



# Community Services Annual Report 2025-2026

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# Introduction

We are pleased to introduce our Annual Report. This slide deck provides an update on key activities and achievements of the Community Services Team from April 2025 to March 2026 highlighting the work of all 7 teams within the service.



# Key Achievements 2025 - 2026: Private Sector Housing Team

Delivered 60 Disabled Facilities Grants and 11 Prevention Grants at a cost of almost £800K. These grants allow vulnerable residents to continue to live independently and safely in their own homes.

Our first Empty Homes Strategy was published, and an abandoned property was sold at auction via the enforced sale process.

The team prepared fully for the implementation of the Renters Rights Act which included drafting new Housing Enforcement and Civil Penalty Policies.

Responded to 45 service requests, mainly in relation to disrepair and overcrowding.

# Key Achievements 2025 - 2026: Environmental Health

Successful completion of an innovative project to delegate 'Community Protection Notice' (CPN) powers to Vivid Homes. Enabling use of legal provisions within the ASB Crime and Policing Act 2014 by the South of England's largest housing provider. Allowing more effective and targeted enforcement of low level Anti-social behaviours within local communities.

Our Fly-tipping enforcement team had high levels of success across the year delivering **46** Community Protection warnings (CPWs), **8** Fixed Penalty Notices and **8** Successful prosecutions!

Our stray dog services achieved a **100%** rehoming rate for all collected stray dogs.

Our Food and Safety Team delivered a **95%** inspection rate for our programmed food hygiene inspections.

Our Shared Licensing team delivered a **100%** response rate (KPI) on Licensed premises (LA2003) and licenced taxis/ PHVs.

Our Fly-tipping team established 'Operation Wolf'. Delivering ongoing multi-agency stop and search of waste offenders.

# Key Achievements 2025 - 2026: Strategy and Development Team

In partnership with the planning team, enabled 104 new affordable homes over the last year, against a target of 100 homes. These comprised 50 rented homes and 54 for shared ownership.

Received approval to progress several housing projects including purchasing accessible homes, larger family-sized homes and temporary accommodation for people on the housing register.

Received approval to set up a rightsizing pilot scheme to encourage people under occupying their rented homes to move to smaller, more manageable properties and freeing up larger homes for families.

Researched and produced a new 5-year Housing Strategy for Hart, outlining the Council's key aims and priorities to take forward into the coming years.

Made a successful application for Local Authority Housing Fund Round 4 funding to provide 4 additional homes including 2 for much needed temporary accommodation.

Received approval to provide top-up funding to enable the delivery of 2 sites providing 100% affordable housing for people on the housing register.

# Key Achievements 2025 - 2026: Housing Business Support

928 new housing register applications were processed in 25/26 showing a significant increase when compared to 577 last year.

An average of 400 emails responded to every month.

82 private sector grant applications processed and approved, and 73 completed and closed.

Support provided in person and over the telephone to help customers to complete their housing register application forms.

Helped manage the Hart Housing Register and provided support to the 1620 households on the housing register as at March 26.

# Key Achievements 2025 - 2026: Housing Solutions Team

Using homelessness data to identify housing and debt pressures early, enabled better-targeted prevention, including funding Citizens Advice debt-worker support to help residents maintain their homes.

Expanded private rented sector access by strengthening landlord engagement, securing 71 longer-term tenancies for homeless households and improving move-on options across the district.

Delivered proactive homelessness prevention advice to 854 households, with a focus on early presentation and upstream support to reduce statutory homelessness applications.

Successfully implemented the new Allocations Policy, strengthening the management of the Housing Register through clearer prioritisation, greater transparency for applicants, and improved matching between housing need and availability.

Provided over £40,000 in Household Support Fund assistance to some of our most vulnerable households, supporting residents to sustain their homes and prevent housing-related crises.

# Key Achievements 2025 - 2026: Community Partnerships and Projects Team

Delivered the free SEEDL online learning platform to all Hart residents, allowing everyone access to a wide range of courses and accredited training.

