

NOTICE OF MEETING

Meeting:	HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL
Date and Time:	WEDNESDAY, 17 JANUARY 2024 AT 6.00 PM
Place:	COUNCIL CHAMBER - APPLETREE COURT, BEAULIEU ROAD, LYNDHURST, SO43 7PA
Enquiries to:	Email: karen.wardle@nfdc.gov.uk Karen Wardle Tel: 023 8028 5071

PUBLIC PARTICIPATION:

Members of the public may watch this meeting live on the [Council's website](#).

Members of the public may speak in accordance with the Council's public participation scheme:

- (a) on items within the Housing and Communities Overview and Scrutiny Panel's terms of reference which are not on the public agenda; and/or
- (b) on individual items on the public agenda, when the Chairman calls that item. Speeches may not exceed three minutes.

Anyone wishing to speak should contact the name and number shown above no later than 12.00 noon on Friday, 12 January 2024.

Kate Ryan
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA
www.newforest.gov.uk

This agenda can be viewed online (<https://democracy.newforest.gov.uk>).

It can also be made available on audio tape, in Braille and large print.

AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meeting held on 20 September 2023 as a correct record.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by members in connection with an

agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

3. PUBLIC PARTICIPATION

To receive any public participation in accordance with the Council's public participation scheme.

4. COMMUNITY GRANTS (Pages 5 - 32)

To consider the recommendations for the Community Grant allocation for 2024/25 from the Task and Finish Group and to receive a presentation from Community First in relation to the work carried out as part of the Service Level Agreement with the District Council.

5. SAFER NEW FOREST PARTNERSHIP - CONSIDERATION OF CRIME AND DISORDER FIGURES (Pages 33 - 108)

To consider and review the draft Safer New Forest Strategic Assessment for 2023.

6. SERIOUS VIOLENCE DUTY NEEDS ASSESSMENT & RESPONSE STRATEGY (Pages 109 - 166)

To consider and note the New Forest Serious Violence Strategic Needs Assessment and Response Strategy.

7. HOUSING REVENUE ACCOUNT BUDGET AND THE HOUSING PUBLIC SECTOR CAPITAL EXPENDITURE PROGRAMME FOR 2024/25 (Pages 167 - 182)

To consider the HRA budget and the housing public sector capital expenditure programme for 2024/25.

8. GREENER HOUSING: RESIDENT FEEDBACK FOLLOWING ASHP INSTALLATIONS

To receive a presentation providing details of resident feedback following the installation of Air Source Heat Pumps.

9. TENANT ENGAGEMENT STRATEGY (Pages 183 - 218)

To consider the Tenant Engagement Strategy following consultation.

10. TENANT SATISFACTION MEASURES

To receive a presentation providing details of the work progressing relation to the Tenant Satisfaction Measures.

11. PORTFOLIO HOLDER'S UPDATE

An opportunity for the Portfolio Holder's to provide an update to the Panel on developments within their portfolio.

12. WORK PROGRAMME (Pages 219 - 220)

To agree the work programme to guide the Panel's activities over the coming months.

13. DATES OF MEETINGS 2024/25

To approve the following meeting dates for 2024/25:

18 September 2024
22 January 2025
19 March 2025

These dates will supersede those previously agreed for September 2024 – March 2025.

14. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

To:

Councillors

Steve Clarke (Chairman)
Ian Murray (Vice-Chairman)
Hilary Brand
Kate Crisell
Sean Cullen

Councillors

Patrick Mballa
Neville Penman
Janet Richards
Neil Tungate

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HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL - 17 JANUARY 2024

PORTFOLIO: COMMUNITY, SAFETY AND WELLBEING

COMMUNITY GRANTS

1. RECOMMENDATIONS

- 1.1 That the Housing and Communities Overview and Scrutiny Panel recommends to Cabinet that:
- a) Community Grant awards, totalling £130,000 in revenue grants and £96,040 in capital grants, as set out in Appendix 1, and in more detail in Appendix 2, be approved for inclusion in the Medium-Term Financial Plan and proposed budget for 2024/25.
 - b) The proposed recommendations as set out in section 4.2 be approved.
 - c) The Community Transport grants totalling £51,100, as set out in section 5.5 be approved along with the recommendation to respond to the HCC consultation, as detailed in 5.7.

2. BACKGROUND

- 2.1 Following previous encouragement to promote the community grants, the Task and Finish Group were pleased to see many applications from new organisations, supporting a range of groups and that covered the whole district.
- 2.2 On 27, 28, 29 and 30 November 2023 the Community Grants Task and Finish Group met to consider the Revenue Community Grant applications received for the 2024/25 financial year. We received 43 applications from a range of organisations, including many new organisations. Due to the number of Revenue Grant applications, the Task and Finish Group met on 15 December 2023. We received 15 Capital Community Grants applications.
- 2.3 The value of Revenue grant applications totalled £617,199, (£249,430 in 2022) and Capital grant applications totalled £243,640 (£161,400 in 2022).
- 2.4 The recommended Revenue Community Grant amount includes £35,000 awarded to Community First Wessex as part of a two-year funding agreement which ends on 31 March 2025. Quarterly meetings are held to provide updates on activities undertaken as detailed in the agreement.
- 2.5 Due to the number and value of applications the Group sought to prioritise those that support our most vulnerable residents and communities and provided the most community benefit.
- 2.6 Applicants each gave a presentation to the Task & Finish Group and answered questions. The Task and Finish Group comprised Cllrs, Alvey (Chairman), Armstrong, Crisell, Dowd, Dunning (Vice Chairman), McCarthy and O'Sullivan, with input from key Council Officers.

3. PROCESS

- 3.1 Applications were reviewed by Officers, with clarification sought where there were queries with the application, for example the amount applied for, the organisations status or the type of project seeking funding. Following the review some applications did not progress and were notified accordingly.
- 3.2 All Community Grant applicants were asked to present to the Task and Finish Group and provide details of their accounts, and how their application would meet the needs of, and benefit or support, residents in the district. Applicants were also asked to explain how their funding request linked to the priorities set out in the Council's Corporate Plan and their outcomes and key deliverables.
- 3.3 Following the presentations, the Task and Finish Group thoroughly discussed and reviewed the information submitted with the applications and presented at interview and responses to the Groups specific questions. In formulating a recommendation for each grant request, members considered the agreed criteria, the Council's Corporate Plan priorities, the value for money being offered, or if supported us in delivering our services. Due to the number and value of applications the Group had to make difficult decisions and in a number of instances the Group recommended grants of less than the amount being requested so as to support as many groups as possible and to recognise the benefits of the individual grant applications. Consideration was also given to sustaining organisations over expansions.
- 3.4 The recommendations, with reasons, of each of the grant requests, are summarised in **Appendix 1** and in further detail in **Appendix 2**. Some applicants, where a grant is not recommended, have been given advice and information to support their organisation, including alternative funding streams, details of other organisations that can offer support, such as Community First Wessex, and invitations to join the New Forest partnership meetings where they can network and understand what other organisations are doing across the district.

4. REVIEW OF THE PROCESS

- 4.1 After completing the interviews, the Task and Group reviewed the overall grants process. Whilst acknowledging the considerable administration and time involved, especially this year due to the increased number of applicants, the Group were very supportive of the Community Grants programme which supports the Council's aims and objectives. However, with the increased number of applications, which is likely to increase further in the future as the need for funding is great, it does mean that a significant amount of officers' time is spent on the scheme administration, including responding to enquiries, arranging appointments, five days' worth of meetings and listening to applicants and subsequent report writing and ongoing administration.
- 4.2 On reviewing the Community Grants process the Task and Finish Group recommend:
 - a) For applications for the 2025/26 year, that the minimum revenue grant application amount be increased from £1,000 to £3,000 and that a maximum revenue grant award is set at £20,000
 - b) That any unspent Councillor Engagement Grant at year end is transferred to the Revenue Community Grant budget

- c) That the Capital Grant scheme is reviewed to consider aligning with the Community Infrastructure Levy (CIL) funding
- d) That the Revenue Grant scheme is fully reviewed to consider whether alternative processes could be used to simplify administration, and to ensure awards match the Council's emerging Corporate Plan priorities.

5. COMMUNITY TRANSPORT GRANTS

5.1 The Task and Finish Group also considered community transport grants. There are 3 Service Level Agreements with Hampshire County Council for transportation projects all funded from the overall budget for Community Grants. Community First Wessex administer the three schemes.

- Wheels to work – This is a moped loan service which aims to help people between 16 and 25 with no access to suitable transport get to work, apprenticeships, training, or job interviews.

Current NFDC grant funding is £7,396.21 match funded by HCC. The contract is being extended for a further year so that it now ends on 31 March 2025.

- Call and Go – This is a bookable community transport service for anyone whose transport needs are not met by public bus services to go, for example, shopping, to visit a library or to see family and friends. Drivers will assist with carrying shopping and wheelchair accessible minibuses collect users from their home at a pre-arranged time. The cost will vary according to the distance travelled.

Current NFDC funding is £28,675.21 match funded by HCC. The contract is being extended for a further year so that it now ends on 31 March 2025.

- Group Hire – This scheme provides affordable wheelchair accessible minibuses to hire for voluntary or charitable organisations for a period of 3 hours to 1 week. The cost of hire depends on the distance travelled and duration of hire period.

Current NFDC grant funding is £13,671.32 match funded by HCC. The contract is being extended for a further year so that it now ends on 31 March 2025.

5.2 The total current funding for the three community transport schemes is £49,742.74.

5.3 Following an HCC review and subsequent consultation due to the need to reduce budgets, the savings programme to 2023 (SP23) was agreed by HCC Cabinet in October 2021. HCC will be undertaking a review of the Community Transport Schemes, as part of their wider budgetary review, with a decision expected to be made in July 2024 on their future.

5.4 The Group reviewed the numbers using the three schemes, which are recovering following the pandemic, and the impact of the options on service provision.

5.5 The Group was of the view that NFDC should maintain the same level of funding to support our communities, especially those in rural areas with limited transport links. Therefore, The Group recommend the following:

- Funding for Call & Go for 2024/25 to be £29,409.99
- Funding for Group Hire for 2024/25 to be £14,080.04
- Funding for Wheels to Work for 2024/25 to be £7,609.87

5.6 The recommended support funding is within the annual budget available.

5.7 The Group were very supportive of the schemes and written confirmation will be sent to HCC through their current public Future Services consultation to confirm our commitment and support to these schemes and encouragement for their funding to continue beyond 31 March 2025. On HCC making their decision we will give due consideration and discuss and agree our response, however, we will not be in a position to fund any HCC reductions in grant funding.

6. FINANCIAL IMPLICATIONS

6.1 The Task and Finish Group were advised that the Council's Medium-Term Financial Plan had allowed for up to £130,000 to be awarded on Revenue Grants and up to £100,000 for Capital Grants.

6.2 The proposals, as set out in Appendix 1, total £130,000 of Revenue grants (£129,600 in 2023/24), which includes the £35,000 grant to Community First Wessex, and £96,040 for Capital grants (£92,000 in 2023/24).

6.3 The proposed budget for 2024/25 for the Community Transport Service Level Agreements, as outlined in section 5 of this report, is £51,100.

