



## **Service Plan: Community Services 2023/24**

### **Service Overview**

Community Services consists of six teams, focussed on delivering services to residents in the community. The organogram below sets out the teams that deliver these services: Housing Solutions, Community Partnerships and Projects, Housing Strategy and Development, including Housing Business Support, Private Sector Housing, Countryside and Community Safety including Parking. The services themselves are funded from a mixture of the council's own General Fund, Homelessness Prevention Funding and Better Care Fund, both distributed by central government and other small pockets of funding secured through various opportunistic bidding rounds.

Version 1	Version to be considered by Overview & Scrutiny Committee on 14 March 2023	

## Service Priorities

The table below sets out the service priorities for 2023/24, over and above day to day service delivery. Delivery against these is monitored via the quarterly Overview and Scrutiny Service Panel.

	Service Priority	Link to Corporate Plan	Expected Outcomes	Target Completion Date
1	Development of revised Supporting Communities Plan for 2023-2025	People	Gain approval at Cabinet	September 2023
2	Delivery of the Supporting Communities Plan via the Here for Hart programme	People	Delivery against action plan set out in Supporting Communities Plan 2023-2025	March 2024 and ongoing
3	Monitoring and reporting on the funded Service Level Agreements (SLA's) with key agencies	People	Delivery against set outcomes and value for money achieved via SLA's: <ul style="list-style-type: none"> <li>• Citizens Advice,</li> <li>• Hart Voluntary Action,</li> <li>• Fleet Phoenix,</li> <li>• Inclusion Hampshire</li> </ul>	March 2024

	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
<b>4</b>	Delivering the Refugee Workstream	People	Delivering the LAHF homes Prevention of homelessness due to breakdown in hosting arrangements - ongoing	November 2023 March 2024 (ongoing)
<b>5</b>	Delivery of the Armed Forces Covenant Duty	People	Delivery of activities in line with Armed Forces Covenant Duty Deliver Health & Wellbeing events at Bases and in community locations. Support veterans and armed forces families with employment signposting Gain Silver' Employer Recognition Award'	March 2024
<b>6</b>	Contribute to the delivery of the North Hampshire Community Safety Partnership (CSP) Partnership Plan	Place 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 2024

	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
<b>7</b>	Review Housing Allocations Policy	People	<p>Full review of housing allocations Policy to ensure compliance with all new legislation</p> <p>Take revised Policy (if change is needed) to Cabinet for approval</p>	March 2024
<b>8</b>	Review Homelessness Out of Hours Provision	People	<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>	September 2023
<b>9</b>	Ensure we have an active private rented sector, engaging with landlords and hosting landlord events. Delivery of landlord support and tenancy sustainment services	Place	Annual landlord event and bi-annual landlord newsletter	March 2024 and onwards

	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
<b>10</b>	Produce an Annual Community Services Update	Planet People Place	Publication of an annual update and associated promotion / communication on key outputs	July 2023
<b>11</b>	Establish processes and documentation for First Homes	Place	Setting up a system to process and monitor first homes in the district	March 2024
<b>12</b>	Review the requirements for and establish a new vehicle for recording shared ownership	Place	Review options for the recording of shared ownership need and demand following the closure of the Government agency. Set up a system to record and advertise shared ownership properties for sale within the district.	December 2023
<b>13</b>	Delivery of Disabled Facility Grant service	Place	Enabling residents to remain in independent living accommodation (80 DFGs per year)  Provision of discretionary Prevention Grants, focused on providing quick solutions to those in urgent need  Promotion of prevention grants	March 2024
<b>14</b>	Review private sector renewal policy in relation to DFG recharges and homeowner loan provision	Place	Benchmark against best practice  Explore opportunities for increasing return	March 2024

	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
<b>15</b>	Support the delivery of the climate change action plan	Planet	Participate in the officer working group	March 2024
<b>16</b>	Identify biodiversity and climate change offsetting opportunities	Planet	Submit a costed plan to Cabinet for the delivery of offsetting “pilot” projects on the ground	August 2024
			Submit to Cabinet for approval of the “model” for project and financial delivery	January 2024
			Deliver “Phase 2” of the offsetting model	March 2024
			Complete the delivery of “pilot” projects (delivery of the physical works on site)	Sep 2024 to March 2026
<b>17</b>	Tree Strategy	Planet Place	Produce a Tree Strategy that will benefit sustainability, global warming, carbon and biodiversity	March 2024
			Complete a Tree Planting project as an example of good practice and to support biodiversity and carbon offsetting strategy	March 2024 to 2025
<b>18</b>	Reduce Operational Carbon Emissions	Planet	Instal electric vehicle (EV) charging points at Civic Offices	March 2023
<b>19</b>	Green Grid Strategy	Planet People Place	Production of Local Walking and Cycling Strategy	September 2023
			Identify opportunities for Green Networks in Hart with key partners	July 2023