Here for Hart recognised as an exemplary model for partnership working.

Ran a second Employment and Skills Fair with over 200 attendees. There were positive outcomes for a number of people who are now in permanent employment.

Created an Older Adults Forum to help support the work of older adult charities and voluntary groups.

Launched a modern, refreshed Here for Hart Directory which is more user friendly and easier to navigate with the updated search function.

Published The Hart Health and Wellbeing Plan 2026 - 2028

# Key Achievements 2025 - 2026: Community Safety Team

An almost 50% increase in antisocial behaviour (ASB) complaints processed, rising from 1,189 in 2024-25 to 1,653 in 2025-26 including 596 received directly, the remainder received via the Police contact centre.

956 early interventions including 44 formal (ASB Warning Letters, Acceptable Behaviour Agreements, Good Neighbour Agreements or Mediation referrals) and 912 informal (signposting or advice given).

Responsive early intervention work has resulted in only 3 Community Protection Warnings having to be served as formal enforcement – none of which have progressed to formal Community Protection Notices.

Coordination of the Hart and Rushmoor monthly PEOPLE meetings supporting vulnerable individuals from 11 referrals and processing of 17 further Safeguarding referrals to social services.

49 Community engagement events or deliveries including personal safety for older persons and to residents' meetings, knife crime awareness to local youth organisations, AI/Online Safety presentations in school assemblies with Police, our *Stay Safe* Child Criminal Exploitation (CCE) focused offering (including parent evening sessions) and *Think Safe* delivered to different year 6 pupil cohorts across two academic years in May 2025 and March 2026.

# Key Achievements 2025 - 2026: Parking and Environmental Enforcement

Car Park income of £1,113,329 from a combination of cash in machines, the MiPermit App, Chip and Pin and Season Ticket sales across 15 car parks.

2,648 Penalty Charge Notices (PCNs) issued ensuring fair usage of all public car parks for all.

7,525 parking patrols undertaken. These are visits to car parks across the district for the purpose of enforcement as well as follow up on reported abandoned vehicles. 449 abandoned vehicle reports were received.

Pride in Place Campaign launched with significant environmental improvements through tackling fly posting, unauthorised banners and out of date or unlawfully located Estate Agent boards with 110 Fixed Penalty Notices (FPNs) issued.

Environmental education through Think Safe delivery to year 6 students covering the long term impact of littering and potential costs to individuals and the council of fly tipping through use of an interactive fly tipping investigation exercise.

# Key Achievements 2025 - 2026: Environmental Promotions

Social Media - Across the year we had 163 posts yielding 1,160,055 reach. On average we put out 14 posts per month – providing an average monthly reach of 96,671.

Green Flag – An internationally recognised award for quality site management, community involvement, biodiversity and environmental improvement.

Sustainability – Increasing canopy cover project completed. 'Bat hut' – Solar panels and battery power storage installed to power site maintenance vehicles and tools at Edenbrook Country Park.

Fly Tipping – 1489 cleared, numbers slightly up on previous year but the sizes of the tips are less, prosecutions for tipping helping to deter it.

In total we completed 38 Projects ranging from quick wins to large programs totaling over £1m in investments to enhance our Country Parks, Green Spaces, and Flood Risks. Notable projects included improvements to car parks at Bramshot and Edenbrook Pale Lane, our first Biodiversity Net Gain project at Whitewater Meadows, accessible pathways also at Bramshot, and much needed repairs to Sandy Lane Ditch.

# Events Throughout 2025-2026

Strategy and development team presented at two rural housing events to promote the benefits of multi-agency joint working to deliver rural affordable housing.

The team also hosted the first in-person Housing Strategy consultation event with stakeholders for 6 years. There was a good attendance and the event was very well received; people appreciated the opportunity to network and discuss initiatives with other agencies.