7. CRIME & DISORDER IMPLICATIONS / ENVIRONMENTAL IMPLICATIONS / DATA PROTECTION IMPLICATIONS

7.1 Community Grants have been awarded to support groups with capital projects to become more energy efficient.

8. EQUALITY & DIVERSITY IMPLICATIONS

8.1 Our Community Grants programme continues to support a wide range of organisations across the district that support, engage and benefit our diverse communities and residents, including those with mental health and disabilities, and vulnerable households.

Further information:

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Service Manager – Revenue, Benefits and
Customer services
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Background Papers:

Community Grants Appendix
1 and 2

COMMUNITY GRANT APPLICATIONS: SUMMARY OF APPLICATIONS

Appendix 1

A. REVENUE GRANTS

ITEM	APPLICANT	AMOUNT REQUESTED	RECOMMENDATION	2023/24 AWARD
1	Applemore Waterside Swimming Club	2,000	0	N/A
2	Aquaponics	28,000	0	N/A
3	Avon Valley Community	25,000	0	N/A
4	Avon Valley Shed	6,200	0	N/A
5	Eling Tidemill Experience	25,000	0	N/A
6	Families Matter	5,000	5,000	N/A
7	Flutterby Fund	5,000	0	N/A
8	Forest Forge	15,000	7,000	10,000
9	Hammersley Homes	15,000	4,000	5,000
10	Hampshire Cultural Trust (Forest Arts)	15,000	7,500	10,000
11	Headway	12,000	0	N/A
12	Helping Older people	35,000	0	N/A
13	Honeypot Childrens Charity	10,000	5,000	N/A
14	Living After Loss	30,000	0	N/A
15	Lyndhurst and District Community Association	30,000	0	N/A
16	Marchwood Men's Shed	1,200	0	0
17	Memory Box	3,500	0	N/A
18	New Forest Baseball	5,000	0	N/A
19	New Forest Basics Bank	20,000	5,000	N/A
20	New Forest Bike Project	10,000	1,000	2,000
21	New Forest Cricket Association	5,000	0	N/A
22	New Forest Disability Info Services	28,500	17,000	18,500
23	New Forest Heritage Trust	10,000	0	0
24	New Forest Mencap	10,000	5,000	N/A
25	New Forest Pride	5,000	0	0
26	Parkinson UK	2,500	1,000	N/A
27	PEDALL	10,000	0	N/A
28	Positive Path	15,000	5,000	N/A
29	Ringwood Veterans Club	5,484	0	N/A
30	Solent Mind	24,000	0	N/A
31	SPUD	15,000	5,000	10,000
32	St Barbe	12,000	5,000	10,000
33	St Wins Church	18,733	0	N/A
34	Stepping Stones Pre School	12,000	0	N/A
35	The Crossings	10,000	8,000	5,000
36	The Green Gram	24,720	0	0
37	The Handy Trust	8,000	5,000	7,000
38	Totton and Eling Community Association	26,362	0	N/A
39	Totton Sharks Basketball Club	1,000	0	N/A
40	Wessex Cancer Trust	21,000	0	N/A
41	WetWheels	10,000	0	N/A
42	Woodlands Pre School	35,000	0	N/A
43	Youth and Families Matter	10,000	9,500	10,000
Total		£617,199	£95,000	
	Community First Wessex - SLA		35,000	35,000
Total			£130,000	

B. CAPITAL GRANTS

ITEM	APPLICANT	AMOUNT REQUESTED	RECOMMENDATION
1	Boldre Parish Council	18,500	9,000
2	Brockenhurst Cricket Club	40,000	0
3	Burley Cricket Club	1,600	2,000
4	Fawley Parish Council	15,000	15,000
5	Fordingbridge Town Council	25,000	0
6	Foxies Future	20,000	10,000
7	Lymington Community Association	26,000	7,500
8	Lymington Cricket Club	1,500	1,000
9	Lyndhurst Drama and Music Society	25,000	15,000
10	Lyndhurst Drama and Music Society	5,500	2,500
11	Ringwood Community Association	10,615	10,615
12	Ringwood Round Table	5,915	5,915
13	Sway Cricket Club	15,000	7,500
14	Sway Parish Council	10,000	10,000
15	Totton Town Council	24,000	0
Total		£243,640	£96,040

A. REVENUE GRANTS**APPENDIX 2**

1	APPLICANT	SUMMARY
	Applemore Waterside Swimming Club	The club, which has been running for 40 years, provides swimming lessons via qualified instructors, with a current membership of 130

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£ 2,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

The Group were supportive of the club but since the application the club have improved their financial stability. It was considered that alternative funding sources could be explored, including Councillor Community Engagement grants. Although the Group support the promotion of physical activity, it considered the limited funding available, the number of grant applications received, often working directly with vulnerable groups, and considered that this is regrettably not a current priority at this time.

2	APPLICANT	SUMMARY
	Aquaponics	New Forest Aquaponics CIC is the UK's first regenerative aquaponics farm. Aquaponics is a nutrient-rich, chemical-free way of 'companion farming' in a system of interconnected tanks where fish and plants grow and nurture each other, providing healthy food in a regenerative and waste-free way. They also support the community with clothes swap, a repair café, and distribute food waste from supermarkets.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£28,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

The Group recognised the work of Aquaponics, which is a new organisation, but had concerns over their focus and undertaking several activities, some of which may be being done elsewhere by other organisations, and that limited fundraising had been applied for and obtained.

3	APPLICANT	SUMMARY
	Avon Valley Partnership Youth & Community Trust	Avon Valley Partnership is based in a charity shop in Fordingbridge and is an outreach arm of Avon Valley churches with the aim of supporting the local community.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£25,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

The Group acknowledged the work of the Avon Valley Partnership, but the grant requested was to employ someone for two years which the Group could not commit to, and there are organisations in the locality providing similar activities. Therefore, when considering the number of grant applications received, often working directly with vulnerable groups, the Group considered that this is regrettably not a current priority at this time.

4	APPLICANT	SUMMARY
	Avon Valley Shed	The Avon Valley Shed brings people together in a social setting, to improve mental health, reduce isolation, give a sense of purpose, and to educate and share skills. The Group has 40 members, being open to all, with member involvement on running activities. The Group is a member of UK Association of Men's Shed and is applying for charitable status.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£6,200

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

The Group were supportive of Avon Valley Shed but considered that more could be done to generate funding, including seeking donations from work undertaken and Councillor Community Engagement grants. Therefore, when considering the number of grant applications received, often working directly with vulnerable groups, the Group considered that this is regrettably not a current priority at this time.

5	APPLICANT	SUMMARY
	Eling Tide Mill Experience	Eling Tide Mill is a water mill with visitor centre and activity room with plans to employ a Community Worker to engage with residents from a hub setting.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£25,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

The Group considered that the Town Council could provide financial support to the project, and had concerns about longer term funding for the project, and that there was already similar provision already in Totton.

6	APPLICANT	SUMMARY
	Families Matter	Families Matter is a small local charity based in Hythe which helps families in need in the Waterside area. They support parents through parenting classes and groups for parents and children with special

		needs, autism and mental health, and through a crisis, i.e. separation, domestic violence, behavioural problems. They work closely with local schools, supporting children and also run groups for people with dementia and their carers and for families with drug and/or alcohol addictions.
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Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£5,000

RECOMMENDATION:

That a grant of £5,000 be given.

REASON FOR DECISION:

The organisation contributes to the Council's priorities through assisting wellbeing of those in the District, working with vulnerable children and young people and parents. Families Matter work in partnership with other organisations, run parenting courses to those families struggling with their child's extreme angry behaviour, support elderly people with dementia, and their carers, with monthly groups. With an increasing demand, the grant would be used to continue this work in the context of general grant reduction from other organisations.

7	APPLICANT	SUMMARY
	Flutterby Fund	Based in Cadnam, Flutterby Fund provide equine therapy to children with special needs aged between 0 to 18.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£5,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

The Group recognised the benefits of equine therapy but considered that although the grant would support 10 children with therapy sessions this was a relatively small number of beneficiaries compared to other applications when considering the grant amount requested, and that more could be done to generate income. Therefore, when considering the number of grant applications received, often working directly with vulnerable groups, the Group considered that this is regrettably not a current priority at this time.

8	APPLICANT	SUMMARY
	Forest Forge Theatre Company	Forest Forge is theatre that provides creative learning and outreach activities and tours to communities and schools across the New Forest with an emphasis on creative learning and using theatre to tackle wider social issues such as bullying and mental health. The organisation encourages participation in a variety of activities such as workshops; work experience and targeted outreach projects (e.g., teenagers).

Last Year's Request	Last Year's Award	Request
£30,000	£10,000	£15,000

RECOMMENDATION:

That a grant of £7,000 be given.

REASON FOR DECISION:

Forest Forge provides creative learning activities across the district and contributes to community cohesion and wellbeing. It supports local business and provides experience for young people's employability and seeks to be fully inclusive by engaging with all communities. It works in schools, tours a production about mental health, has set-up a youth theatre with over 100 attending and a trans youth theatre.

9	APPLICANT	SUMMARY
	Hammersley Homes	Hammersley Homes apply a person centred approach to provide emotional and practical support for people with mental health and aims to provide supported living accommodation for vulnerable adults so that they can live independently. They provide an outreach programme and aim to keep people out of hospital by providing support in their own home.

Last Year's Request	Last Year's Award	Request
£20,000	£5,000	£15,000

RECOMMENDATION:

That a grant of £4,000 be given.

REASON FOR DECISION:

The Group supported Hammersley Homes ambitions and aims and the importance of the work they do with supporting vulnerable people, focusing on those with mental illness and their families, and that the funding will enable them to increase their programme to support more people as demand is expected to increase.

10	APPLICANT	SUMMARY
	Hampshire Cultural Trust (Forest Arts Centre)	Forest Arts Centre is part of FOLIO, a collaboration of arts and heritage organisations, and provides a leading venue for quality live music, comedy, theatre, arts, activities, and events based in New Milton and has an extensive outreach programme. The Centre's priorities include providing high quality cultural programming and community benefit and targets working with schools, including Greenwood, adults with learning disabilities, and older people with dementia or Parkinson's disease.

Last Year's Request	Last Year's Award	Request
£15,000	£10,000	£15,000

RECOMMENDATION:

That a grant of £7,500 be given.

REASON FOR DECISION:

Forest Arts contributes to the Council's priorities by helping local business grow by supporting artists and attracting visitors to the area, and service outcomes for the community with events, activities, and projects. The venue also seeks to provide accessible and affordable space for hire, e.g., Hampshire Autism, host activities and events, offering opportunities to showcase

artistic output at affordable process. Forest Arts seeks to improve mental and physical wellbeing, for example Dance for Parkinson's, and seeks to develop outreach work, as well as a LGBTQ+ youth drop-in. The grant is ring-fenced to the Centre and the work in the district, ensuring our residents benefit, and the Group recommended exploring business sponsorship to increase fundraising income.

11	APPLICANT	SUMMARY
	Headway	Headway are based in Totton and support people and their families affected by brain injuries

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£12,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

The Group were supportive of the work Headway do but considered that they are currently well funded and that the NHS should be providing support. Therefore, when considering the number of grant applications received, the Group considered that this is regrettably not a current priority at this time.

