i>100%</i>	16%	27%	44%
8	No. of DFGs and Prevention Grants completed – target 65-70/year (cumulative)	<i>65-70</i>	20	30	45
9	Number of gypsy / traveller illegal encampments (all land, not just Hart land)	<i>INFO ONLY</i>	0	3	0

10	Community Trigger reviews to be carried out	1	0	2	1
11	Community Events				
12	Increase Newsletter distribution from baseline (70)	20%	17%	37%	39%

4. Quarter 3: 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
- 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, with key enhancements month on month
- Launching the Here for Hart Directory of Services
- Production of Here for Hart Cost of Living Bulletins and workshops
- 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.
- 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
- Achieving connection with the fifth of the five secondary schools across Hart for the Stay Safe (CCE) delivery

Looking forward to Quarter 4 - 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
- LAHF expression of interest (Q4)
- Shared ownership replacement service due to the Governments Help To Buy Agent service coming to an end 31/3/23 (Q4)

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.

Note – during late January, we have had confirmation from DLUHC that there has been no clear new decision on HPG funding, but it has been confirmed that for the next 2 years will remain at the same level. This means that the risk level will be re-assessed, and reduced in the light of this.

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 – Q3

Q3 Citizen’s Advice Hart (CAH)

2022-2023	Easy or difficult to access	Found a way forward	Problem now resolved	Would recommend service
Q1 (Apr- June)	75%	83%	72%	87%
Q2 (July- Sept)	77%	90%	78%	88%
Q3 (Oct- Dec)	77%	84%	72%	84%
Q4 (Jan- Mar)				
12 month rolling	76%	86%	74%	86%
KPI	82%	82%	69%	85%

Key Points

- Since the equivalent Q3 2021 there has been an 472% increase in the need for emergency and charitable support such as fuel and food bank vouchers.
- Clients have an average of 2.3 issues each.
- 17 safeguarding concerns raised in Q2 (19 in Q2)
- Although the numbers are relatively small, issues related to Utilities and Communications have increased by 105% compared to Q2 (mostly fuel or internet and broadband issues)
- Client demand for assistance on legal issues has also increased by 51% compared to Q2
- 52% of Hart clients have long term health condition or disability (12% Hart census)
- General benefit entitlement and PIP issues outweigh any other benefit issue. Within PIP issues, 23% are regarding making and managing claims and 16% of PIP issues are related to appeals which are time consuming to complete.
- Council tax arrears and fuel debts account for 33% of debt issues
- 10% of Hart clients are from BAME groups compared to 5.1% in the local population (12% in Q2)

Q3 Hart Voluntary Action (HVA)

Activity	Outcome(s)	Indicators	KPIs (annual target)	Quarterly target	Qtr 1	Qtr 2	Qtr 3
Volunteer Centre	Increased involvement of Hart residents with the local voluntary and community sector.	Number of new volunteers referred to a volunteer placement organisation	280	70	89	97	88
		Number of new volunteers placed with a volunteer placement organisation	180	45	48	45	28
Practical support, innovation and financial resilience	Enhanced capability of the Voluntary & Community Sector in Hart	Number of individual voluntary and community organisations supported	40	10	18	5	9
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.	200	50	61	53	53
Minding the Garden	Improved physical and mental health and wellbeing for young people and adults in Hart.	<ul style="list-style-type: none"> Total sessions delivered per quarter. No of individual memberships. No events held/hosted by MTG 	Data only		50 38 15	43 43 13	33 45 13
Hart Health Walks	Improved physical and mental health and wellbeing for adults in Hart.	<ul style="list-style-type: none"> No of new registered walkers. No of new walks. 	50 1	12 1	11	11	19
Shop 4 U		No of referrals	Data only	N/A	0	8	11

Key Points

Volunteer Placements: Whilst referrals to volunteer placements remains consistent in the 3rd Quarter, confirmed volunteer placements have dropped, and HVA continue to be concerned about the challenges in finding volunteers for certain types of roles, particularly Trustees, or those which require more regular/in-depth commitment.

Homes for Ukraine: 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. . As more Ukrainians are entering employment, numbers are attending English classes are reducing, therefore they will be a review of need for future provision from January 2023.

HVA has continued to provide support to 2 Ukrainians already living in independent accommodation and one other Ukrainian who is still hosted, but the host does not have capacity to provide support to access services.

Q3 Fleet Phoenix

Activity	Outcome(s)	Indicators	Target	Frequency of reporting	1st	2nd	3rd	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	487	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%	87%	
	Young people make positive lifestyle changes	Percentage of young people participating in Fleet Phoenix activities who report positive lifestyle changes	50%	Quarterly	58%	72%	69%	
	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%	71%	

Q3 Inclusion Hampshire

Outcome	Indicator	Target	Q1 Apr-Jun	Q2 Jul-Sept	Q3 Oct-Dec	Q4 Jan-Mar
Hart young people attending Inclusion School or Inclusion College re-engage in learning.	% of Hart young people evaluated to be making progress at case review.	75%	80%	91%	93%	
Hart young people making academic progress in Maths and English.	% of Hart young people developing Maths and English skills based on half term assessments or teacher assessment.	75%	90%	82%	89%	
Hart young people make improvements in their life skills and social skills.	% of Hart young people achieving the personal, social and development goals as measured by SEMH (social, emotional & mental health) monitoring tools.	75%	90%	100%	93%	
Hart young people attending Inclusion School transition successfully to college, training or employment by the end of year 11.	% of Hart young people securing a college place, apprenticeship or employment by the end of year 11.	Measured in Q2		100%		
Hart young people attending Inclusion College transition successfully to mainstream college, training or employment when ready to do so.	% of Hart young people transition successfully to mainstream college, training or employment.	Measured in Q2		0 leavers this year		
Number of Hart young people and their families enrolled at Inclusion Hampshire.		Data only (to give context to above KPI's)	10	11	14	