Environmental Promotions delivered 30 events, engaging with 3,837 people through a mix of large public events, bookable sessions, community hires, and partner events. Highlights included Bark in the Park, Edenbrook Bike Jam, Nature Discovery Day, popular bat walks and Halloween events, as well as work with schools, uniformed groups, dementia groups, and attendance at events such as the Hart Job Fair and Yateley Fun Fest and many more.

Think Safe delivered across two academic years to 1,600+ year 6 students, Stay Safe delivered to 1,000+ year 8s and 9s and Think Drive Stay Alive delivered and broadcast to 1,000+ students at Farnborough College of Technology.

Employment and Skills Fair which was attended by over 200 residents

Hart Health Fair at Fleet Market with local health and wellbeing partners helped over 20 residents receive important health checks

We held a successful Landlords' Forum to support positive working relationships with the private rented sector and ensure landlords remain up to date with tenants' rights and responsibilities. The session provided an opportunity to share key legislative updates, clarify expectations, and promote good practice, helping to create a safer, fairer, private rented sector for residents.



# Partnership Working

The Strategy and Development team collaborated with Registered Providers to obtain additional affordable housing within the district.

They have also assisted Action Hampshire in promoting rural affordable housing by presenting at events aimed at Parish Councils and landowners throughout Hampshire.

The Biodiversity Team has partnered closely with the South East Rivers Trust to identify projects along Harts' internationally rare Chalk Streams. Together, we are working on initiatives across the River Hart and Whitewater. Additionally, they've supported Hart in successfully securing £600k funding from Thames Water fines to help implement "Our Plan for Fleet Pond".

The Community Partnerships and Projects Team worked with health and wellbeing providers to deliver the first Hart Health Fair at Fleet Market.

The Housing team attended a Yateley Industries community event to connect with residents, raise awareness of housing services, and offer advice to those who may need support. This engagement helped ensure people within the community know where to turn for housing help when they need it most.



# Grants and external funding

Grants received – Hart successfully secured Local Authority Housing Fund Round 4 funding to deliver 4 additional affordable homes including two properties for temporary accommodation.

Grants provided – 7 grants agreed to be provided to local Housing Associations to deliver additional affordable housing in the district.

Seven countryside grants totalling £26,000 have been awarded to local organisations for projects which provide health, wellbeing and biodiversity benefits to residents. The largest grant of £10,000 was awarded to Hartland Men's Shed to construct a new allotment area . The 6th Ancell's Farm Scout group have received £5,000 to fund a series of wildlife activities and improvements around Ancell's farm. Odiham Parish Council secured £5,000 to help improve the native woodland at The Firs, where they will also be adding benches and information boards for visitors.

A series of smaller grants were also awarded to:

- Heatherside Junior School, for a forest school shelter and wildlife equipment.
- The Green Oaks Federation – for a polytunnel to allow the schoolchildren to grow their own vegetables all-year round.
- Wilder Hook – to improve biodiversity and the pollinator habitat in and around Hook.
- Odiham Conservation Volunteers – to help improve and enhance the path in Bartley Heath that connects Odiham Parish with Hook Heath



# Grants and external funding

Sixteen grants totalling £50,000 provided to local organisations via the Cost of Living Grant

Grants awarded to Hart Voluntary Action and Citizens Advice to support Homes for Ukraine work the Community Garden and homelessness prevention

We provided grant funding to Citizens Advice to support a dedicated debt worker delivering advice within our communities. This helps residents manage financial pressures at an early stage, reducing the risk of homelessness and supporting sustainable tenancies.

Core grants given to Vision4Youth, Citizens Advice, Fleet Phoenix, Inclusion College and Hart Voluntary action to deliver services within the community.





## Further Information

If you would like to find out more about the Community Services Team or any of the Community Services functions, please do not hesitate to contact us via e-mail at [housing@hart.gov.uk](mailto:housing@hart.gov.uk) or [countryside@hart.gov.uk](mailto:countryside@hart.gov.uk) or by calling 01252 774420