12	APPLICANT	SUMMARY
	Helping Older People	Helping Older People provide free support, advice and befriending services as well as running two charity shops.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£35,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

The application was to expand service provision, and although the Group acknowledge their work, with limited funding available priority is given to sustaining organisations. The Group considered that therefore, when considering the number of grant applications received, the Group considered that this is regrettably not a current priority at this time.

13	APPLICANT	SUMMARY
	Honeypot Childrens Charity	Honeypot Childrens Charity support young carers aged between 5 and 12, including offering respite breaks at their home

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£10,000

RECOMMENDATION:

That a grant of £5,000 be given.

REASON FOR DECISION:

The Group were supportive of Honeypot and their plans to reach out to more young carers, a cohort who have very limited support available from other sources.

14	APPLICANT	SUMMARY
	Living After Loss	Living After Loss provide counselling sessions to those affected by a bereavement and are seeking a permanent location for drop-in sessions.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£30,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group were supportive of the application, it was considered that an application to secure a permanent building space could be resolved with partnership working with other organisations.

15	APPLICANT	SUMMARY
	Lyndhurst and District Community Association	Lyndhurst and District Community Centre has halls, meeting rooms and a charity shop that serve the local community and plan on recruiting a Centre Manager to manage the hall and generate income.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£30,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group recognise the value of community buildings, it considered that funding a centre manager was not a priority, when considering other grant applicants, and that the position could be self-financing with initial support from other organisations.

16	APPLICANT	SUMMARY
	Marchwood Men's Shed	The Men's Shed has recently formed with the purpose being to bring people together in a social setting, to improve mental health, reduce isolation, give a sense of purpose, and to educate and share skills. The Group has 20 members, being open to all, with member involvement on running activities. It intends to make links with the community, already undertaking a bird box and planter project. The Group is a member of UK Association of Men's Shed and is applying for charitable status.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£1,2000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group fully supported the project, and recognise its benefits, it was considered the group could do more to be self-sustaining, for example membership fees like other Men's Sheds, and apply for alternative grant funding. When considering this, and the membership numbers, the Group did not consider a grant appropriate when considering other priorities.

17	APPLICANT	SUMMARY
	Memory Box	Memory Box are based in Southampton and aim to combat loneliness and social isolation for those aged 50 plus, working in Ringwood and Fordingbridge libraries, through their "Memories, me and tea" project.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£3,500

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

The Group considered the limited funding available, the number of grant applications received, and considered that this is regrettably not a current priority at this time.

18	APPLICANT	SUMMARY
	New Forest Baseball	New Forest Baseball are a club seeking to promote and expand participation of baseball in the area, including having their own maintained pitch

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£5,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group support the promotion of physical activity, it considered that the group could seek alternative funding and sponsorship, and with the limited funding available, the number of grant applications received, often working directly with vulnerable groups, it considered that this is regrettably not a current priority at this time.

19	APPLICANT	SUMMARY
	New Forest Basics Bank	New Forest Basics Bank operate a Food Bank from Lymington which supports the surrounding areas, including schools and community hubs.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£20,000

RECOMMENDATION:

That a grant of £5,000 be given.

REASON FOR DECISION:

The Group recognised the support given to vulnerable families, especially with the cost of living, and the work New Forest Basics Bank do with schools and supporting the Food Larders, along with the reduction in donations and increasing demand resulting in having to purchase items.

20	APPLICANT	SUMMARY
	New Forest Bike Project	New Forest Bike Project (NFBP) is a Not for profit Community Interest Company and re-cycles bikes and sells them at reduced rates, benefiting residents by offering an affordable source of bikes and parts, especially to those on a low income, to keep people on the road, fit and healthy, reducing the need for car journeys and the impact on the environment. It provides opportunities and a place to help those with issues in their lives improve their confidence, self-esteem, practical and social skills.

Last Year's Request	Last Year's Award	Current request
£5,000	£2,000	£10,000

RECOMMENDATION:

That a grant of £1,000 be given.

REASON FOR DECISION:

The Group support the work of this project, especially as part of the greener agenda and to encourage recycling and cycling, providing more affordable access to bicycles for households struggling with the cost of transport, as well as providing volunteering opportunities and training.

21	APPLICANT	SUMMARY
	New Forest Cricket Association	New Forest Cricket Association support the local village and town cricket teams, who are members, and runs competitions and promotes the game.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£5,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group support the promotion of physical activity, it considered the limited funding available, the number of grant applications received, often working directly with vulnerable groups, and considered that this is regrettably not a current priority at this time.

22	APPLICANT	SUMMARY
	New Forest Disability Information Service	New Forest Disability Information Service (NFDIS) provides specialised, free, impartial, and confidential disability related information, advice, and guidance to anyone with a disability who lives or works within the New Forest area. NFDIS are the only organisation within the New

		Forest that support and represent the most vulnerable disabled clients at welfare benefit tribunals. NFDIS specialise in providing mobility aids and equipment, and collaborate with community and other organisations to help people maximise their wellbeing and live safely and as independently as possible in their own home.
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Last Year's Request	Last Year's Award	Request
£18,500	£18,500	£28,500

RECOMMENDATION:

That a grant of £17,000 be given

REASON FOR DECISION:

NFDIS is the only organisation of its kind in the district and provides an essential service to the vulnerable in the face of ever-increasing demand and supports the council in many ways, including with the Just Got Home, working from Lymington and Fordingbridge hospital, and Independence Matters projects. The Group acknowledged the great work of NFDIS in supporting vulnerable and disabled residents.

23	APPLICANT	SUMMARY
	New Forest Heritage Centre	The free entry New Forest Heritage Centre is the only museum dedicated to the social and natural history of the New Forest. Their aim is to inspire visitors to explore and value the New Forest by collecting, conserving, and interpreting collections and by providing educational activities and information to children, young people and adults visiting the Forest and living in the community. The Centre includes an accredited Museum, Reference Library, which preserves historical artefacts, shop, and Exhibition Gallery.

Last Year's Request	Last Year's Award	Request
£5,000	£0	£10,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

The Group took into consideration the work of the Heritage Trust, but considered the limited funding available, the number of grant applications received, often working directly with vulnerable groups, and considered that this is regrettably not a current priority at this time.

	APPLICANT	SUMMARY
24	New Forest Mencap	New Forest Mencap support residents with disabilities, including through sessions, and their families, and operate a charity shop.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£10,000

RECOMMENDATION:

That a grant of £5,000 be given.

REASON FOR DECISION:

The Group recognised the work Mencap do to support those with learning disabilities and the work with partner organisations.

25	APPLICANT	SUMMARY
	New Forest Pride	New Forest Pride (NFP) is a registered charity which supports the LGBTQ+ community. NFP aim to host another free event in Lymington, with an estimate of between 5,000 and 6,000 attending, after the first Pride festival which took place there in 2023.

Last Year's Request	Last Year's Award	Current request
£1,500	£0	£1,500

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Whilst the Group supported the aims of NFP, it considered that funding for one-off events are not within the scope of the Community Grants. The Group wished NFP well for the event and stated that the Council is keen to work with the group on future projects and provide information on other grants available.

26	APPLICANT	SUMMARY
	Parkinson's UK New Forest Branch	Parkinson's UK New Forest Branch support those living with Parkinson's and their families, and host coffee mornings and meetings, seminars and events.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£2,500

RECOMMENDATION:

That a grant of £1,000 be given.

REASON FOR DECISION:

The Group were supportive of the tailored and specialist work Parkinson's UK New Forest do across the district to support those affected by Parkinson's

27	APPLICANT	SUMMARY
	PEDALL	PEDALL provide inclusive cycling opportunities for all ages and abilities and needs

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£10,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group support the promotion of physical activity, it considered the limited funding available, the number of grant applications received, often working directly with vulnerable groups, and considered that this is regrettably not a current priority at this time.

28	APPLICANT	SUMMARY
	Positive Path	Positive Path provide mentoring, support and advice to people with mental health issues

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£15,000

RECOMMENDATION:

That a grant of £5,000 be given.

REASON FOR DECISION:

The Group acknowledged the hard work of Positive Path and the impact it has on the lives of people that it has supported, along with the work with partner organisations to maximise the benefits with their limited resources.

29	APPLICANT	SUMMARY
	Ringwood Veterans Club	Ringwood Veteran Club support veterans with a group meetings to provide a social environment to reduce isolation

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£5,484

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group support the group, it considered the limited funding available, the number of grant applications received, often working directly with vulnerable groups, and considered that this is regrettably not a current priority at this time.

30	APPLICANT	SUMMARY
	Solent Mind	Solent Mind is an independent charity covering Hampshire providing help, support, advice and information to those with mental health issues, and works with partner organisations.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£24,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group were supportive of the work Solent Mind does to help those suffering with mental health, it considered that this work should be funded by alternative means through the National Health Service or Public Health.

31	APPLICANT	SUMMARY
	SPUD	SPUD is an arts and education charity that creates opportunities for people to creatively engage with art, architecture, design, and the environment. SPUD supports people works with and support various groups including, youth, disabled, autism, LGBTQ+ and dementia.

Last Year's Request	Last Year's Award	Request
£15,000	£10,000	£15,000

RECOMMENDATION:

That a grant of £5,000 be given

REASON FOR DECISION:

The Group support the work SPUD does with vulnerable groups, which aligns closely with the 'Culture in Common' programme that the Council is involved in delivering across the district. SPUD's work with residents with dementia and with young people to support their mental wellbeing was noted, as was their outreach programme that builds on the community partnerships. The Group supports the work SPUD does, acknowledging the increase in utility costs, and was impressed with the impact of SPUD. With limited funding, the Group unfortunately could not support the full grant request.

32	APPLICANT	SUMMARY
	St Barbe Museum and Art Gallery	St Barbe is a museum and art gallery providing a cultural hub and educational facilities on the heritage, culture, history, and character of the New Forest. It is part of FOLIO, and provides learning services for schools and interest groups, including workshops, exhibitions, and curriculum-based activities. St Barbe also has a coffee shop which is used to support groups, e.g., an Elderly Programme for "memories" and works with low-income families, e.g. holiday workshops and activities and Food programme and outreach work.

Last Year's Request	Last Year's Award	Request
£16,000	£10,000	£12,000

RECOMMENDATION:

That a grant of £10,000 be given.

REASON FOR DECISION:

St Barbe supports NFDC priorities through assisting with the wellbeing of those in the district, as well as attracting visitors. St Barbe provide a wide range of activities, for all ages, and is a vibrant community hub, working with schools, disabled groups, those suffering with dementia or autism, holiday programmes, and a Young Curator group, as well as working with apprentices as part of the government Kickstart programme. The Group were very supportive of the outreach programmes and the summer camps for children eligible for free school meals. Whilst the Group

fully supported its work, regrettably pressures and limitations on budgets meant that it was not able to recommend meeting the grant request in full.

33	APPLICANT	SUMMARY
	St Wins Church	St Wins Church is based in Totton and runs various community projects from the church, including Tots and Toddlers group, café and warm space and youth group.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£18,733

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group support the work of the church, it considered as the application was not separated from church and any grant would be used to support church activities and aims it was not within scope of the grants scheme.