	Service Priority	Link to Corporate Plan	Expected Outcomes	Target Completion Date
			Stakeholder consultation, Completion of Strategy and Cabinet approval.	June 2024
			Identification of "Phase 2" Green Corridor with costed plan	September 2024
20	Delivery of Hart Green Grid East	Planet People Place	Installation of signage through to Hartland Park.	September 2023
			Working with HCC and St Edwards on provision of temporary crossing of Bramshot Lane	September 2023
			HCC to develop: A3013 Cove Road crossing; Southwood Lane, cattle grid bypass improvements; pavement and drainage improvements	September 2024
21	Delivery of (Phase 2) Ecological Mitigation works at Fleet Pond	Planet	Approve updated project plan with proposed financial strategy	May 2023
			Tender Phase 2 to develop a costed strategy for approval	June 2023
			Costed Strategy Completed Draft Presented to O&S Cabinet approval	Feb 2024 Mar 2024 Apr 2024
22	Delivery of agreed works at Edenbrook Country Park	Place	Review and agree programme for delivery of works	March 2024

	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
<b>23</b>	SANGs Adoption	Place	Progress adoptions at the following sites: <ul style="list-style-type: none"> <li>• Moulsham Lane</li> <li>• Poulterers Meadow</li> <li>• Hawley Park Farm</li> <li>• Edenbrook extension (Grove Farm)</li> </ul>	March 2024 and ongoing
<b>24</b>	Review of concession opportunities	People	Agree new strategy for delivery at Project Board	July 2023
			Concessions to be operational	March 2024
<b>25</b>	Closed Cemeteries	Place	Minimum standard of maintenance that is Biodiversity and Carbon Friendly	July 2023
			Legal process to hand areas over to Parishes considered with options	July 2023
<b>26</b>	Countryside Vision	Planet People Place	Aspirations and priorities for the future of the countryside service to deliver the best service possible to our customers and to enhance and protect biodiversity	Nov 2023
<b>27</b>	Grounds & Street Care Audit	Place	Mapping Grounds Maintenance areas to develop a schedule of rates with consideration biodiversity and carbon footprint considered	August 2023
			Investigate options in the delivery of contracted services for consideration	August 2024



	<b>Service Priority</b>	<b>Link to Corporate Plan</b>	<b>Expected Outcomes</b>	<b>Target Completion Date</b>
			Investigate options of carbon friendly fuels and electrification of vehicles and equipment.	March 2024
			Investigate a digital recording system for trees and site H&S	June 2023
<b>28</b>	Countryside Policy review	Planet People Place	Review all Policies relating to open spaces and ecology and identify any gaps. Proposals for filling gaps in policy will be prioritised and brought to Project Board for approval	March 2023 to 2025
<b>29</b>	Car Park Maintenance	Place	Develop and implement car park planned maintenance programme	September 2023
<b>30</b>	Litter Enforcement	Place	Investigate viability of bringing Litter Enforcement service inhouse and produce options paper for consideration  Consider options for enhancing fly tipping prevention and enforcement	November 2023
<b>31</b>	Review of CCTV	People Place	Following the transfer of the service to Runnymede, a review of camera provision across the district, including placement, quality and support of parish council CCTV	November 2023



## Performance indicators and targets

KPI	Description	Annual Target
1	Number of Households given advice to across the quarter	<i>INFO ONLY</i>
2	Number of households prevented or relived from becoming homeless	<i>50% of all formal presentations</i>
3	Number of families in B&B for more than 6 weeks	<i>zero</i>
4	Number housed in to the PRS (cumulative)	<i>30</i>
5	Number of gross affordable homes delivered (cumulative)	<i>100</i>
6	% Disabled Facilities Grant spent against budget	<i>100%</i>
7	No. of DFGs and Prevention Grants completed	<i>80</i>
		<i>(remove as historic info only target)</i>
9	Community Trigger reviews to be carried out	<i>1</i>
10	Community Events attended to promote service accessibility, across Community	<i>6</i>
11	Number of "Green Flags Awards" held	<i>4</i>
12	% Countryside major sites with current Management Plan	<i>90%</i>
13	Number of Service requests for Grounds and Street Cleansing Services	<i>1800</i>