34	APPLICANT	SUMMARY
	Stepping Stones Pre-school	Stepping Stones pre-school is a pre-school based in Fordingbridge for 2 to 5 years olds.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£12,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group acknowledge the importance of pre schools it did not consider that subsidising a lack of government funding was within the community grants scheme.

35	APPLICANT	SUMMARY
	The Crossings	The Crossings offer support and help to homeless people and those at risk of homelessness and marginalised in the Waterside area. They operate three drop-in centres which provide a welcoming, non-judgemental space in which people can feel safe to discuss their current issues, which can be multiple and complex. The Crossings support people to make Homesearch, Universal Credit or other benefits applications, some of whom struggle with literacy or numeracy, or they are digitally excluded, and provide signposting advice and information.

Last Year's Request	Last Year's Award	Current request
£15,000	£5,000	£15,000

RECOMMENDATION:

That a grant of £5,000 be given.

REASON FOR DECISION:

The Group recognised the valuable work done to support vulnerable people and the joined up working with our Homelessness Teams where there is joint attendance and collaboration at drop-ins. The grant will enable The Crossings to continue their drop-in and expand their home visits capacity. The longer-term plan is for The Crossings to expand beyond the Waterside and The Group fully support this.

36	APPLICANT	SUMMARY
	The Green Gram	The Green Gram is a community refill shop in Fordingbridge which enables residents to purchase everyday food and household supplies without single use packaging and reusing their own containers. The Green Gram aim to reduce food waste, increase recycling and reducing the environmental impact.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£24,720

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

The Group were supportive of the Green Gram's vision and environmental impact but did not feel able to support the application and this was for a two year post which could not be committed too.

37	APPLICANT	SUMMARY
	The Handy Trust	The Handy Trust provides full youth support services to children and young people aged up to 25. They work in the Waterside area offering a 24/7 service at home, in schools, providing drop-ins and advice and support on relationship, sex and drug issues, as well as in the community with supporting families, and provide holiday clubs and run youth clubs.

Last Year's Request	Last Year's Award	Current request
£7,000	£7,000	£8,000

RECOMMENDATION:

That a grant of £5,000 be given.

REASON FOR DECISION:

The Group recognised the value of the grant and the huge work and outcomes achieved by The Handy Trust in supporting young people, families and support to those in crisis.

38	APPLICANT	SUMMARY
	Totton and Eling Community Association	Totton and Eling Community Association rent a building from Totton Town Council to provide space for services and groups to meet

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£26,362

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group support the promotion of activities at the community centre, it considered the limited funding available, the number of grant applications received, often working directly with vulnerable groups, and considered that this is regrettably not a current priority at this time.

39	APPLICANT	SUMMARY
	Totton Sharks Basketball Club	Totton Sharks Basketball club provide opportunities for juniors and adults to play basketball

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£1,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group support the promotion of physical activity, it considered the limited funding available, the number of grant applications received, often working directly with vulnerable groups, and considered that this is regrettably not a current priority at this time.

40	APPLICANT	SUMMARY
	Wessex Cancer Trust	Wessex Cancer Trust provide emotional support to people, and their families, affected by cancer, including counselling, therapy, support groups and a befriending service.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£21,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

The Group were not presented with financial information relating to the New Forest and the application was to expand existing service provision. Although the Group support their work it considered the limited funding available, the number of grant applications received, and considered that at this time. priority is given to sustaining organisations.

41	APPLICANT	SUMMARY
	Wetwheels	Wetwheels are based in Hamble and provide boating experiences for people with disabilities

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£10,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group were supportive of Wetwheels, it is not fully established in the district and needs to develop this further before considering a grant. The Group considered the limited funding available, the number of grant applications received, often working directly with vulnerable groups, and considered that this is regrettably not a current priority at this time.

42	APPLICANT	SUMMARY
	Woodlands Pre School	Woodlands pre-school is a pre-school based in Netley Marsh.

Last Year's Request	Last Year's Award	Request
£N/A	£N/A	£35,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group acknowledge the importance of pre-schools it did not consider that subsidising a lack of government funding was within the community grants scheme.

43	APPLICANT	SUMMARY
	Youth & Families Matter	Youth and Families Matter (YFM) is a small charity that works in Totton to improve the health and wellbeing of children, young people, and families whose lives are complex and impacted by many forms of disadvantage, mental illness, serious illness, addiction, or abuse.

Last Year's Request	Last Year's Award	Request
£10,000	£10,000	£10,000

RECOMMENDATION:

That a grant of £9,500 be given.

REASON FOR DECISION:

YFM met the Council's objectives by assisting in the wellbeing of local people and supporting families, through working with young people and vulnerable families at risk by a combination of support sessions and groups. YFM actively work with many partner organisations, run a foodbank supports the Food Larder, with 30-40 households being supported each week, as well as providing a warm space this winter and works with the Council as part of the Cost of Living Steering Group.

B. CAPITAL GRANTS

1	APPLICANT	SUMMARY
	Boldre Parish Council	To renovate the recreation ground and play area, providing facilities for all ages to a rural and surrounding community

Total Cost	Other Funding	Request
£18,000	£4,000	£18,000

RECOMMENDATION:

That a grant of £9,000 be given.

REASON FOR DECISION:

The Group were supportive of regenerating the play area in a rural area with a range of equipment, which was done in consultation with local residents, where opportunities for recreation are limited.

2	APPLICANT	SUMMARY
	Brockenhurst Cricket Club	To build a new club pavilion which is accessible, safe, secure, sustainable, and fit for purpose for a growing club.

Total Cost	Other Funding	Request
£175,000	£70,000	£40,000

RECOMMENDATION:

That no grant be given.

REASON FOR DECISION:

Although the Group support the project, there were concerns as planning permission had not been granted and that the costings of the project needed further exploration. A future application is encouraged once these issues are resolved.

3	APPLICANT	SUMMARY
	Burley Cricket Club	To replace the existing nets which need replacing due to wear and tear and the unavailability of spare parts.

Total Cost	Other Funding	Request
£3,200	£1,600	£1,600

RECOMMENDATION:

That a grant of £2,000 be given.

REASON FOR DECISION:

The Group were supportive of the project and recommended a higher grant award to ensure better quality and more robust nets could be purchased to ensure a greater return on the investment given the unique challenges of playing on the open forest.

4	APPLICANT	SUMMARY
	Fawley Parish Council	To purchase new equipment of a Thera trainer to support people with their rehabilitation and to replace the existing lift to ensure compliance with safety standards.

Total Cost	Other Funding	Request
£35,185	£20,185	£15,000

RECOMMENDATION:

That a grant of £15,000 be given.

REASON FOR DECISION:

The Group were complementary of the work done to ensure opportunities for disabled residents to be active and supportive of the provision of additional services and the lift replacement project to ensure the building could be used and accessible for all and to ensure wider community use.

5	APPLICANT	SUMMARY
	Fordingbridge Town Council	To create a 5km circular path to be used by a new Park Run and improve accessibility for residents.

Total Cost	Other Funding	Request
£100,000	£75,000	£25,000

RECOMMENDATION:

That no grant is given.

REASON FOR DECISION:

The Group were supportive of encouraging physical activity but concerns were raised that approval had not been confirmed from relevant governing bodies that changes to pitches and layout met standards and that no negative impacts will be incurred on the site.

6	APPLICANT	SUMMARY
	Foxies Future	To purchase the Girl Guiding activity centre at Foxlease to ensure it is retained for Girl Guides and other groups and organisations to use.

Total Cost	Other Funding	Request
£3,134,000	£830,000	£20,000

RECOMMENDATION:

That a grant of £10,000 be given.

REASON FOR DECISION:

The Group recognised the value and benefit of the activity centre to the community and were encouraged by the plans for wider usage and funding secured to date. It was considered that a grant from the Council would demonstrate the Council's support for the facility and help leverage other grant funding.

7	APPLICANT	SUMMARY
	Lymington Community Association	To renew and renovate the café to include improving access, kitchen and bar facilities, a courtyard garden and the installation of solar panels.

Total Cost	Other Funding	Request
£52,413	£26,413	£26,000

RECOMMENDATION:

That a grant of £7,500 be given.

REASON FOR DECISION:

The Group recognise the Lymington Community Centre is a community asset with wide and extensive community use of the building which would be enhanced by the project and the environmental benefits, which would also support the financial sustainability of the building.

8	APPLICANT	SUMMARY
	Lymington Cricket Club	To purchase a bowling machine for practice by club members.

Total Cost	Other Funding	Request
£3,000	£1,000	£1,500

RECOMMENDATION:

That a grant of £1,000 be given.

REASON FOR DECISION:

The Group were supportive of the project to support a vibrant club with their cricketing activities for all sections of the local community.

9 and 10	APPLICANT	SUMMARY
	Lyndhurst Drama and Musical Society	The project is twofold, firstly, to improve the existing changing facilities, toilets, kitchen, and bar and secondly to undertake electrical works to ensure safe and regulations met.

Total Cost	Other Funding	Request
£61,000	£22,500	£25,000 and £5,500

RECOMMENDATION:

That a grant of £15,000 and £2,500 be given.

REASON FOR DECISION:

The Group were supportive of the project to support a community building which would be used by more groups across the community and support further work and funding applications, such as Arts Council England.

11	APPLICANT	SUMMARY
	Ringwood Community Association	To replace the wooden flooring which is 60 years old which is damaged and unsafe

Total Cost	Other Funding	Request
£21,251	£10,636	£10,615

RECOMMENDATION:

That a grant of £10,615 be given.

REASON FOR DECISION:

The Group were supportive of the project to support a community building which is used by many groups which benefits the local community.

12	APPLICANT	SUMMARY
	Ringwood Round Table	To build a new skate ramp in Poulner

Total Cost	Other Funding	Request
£11,830	£1,020	£5,915

RECOMMENDATION:

That a grant of £5,915 be given.

REASON FOR DECISION:

The Group were supportive of the project to improve physical activity in the area which has been identified by the Town Council as lacking through consultation with local young people. The Group were impressed with the fundraising efforts to date and that consideration had been given to the impacts of the project and materials to be used.

13	APPLICANT	SUMMARY
	Sway Cricket Club	To replace the existing nets which need replacing due to wear and tear and the unavailability of spare parts with a permanent structure.

Total Cost	Other Funding	Request
£30,000	£15,000	£15,000

RECOMMENDATION:

That a grant of £7,500 be given.

REASON FOR DECISION:

The Group were supportive of the project which will enable promotion of junior cricket and promote physical activity.

14	APPLICANT	SUMMARY
	Sway Parish Council	To replace and improve the playground equipment which is over 20 years old to provide a bigger, safe, inclusive and more challenging facility for the community.

Total Cost	Other Funding	Request
£70,000	£60,000	£10,000

RECOMMENDATION:

That a grant of £10,000 be given.

REASON FOR DECISION:

The Group were supportive of improving the playground to provide facilities for all ages, and which are accessible, safe and used by many local residents.

15	APPLICANT	SUMMARY
	Totton Town Council	To enhance the space available for community events

Total Cost	Other Funding	Request
£48,000	£6,000	£24,000

RECOMMENDATION:

That no grant is given.

REASON FOR DECISION:

The Group considered that there are already venues within Totton and Eling which provide space for community events, which have access and are suitable and have capacity.

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HOUSING & COMMUNITIES OVERVIEW & SCRUTINY PANEL – 17 JANUARY 2024

PORTFOLIO: COMMUNITY, SAFETY & WELLBEING

SAFER NEW FOREST PARTNERSHIP – CONSIDERATION OF CRIME AND DISORDER FIGURES

1. RECOMMENDATIONS

- 1.1 That the Panel considers and reviews the draft Safer New Forest Strategic assessment for 2023.

2. INTRODUCTION AND BACKGROUND

- 2.1 The Crime & Disorder Act 1998 requires District Councils to have a crime and disorder committee whose functions are to review or scrutinise decisions made, or other action taken, in connection with the discharge by “responsible authorities” of their crime and disorder functions. The Housing & Communities Overview & Scrutiny Panel fulfils the role of the crime & disorder committee for NFDC.

- 2.2 The “responsible authorities” for the area are:

- New Forest District Council
- Hampshire County Council
- Probation Services
- Hampshire & Isle of Wight Constabulary
- Hampshire & Isle of Wight Fire & Rescue Service
- Integrated Care Boards

- 2.3 These authorities form the nucleus of the “Safer New Forest Strategy & Delivery Group” which co-ordinates the delivery of the responsible authorities’ statutory crime and disorder functions. They are assisted in this by the following partners who are additional members of the Strategy & Delivery Group:

- New Forest National Park Authority
- Hampshire County Council Children’s Services
- Hampshire County Council Adult Services
- Hampshire County Council Youth Offending Team
- Education Representative (Secondary)

3. STATUTORY CRIME AND DISORDER RESPONSIBILITIES

- 3.1 The responsible authorities’ statutory responsibilities include preparing annual strategies for:

- The reduction of crime and disorder in the area (including anti-social and other behaviour adversely affecting the local environment); and
- For combating the misuse of drugs, alcohol and other substances in the area; and
- For the reduction of re-offending in the area

The Strategy & Delivery Group prepares an annual Partnership Plan setting out agreed strategies for the above.

- 3.2 The Strategy & Delivery Group is required to undertake an annual strategic assessment of crime and disorder using available data to assist in revising and developing the priorities for the following year.
- 3.3 The draft strategic assessment 2023 (Appendix 1) was considered and approved by the Strategy Group on 8 January 2024.
- 3.4 Safer New Forest partners will reconvene during February as a working group to develop the partnership priorities and action plan for delivery during 2024/25.
- 3.5 The Safer New Forest annual strategic assessment and supporting partnership plan will be supported in its delivery through the implementation of the Serious Violence Duty.

4. CONCLUSIONS

- 4.1 In its role, the Panel is asked to consider any matters arising from the 2023 Strategic Assessment and for their consideration of CSP priorities.

5. FINANCIAL IMPLICATIONS

- 5.1 None arising directly from this report.

6. CRIME & DISORDER IMPLICATIONS

- 6.1 The Partnership Plan is directed at achieving the points set out in paragraph 2.1 and as such is an important tool in addressing crime & disorder issues in the district. The Strategic Assessment is an assessment of performance against the Plan and therefore is significant in assessing the value of initiatives undertaken.

7. ENVIRONMENTAL & EQUALITY & DIVERSITY IMPLICATIONS

- 7.1 Plans and strategies are developed in accordance with New Forest District Council's Corporate Equality Objectives. This assessment seeks to support the responses to crime, as well as the prevention of crime by seeking to promote a positive impact on the victims of crimes, vulnerable people and vulnerable communities within the district. Particular groups such as those identified in section 5 are a particular priority for the CSP and the outcomes of this assessment will prioritise addressing the identified needs of, and tackling issues experienced by protected groups in the New Forest.

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Background Papers:

Safer New Forest Strategic Assessment
2023 (Appendix 1)

safer new forest

Targeting Crime and Antisocial Behaviour

Strategic Assessment 2023



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE



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1. FOREWARD

As Portfolio Holder for Community, Safety & Wellbeing and chair of the Safer New Forest Strategy & Delivery Group, on behalf of the partners it is my pleasure to introduce the 2022/23 Safer New Forest strategic assessment.

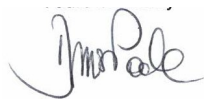
The Safer New Forest partnership brings together a range of statutory, public and voluntary organisations who work together to prevent crime, reduce the fear of crime and enable the communities to feel safe where they live, work and visit.

The New Forest will have its specific issues that need to be addressed and our strategic assessment will help identify those and formulate actions to combat them. However, it is also important that we remain alert to issues occurring more widely across Hampshire as these can quite quickly become local issues for us to address.

The assessment will include a summary of crime data, comparison of the levels based on previous years and patterns of crime and disorder.

Following the introduction of the Serious Violence Duty which was enacted in 2022 as part of the Police, Crime and Sentencing Act, it requires specified to work together and develop a targeted plan to prevent and reduce serious violence. To support the annual Safer New Forest strategic assessment and partnership action plan, a countywide response strategy on serious violence has been developed with the Office of the Police & Crime Commissioner. The response strategy published in January 2024 highlights that whilst the New Forest district area does not have a serious violence profile, it has identified areas of focus for a coordinated response from members of the Safer New Forest partnership who are also defined as specified authorities.

New Forest District Council along with its committed partners continues to work hard in tackling issues that affect our communities. A recent survey conducted on the perception of crime in the New Forest provided a high confidence rate of people feeling safe. Whilst encouraging, we will continue to work through 2024 with our partners to reduce fear and incidents of reported crime.



CLlr Dan Poole
Chair, Safer New Forest Partnership



2. EXECUTIVE SUMMARY

The aim and purpose of this document is to assist the partnership in understanding patterns and trends relating to crime, disorder and ASB which impact residents, visitors and the business community within the district. The assessment also enables the partnership to identify and agree its strategic priorities for the next 12 months covering the period 2024/25. The priorities once set will be published as the Safer New Forest partnership action plan.

Using a range of data sources this has helped to provide a picture of crime and disorder (including anti-social behaviour) within the New Forest. Data sources, whilst informative, will have their limitations as crime data only reflects reported crime. The data included in this assessment will be influenced by a range of additional factors including changes in Police recording practices and policing activity/focus. Willingness of victims to report crime is also a key aspect and increases in reported crime types can also be in part due to targeted resources, greater awareness or higher confidence in the reporting process.

Recorded crime for the period April 2022 to March 2023 shows a reduction in the following crime types:

- *Decrease in other sexual offences by 4% (12 incidents)*
- *Decrease in reports of rape by 18% (28 incidents)*
- *Decrease in theft from person by 12% (5 incidents)*
- *Recorded anti-social behaviour reports decreased by 27% (508 incidents) with ASB showing an overall reduction of 51% since 2018*
- *Decrease in theft from vehicle down by 15% (153 incidents)*
- *Recorded Public Order offences decreased by 5% (70 incidents).*

Areas of concern:

- *Reports of shoplifting offences show an increase of 39% (177 incidents)*
- *Criminal damage has increased by 8% (100 incidents)*
- *Possession of weapons has increased by 33% (30 incidents)*
- *Business & community burglary has increased by 16% increase (45 incidents).*

The priorities identified through the Strategic Assessment 2023 are:

To be agreed by the strategic partners in Q1 2024.

3. DEMOGRAPHIC PROFILE

The New Forest has a population of around 179,040, of which 8.9% are aged between 15 and 24. This is lower than the Hampshire average of 10.1%. The population density is 234 people per square kilometre, which is lower than the overall population density of Hampshire (381). The New Forest is a large district which is mainly rural with urbanised areas in Totton and Hythe to the east, Lymington and New Milton on the coast and Ringwood in the west. These areas hold 73% of the district population. A further 16% of the population live in rural towns and fringe areas, whilst the remaining 11% are in rural villages.

Within the Census 2021 protected characteristics were collated for the New Forest including, ethnicity and sexual orientation.

Residents self-identified their ethnicity as the following:

- White - 170,110 (96.7%)
- Asian, Asian British or Asian Welsh - 2,097 (1.2%)
- Black, Black British, Black Welsh, Caribbean or African - 700 (0.4%)
- Mixed or multiple ethnic groups - 2,230 (1.3%)
- Other ethnic groups - 643 (0.4%)

Residents identified their sexual orientation as the following:

- Straight or heterosexual – 91.3%
- Bisexual – 0.8%
- Gay or lesbian – 1.0%
- Not answered – 6.7%

The Ministry of Housing, Communities and Local Government calculate local measures of deprivation in England. The Index of Multiple Deprivation 2019 (IMD) provides a relative ranking of areas across England according to their level of deprivation. Overall, New Forest has a low level of deprivation. It was ranked 240 out of 317 local authority districts across England (where rank 1 had the highest level of deprivation) and ranks similar than the Hampshire average. There are very small areas of deprivation within the district, with pockets of higher levels of deprivation located in Totton, areas near to Hythe, Lymington and New Milton. New Forest ranks similar than the Hampshire average when looking at income deprivation affecting children.

The New Forest as a popular tourist destination is visited and enjoyed by millions of people every year to the National Park, coastline and sailing facilities, numerous market towns and several major themed attractions.

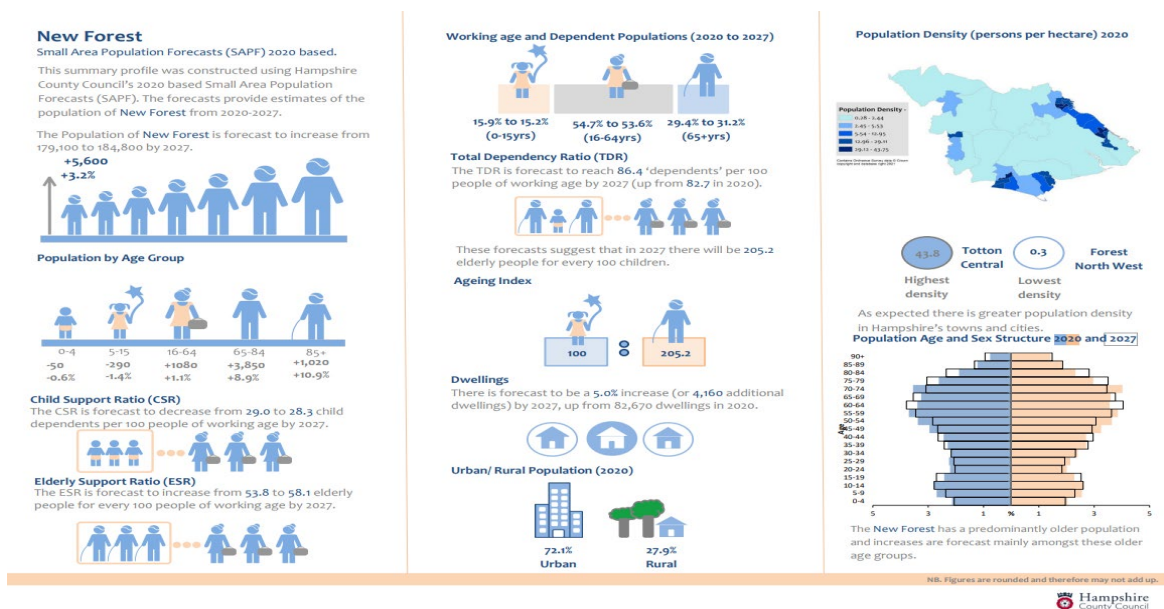


Figure 1: Demographics of the New Forest

4. SOURCES OF INFORMATION

4.1 The New Forest Community Safety partnership is made up of the following statutory responsible authorities:

- New Forest District Council
- Hampshire & Isle of Wight Constabulary
- Hampshire & Isle of Wight Fire and Rescue Service
- Probation Service
- Hampshire & Isle of Wight Integrated Care Board (NHS)

4.2 In addition, throughout 2023, the responsible authorities have been supported by the following non-statutory members of the Partnership:

- Hampshire County Council (Councillor Representative)
- Hampshire County Council Children's Services
- Hampshire County Council Youth Offending Team
- Hampshire County Council Adult Services
- New Forest National Park Authority

5. REVIEW OF THE PARTNERSHIP PLAN 2023/2024

- 5.1 The Partnership Plan 2023/24 was formally agreed by the partnership on 6th March 2023. It was published on the Safer New Forest website for public viewing following this date.
- 5.2 The Partnership Plan identified the following priorities:
- Drug & alcohol related harm
 - Domestic abuse
 - Tackling crime and fear of crime through education, prevention and enforcement
- 5.3 As a collective, partner agencies are responsible for the development of priorities, identifying resources and a strategy for the delivery of the actions throughout the year.
- 5.4 The Strategy and Delivery Group scrutinised the progress of each priority throughout the year monitoring progress.
- 5.5 This Partnership Action Plan is a living document and may be amended over the course of the year to reflect the ongoing work addressing the priorities.

5.5.1 Drug and Alcohol related harm

Police intelligence helps inform the Drug Related Harm forum, assisting members with reviewing behavioural trends relating to substance use, whilst taking a whole family response by considering individuals and family members when implementing appropriate actions. From this forum, actions are developed to address locations and persons identified as being at risk or involved in the commissioning of offences. Plans are held by a lead agency with a wider partnership review every 6 weeks. The forum continues with positive attendance and participation from partners. Police continue to utilise dedicated and targeted operations to disrupt and engage with users and where appropriate, divert them to support services, re-education rather than enforcement.

County Lines is a term used to describe organised criminal networks involved in distributing illegal drugs out of bigger cities into smaller towns, including those within the New Forest area. Dealers (lines) are likely to exploit children and vulnerable adults to move and store drugs and money obtained through the selling of illicit substances. Compliance is often achieved using coercion, intimidation, violence and weapons.

County Lines Intensification Week takes place bi-annually and continues with intervention work from partners such as education, housing, British Transport Police

and targeting areas including train stations. The week is used to engage with local residents, active sharing of intelligence, to reassure and raise awareness of the issues surrounding County Lines.

During this period, actionable intelligence obtained through active partner and community collaboration, Police were able to execute warrants targeting offenders and seize drugs and cash proceeds of crime from networks operating in the New Forest. In particular, between Monday October 9th and Sunday October 15th, proactive and targeted work was undertaken by officers from within the New Forest Priority Crime Team and local Neighbourhood Policing Teams relating to drug-related operations. Further work and areas of development continue with a number of individuals subject to court bail and impending prosecution cases. Continued focus on active intelligence gathering and disruption of networks continues to develop and ensure the New Forest remains a hostile environment to offenders, both locally and nationally.

The Community Safety Partnership (CSP) recognise the role that all services and communities play in tackling the causes and effects of crime and addiction that are so detrimental to communities. Through the submission of a Community Partnership Intelligence forms (CPI), developing or actionable intelligence is shared. Such is the commitment from wider partnership, the New Forest remains one of the top reporting areas for CPI referrals when compared to our neighbouring authorities. It is through the active and regular sharing of intelligence between partners which enables the development of response profiles that not only interrupt offending behaviour, but also identify vulnerable individuals and locations within our communities. Submitted intelligence whilst confidential is also sanitised prior to review or sharing to protect the identity of the submitting person or agency.

Addiction and substance misuse is frequently funded thorough acts of criminality, often which appear to be opportunistic. For the increased awareness and preventative measures against the theft of cycles, New Forest District Council with the participation of our colleagues from Hampshire Constabulary facilitated 10 bike register events across the district.

The aim of the events was to provide owners practical advice on bike security, which included free bike marking. Bikes are marked with a unique reference number which on completion is registered onto the National Bike Register database. In the event of this being stolen and recovered by Police, it is through the national recording of the registered number which allows the item to be returned to their owner. As the bike mark is also highlighted with a visible alert on the frame, this also acts as a deterrent to any would be thief.

Early deterrence and positive activities are key to diverting young people away from crime or from being exploited by others to commit crime. Through the financial assistance from Office of Police & Crime Commissioner's (OPCC) violence reduction

fund, two successful bids were confirmed for the New Forest. AFC Bournemouth Community Sports Trust established a new open-access weekly football session in Ringwood based at their new Community Hub site. Timed and delivered to actively tackle peak ASB spikes and to raise aspirations of young people.

Youth Options through visiting New Forest secondary schools undertook group and 1:1 work within the educational setting. Knife crime awareness programmes form part of the intervention, equipping young people with positive knowledge on the dangers of possession and use of bladed articles.

Timing and location can be critical when intervening and engaging with persons responsible for offending behaviour. The Reset programme which is aimed at 18–25-year-olds starts in the custody suite which for many, can be seen as an intimidating and isolating environment. A Reset advocate can offer support to individuals in custody with employment, education, housing, family issues. Support is bespoke, with each advocate led package being tailored to the individual and their circumstance.

Following the implementation of the drug testing on arrest scheme within custody suites, this is continually proving to demonstrate positive outcomes. With an increase in transparent and open conversations on substance misuse, interactions and conversations with persons under detention, some who may feel it appropriate and ready to engage in therapeutic services are more likely to be taken up.

5.5.2 Domestic Abuse (DA)

The District Council lead and convene the New Forest Domestic Abuse Forum. Through the role of the District's Community Safety Manager who chairs the forum, partners convene on a quarterly basis with regular attendance from a diverse range of agencies. This collaborative approach of specialist and voluntary services work cohesively supporting the needs of vulnerable victims and contributing to the reduction of domestic abuse.

Through the forum, partners seek and support commissioning opportunities where there are gaps in service delivery or unmet needs. Utilising data and service analysis, this identifies under representation or participation of specific groups accessing services. Alongside this, Hampshire Domestic Abuse Partnership (HDAP) have a Data Analyst who attends the forum and created a domestic abuse countywide dashboard. Data compiled includes localised information pertinent to the New Forest which aids the forum.

Following the successful delivery of the 'No Age for Abuse' training in 2022, partners requested the forum commission LGBTQ+ awareness sessions which will be delivered in February 2024. Learning outcomes are to provide attendees with an increased awareness of barriers facing members of the LGBTQ+ community and improve access to support services.

A key priority of forum members is to raise awareness and understanding of domestic abuse on both individuals and communities. Participating in the national White Ribbon Day and 16 Days of Action campaign provided the platform for multiple services and agencies to utilise various media streams increasing awareness and access to support.

New Forest District Council through the work of the Safer New Forest partnership undertake a statutory review following a domestic related death. The review is to ensure that any learning outcomes are identified and embedded in future practice to support victims of DA. Whilst it has been some years since the New Forest has been required to undertake a review, partners are keen to ensure that best practice established nationally is understood and reflected in local practice within the New Forest.

Forum members review Domestic Homicide Reviews locally to ensure best practice is shared across partner agencies. Further work is ongoing with the Office of Police & Crime Commissioner to participate within a national pilot project of DHR reviews.

Violence Against Women and Girls (VAWG)

Evidence data confirms, women and girls are disproportionately victims of crime, specifically violent crime: 1 in 4 women will experience domestic abuse and 1 in 5 sexual assault during their lifetime. Violence against women and girls can take many forms, including domestic violence, stalking and 'honour based' violence. Over the last decade newly emerging crimes include 'up skirting' and 'revenge porn' and the expansion of the digital world means these instances are increasing.

Whilst there has been improved focus to women's safety resulting from national and local strategies. Supported by public initiatives and engagement with Police, business and schools, it is recognised there needs to a continuation of this whole societal approach.

Through a combined submission to the Home Office, Safer Streets funding with our neighbouring authorities, NFDC secured additional funding for the provision of CCTV cameras. Deployments within rural locations are to deter crime and increase confidence for isolated communities.

The **Stop Domestic Abuse** service within the New Forest supports women, men and children affected by domestic abuse, including access to refuge. The service provides targeted support to children and young people who live in a home where domestic abuse is a factor.

Figure 2 below shows a comparison of referrals to Stop Domestic Abuse detailed by month. There are some noticeable fluctuations for certain months i.e. August 2022 which coincides with the UK's inflation rate rise of 10.1% (which continually rose throughout the year) also demonstrates an uplift in referrals. With associated increases in the cost of food and utilities, this may be a contributory factor to dynamics in the family home and possible increase in incidents of domestic abuse. In November 2022, where there is a 30% uplift in referrals to that of the previous year, which coincides with the start of the men's football world cup. It is widely acknowledged that increases in domestic abuse reports, correlate to larger sports events.

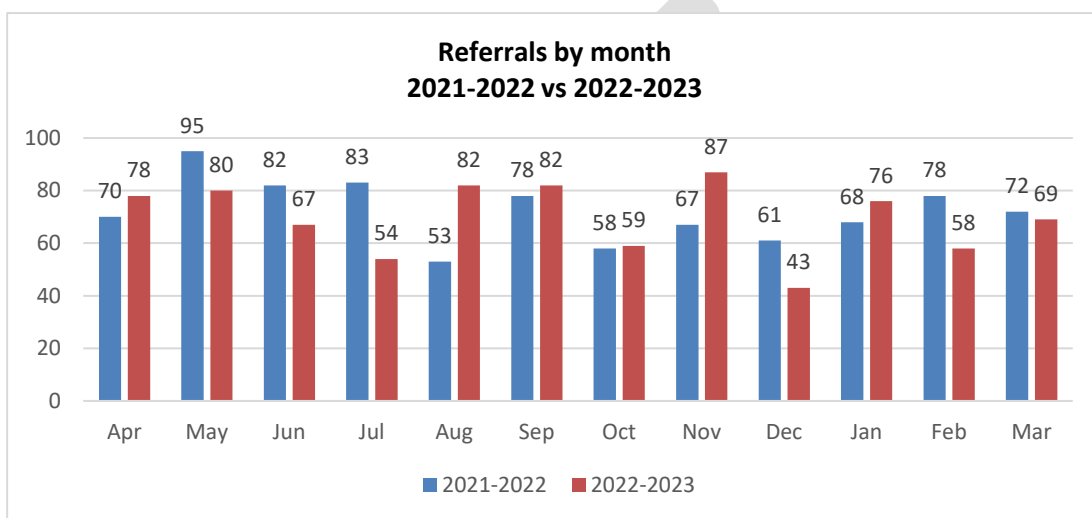


Figure 2: Stop Domestic Abuse referrals by month 2021/2022 compared to 2022/2023

Gender

Referrals for male victims of domestic abuse show an increase of 17 referrals (16%) for 2021/22 to 2022/23, this could be attributed to the highlighted work of the partners in raising awareness of support services for male victims. Referrals year on year for women have reduced by 6%. On reflection this show that referrals have returned to their average rate pre-covid.

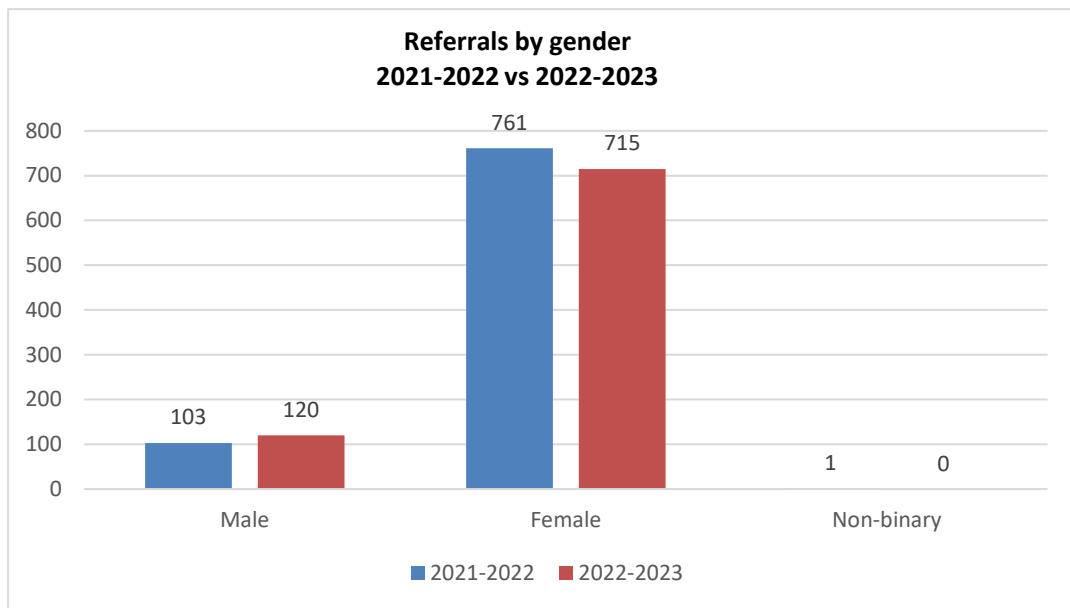


Figure 3: Referrals by victim's gender 2020/2021 compared to 2021/2022

Age

Stop Domestic Abuse provides holistic support for all family members living in an environment where domestic abuse is perpetrated. Referrals by age has remained level to a degree.

In 2021 partners of the Domestic Abuse Forum identified under reporting of DA incidents in the age group of 56+. In response to this and following delivery of the "No Age for Abuse" training across the wider partnership, the referral rate has seen an anticipated uplift of 8% in 2022-23.

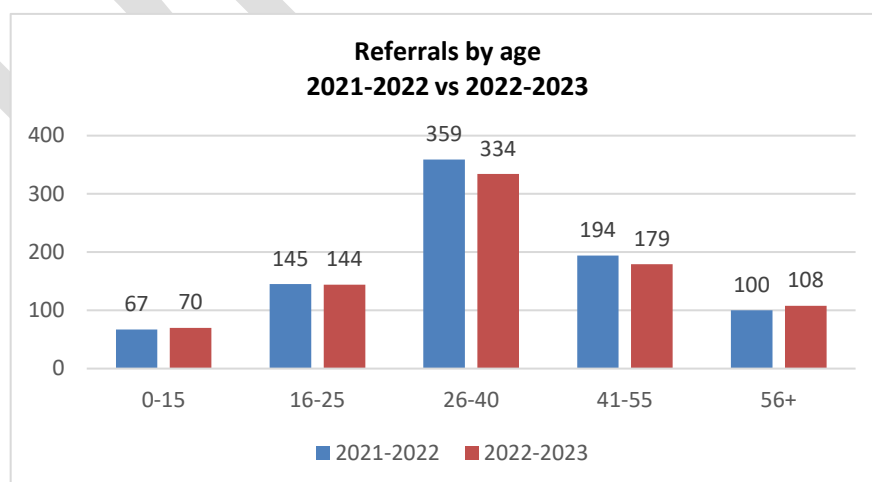


Figure 4: Referrals in by victim's age-range 2021-2022 compared to 2022-2023

Yellow Door

Yellow Door as a charity offers a wide range of therapeutic support and prevention services to anyone at risk or affected by domestic abuse or sexual violence. Offering a range of services including 1:1 and group support for adults, families and children/young people. Supporting people from the New Forest who have experienced an unwanted sexual experience their Independent Sexual Violence Advisors (ISVA) help survivors make informed choices about their next steps, including providing support throughout the criminal justice system should this be an avenue they wish to pursue.

Last year, Yellow Door supported over 180 people from the New Forest through their ISVA service and 200 people through their therapeutic services with delivery to both adults and young people.

To support the delivery of the service, New Forest District Council awarded Yellow Door a community grant for the provision of prevention and education workshops to children and young people at schools across the New Forest. In 2022/23, Yellow Door worked with over 1000 young people in schools across the New Forest.

5.5.3 Tackling crime and fear of crime through education, prevention and enforcement

Following concerns raised regarding animal welfare from the feeding and petting of free roaming New Forest animals and the setting of fires, the District Council undertook an extensive public consultation during 2023. After a review of the findings was undertaken, the District Council, under the Anti-Social Behaviour, Crime and Policing Act 2014 enacted two Public Space Protection Orders banning:

- **PSPO 1** - placing, throwing or dropping items likely to cause a fire; or lighting fires (of any type) or barbeques (including disposable barbeques and any outdoor temporary cooking facilities or equipment).
- **PSPO 2** - feeding or providing or depositing food for consumption by any New Forest pony, horse, mule or donkey; or petting or touching any New Forest pony, horse, mule or donkey.

Staff from Forestry England, the New Forest National Park Authority and the Verderers of the New Forest were granted delegated authority by the Council to educate visitors and residents and where appropriate, enforce the two new Public Space Protection Orders (PSPOs) introduced by the Council.

The orders are to protect the forest from damage caused through wildfires and BBQs and for public safety and animal welfare. Failure to comply can result in a fixed penalty notice or prosecution for non-payment.

NFDC developed and delivered training for our partners in Forestry England, the New Forest National Park Authority and the Verderers of the New Forest. Following the implementation of the orders, in the first three months whilst no fines were required to be issued, officers from the partner agencies engaged with more than 700 visitors and residents in relation to 152 separate incidents. The majority of which (120) related to animals. Through positive and educational engagement opportunities, evidence supports a high compliance rate with no repeat offenders identified.

To increase public awareness and compliance of the orders signage was created and erected in areas covered by the orders. Information leaflets were also developed for public dissemination and to help inform engagement opportunities with the public.

Partners of the Safer New Forest Strategy & Delivery Group value the views and opinions of residents and visitors to the New Forest as they help shape and direct the actions of the group. Young people, whilst also victims of crime, indicate they are less likely to report offences to Police or agencies in authority. Some responses indicate a lack of trust but also a lack of awareness in how to report. The Community Safety team have ensured that all secondary schools and town and parish councils have resources to ensure the Fearless reporting mechanism is widely advertised and used. The Fearless website contains useful guidance for young people. This information supports the Safe4Me educational package developed by Hampshire Constabulary which provides lessons plans and advice to frontline educational practitioners.

Research shows that children and young people not in education, employment and training (NEET) may experience reduced opportunities and be exposed to influences of unhealthy behaviours increasing their exposure to offending behaviour. Hampshire & Isle of Wight Fire and Rescue Service (HIWFERS) successfully deliver the Princes Trust scheme for the New Forest. This is a 12-week course for unemployed young people aged 16-25 who are not in education and are unsure about their future goals. The programme helps to boost confidence, increase motivation and help young people gain new skills and experiences improving access to employment or further education. Candidates are provided opportunities and tasks to help them realise their potential through team challenges, hands-on workshops and bite-sized taster courses for various roles in the emergency services.

In addition to this, HIWFERS supported 25 cadets at Ringwood Fire Station with 20 new cadets starting this year. This localised successful scheme has been operating for 20 years and is resourced through the commitment of local officers. Candidates undertake community-based tasks developing skills of teamwork and problem solving which are transferable as they develop into young adults.

The National Park Authority coordinate quadrant meetings which complement the NFALC (New Forest District Association of Local Councils) meetings. These are not public events and are geographically focused. The Community Safety Manager attends these meetings on a topical basis with a view to engage and strengthen relationships with Town & Parish Councils.

Serious Violence Duty

In readiness for the implementation of the Serious Violence Duty in January 2024, Community Safety Partnerships (CSP) are required to develop and publish a response strategy to the impacts and to serious violence within the CSP area. In preparation for this, a strategic needs assessment has been undertaken covering offences which fall within this category. To support CSPs in the delivery of the response strategy, the Police & Crime Commissioner established a Violence Reduction Unit (VRU) which has been working alongside all district CSPs. Through this coordinated approach across the county, commissioned resources will provide additional resilience and support.

6. COMMUNITY ENGAGEMENT

- 6.1 During 2022 links continued to be developed with partners from within the New Forest District Association of Local Councils (NFALC) and Town and Parish Councils in the area. Representatives from Hampshire Constabulary and Community Safety team, alongside members of NFALC sought the views of local communities to better understand priorities and emerging trends for the partnership to consider and support.
- 6.2 Town and Parish Councils were invited to complete a survey pertaining to local views on crime and disorder within their communities, focusing in on three key questions around local initiatives, concerns and areas of development:
- What is going well within your Town/Parish area?
 - What (if any) are your concerns regarding crime and anti-social behaviour?
 - What could improve your area?
- 6.3 In response to the question ‘What is going well within your Town/Parish?’:
- Good local community engagement – monthly parish newsletters, Facebook groups, village volunteers for the elderly and vulnerable, social events
 - Active Community Speedwatch teams in several areas
 - Regular liaison between local policing team and residents and parish council

- Litter picking by parish pickers
- Well supported local amenities

In response to 'What (if any) are your concerns regarding crime and anti-social behaviour?':

- Parish Councils report ad-hoc ASB in local designated recreational parks ranging from littering, graffiti and sporadic acts of vandalism.
- One council has concerns about rise in small fires, in particular bins being targeted.
- Speeding is reported as an issue in rural areas with concerns for darker evenings with reduced street lighting.
- Theft from outbuildings in rural parishes not receiving priority Police attendance.
- Fly tipping is also causing concern to some parishes.

When asked, 'What could improve your area':

- Greater police presence and ad-hoc Police patrols
- Holiday clubs/schemes for older children
- Additional speedwatch volunteers
- Targeted prevention of fires and arson
- Challenge litter and fly-tipping
- Support for introduction of lower speed limits and monitoring of speeding. The NFDC Road Safety Co-Ordinator liaises with and supports the local community in the operation and delivery of community speedwatch events, alongside additional road safety initiatives (please see section 9.1 for more details).

6.4 New Forest District Council Community Safety team and the Local Neighbourhood Policing teams, during the course of their work, visit towns and villages across the district. The partnership is keen to ensure participation and representation is balanced with additional visits being undertaken at foodbanks, market days and crime reduction awareness events. These provide the CSP partners with an opportunity to meet with members of the public and undertake a crime and disorder survey. Whilst also hearing first hand of the concerns from within the community, this also informs and shapes discussions and awareness raising about the work of the partnership to be explored and highlighted.

To ensure the survey response data is comparative year on year, the questions are consistent with previous years. Figure 5 below shows 98% of residents continue to feel either very satisfied or satisfied within the New Forest reinforcing the overarching message that the New Forest is a safe place to live, work and visit.

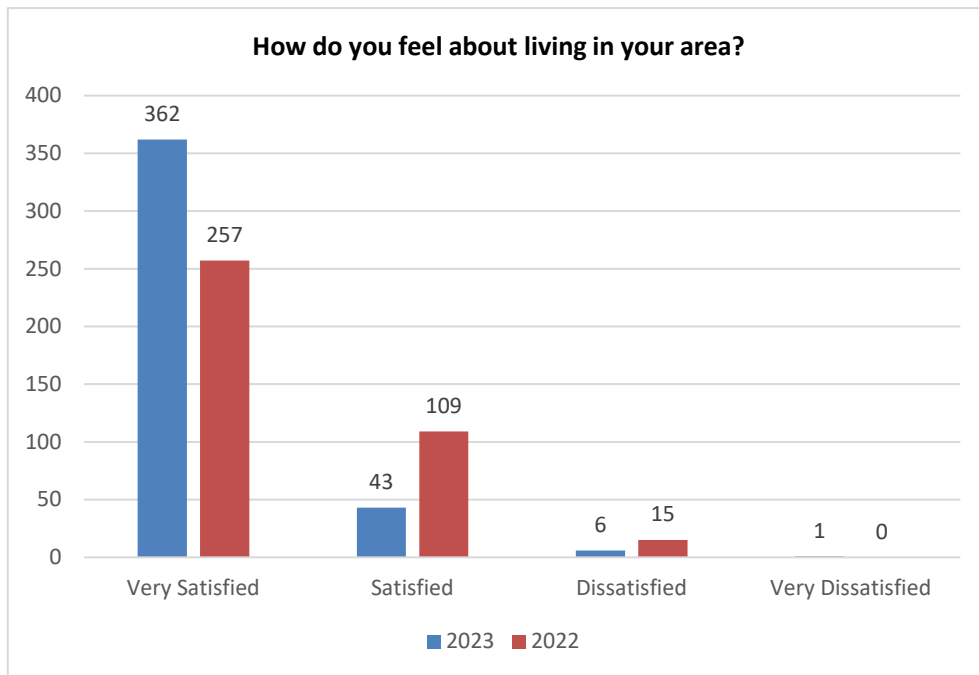


Figure 5: Residents satisfaction with living in the New Forest area 2022 compared to 2023

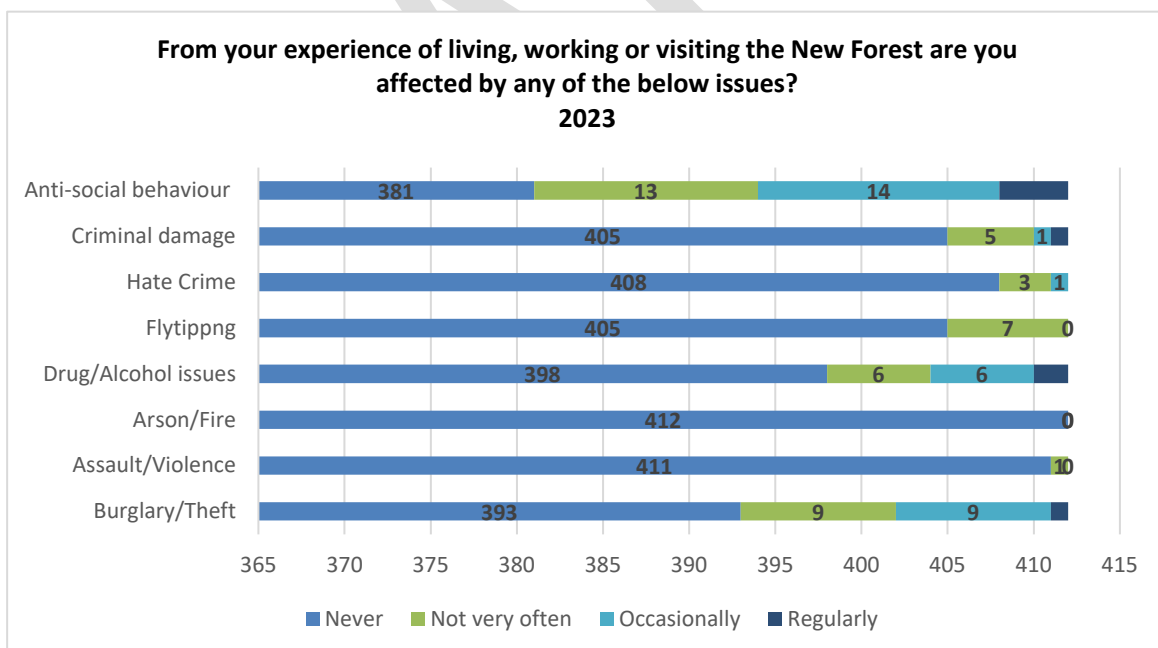


Figure 6: Residents currently affected by crime/ASB (2022)

Residents continue to report that although they do feel safe and are positive about living within their community, the overall fear being a victim of crime remains. When explored further this identifies fear is not driven from actual experience, but from external influencing factors i.e. social media, news and hearsay.

Other areas of concern raised by residents include speeding, increasing prevalence of electric scooters on public pathways, lack of parking within residential areas, littering and a desire to see more of a Police presence.

The District Council Community Safety team, through a dedicated Road Safety Co-Ordinator, support community led speedwatch groups, co-ordinated by Hampshire Constabulary. This approach increases local resilience, awareness and collaboration with members of the partnership and the communities with a focus of speed reduction through education and awareness. With management of the Council's speed indicator display function set within the Community Safety department, this ensures localised data informs emerging needs and concerns (see section 9.1).

- 6.5 The Safer New Forest website is a combined resource of the partnership providing topical information for members of the public and professionals alike on community safety issues. Whilst hosted by the Council, it is the combined effort of the partnership to utilise the website for sharing of information.

7. NEW FOREST COMPARATIVE CRIME DATA

Crime can be split into numerous categories. The table below shows crime trends by type that were committed within the New Forest from 01/04/2022 to 31/03/2023 in comparison to year 01/04/21 – 31/03/2022.

Crime Type	01/04/2022 – 31/03/2023	01/04/2021 – 31/03/2022	Variation By incident
VIOLENCE AGAINST THE PERSON			
Homicide	0	3	-3
Violence with injury	1226	1196	+30
Violence without injury	3264	3197	+67
Total	4490	4396	+94
SEXUAL OFFENCES			
Rape	130	158	-28
Other Sexual Offences	292	304	-12
Total	422	462	-40
ROBBERY			
Robbery of Business Property	9	6	+3
Robbery of Personal Property	43	42	+1
Total	52	48	+4
BURGLARY*			
Residential	755	740	+15
Business and Community	321	276	+45
Total	1076	1016	+60
THEFT OFFENCES			
Theft from Vehicle	853	1006	-153
Theft from Person	37	42	-5
Bicycle Theft	177	171	+6
Shoplifting	627	450	+177
All other Theft Offences	945	862	+83
Total	2639	2531	+108
CRIMINAL DAMAGE & ARSON OFFENCES			
Criminal Damage	1343	1243	+100
Arson	59	64	-5
Total	1402	1307	+95
DRUG OFFENCES			
Trafficking of Drugs	56	65	-9
Possession of Drugs	280	265	+15
Total	336	330	+6
Possession of Weapons Offences	122	92	+30
Public Order Offences	1353	1423	-70
Miscellaneous Crimes Against Society	191	177	+14

For a further explanation on these definitions of crime types, **Appendix C** is included at the end of this report.

The overview of incidents by type and comparison of crimes year on year at sector level (New Milton, Lymington, Fordingbridge & Ringwood, New Forest Heart, Waterside and Totton) can be found in **Appendix B**.

Table 7 below shows a breakdown of offences which fall under the category of violence without injury:

Violence without injury 3264 incidents	Total	Variation from previous year
Abduction of child by other persons	3	↑ 2
Abduction of child by parent	1	-
Administering drugs or using instruments to procure abortion	1	-
Assault on other emergency service worker: Common assault & battery	24	No change
Assault on police: Common assault & battery	42	↑ 2
Breach of restraining order	27	No change
Common assault and battery (no injury or lasting pain)	1382	↓ 14
Cruelty to and neglect of children	74	No change
Disclose or threats to disclose private sexual photographs / film with intent to cause distress	14	↑ 7
Engage in controlling and coercive behaviour in an intimate family relationship	43	↓ 5
Kidnapping	1	↓ 1
Procuring drugs etc to cause abortion	1	↓ 0
Protection from Harassment Act (Section 2) – Protection from harassment	717	↑ 72
Protection from Harassment Act (Section 4) – Putting people in fear of violence	45	↑ 19
Pursue course of conduct in breach of Section 1 which amounts to stalking	169	↑ 16
Racially/religiously aggravated (Section 2) - Protection from harassment, harassment without violence	10	No change
Racially/religiously aggravated common assault or beating	4	↓ 6
Require person to perform forced or compulsory labour	4	No change
Sending letters with intent to cause distress or anxiety	602	↓ 18
Stalking involving fear of violence	6	↓ 1
Stalking involving serious alarm/distress	24	↓ 11
Threats to kill	70	↑ 16

Table 7: Violence without injury crimes broken down 01/04/22-31/03/23

A breakdown of crimes where domestic abuse was a factor is detailed below in table 8. Column 1 shows crime by type with the overall number of recorded incidents relating to that offence in column 2. The number of these recorded offences which were domestic abuse related are highlighted within column 3.

Crime Type	01/04/2022 – 31/03/2023	Domestic abuse related
Violence with injury	1226	395
Violence without injury	3264	1045
Rape	130	64
Other Sexual Offences	292	31
Robbery of Personal Property	43	1
Residential Burglary	755	14
Vehicle Offences	853	16
Theft from person	37	1
All other theft offences	945	54
Criminal Damage	1343	115
Arson	59	1
Trafficking of Drugs	56	1
Possession of Weapons Offences	122	4
Public Order Offences	1353	84
Miscellaneous Crimes Against Society	191	17

Table 8: domestic abuse crimes 01/04/2022 – 31/03/2023

- Of the 3264 incidents of violence without injury, 32% (1045) are classified as domestic abuse incidents
- 32%, (395 of 1226) violence with injury reports were related to domestic abuse
- 49% (64) of reported rape cases were from a current or previous domestic abuse relationship.

Shoplifting

Shoplifting, as an offence, has shown an increase of 177 incidents to that of the previous year 2021/22. In response to this, in October 2023, a named Inspector has been tasked with the district response in tackling offenders. Historically offences of shoplifting resulted in Police sending an evidential pack and statement to the store for self-completion and to exhibit any evidential CCTV. This process resulted in a low response rate from the business community which as a direct result affected detection rates as investigations would cease.

The role of the senior officer is to ensure targeted plans against repeated offenders are in place with a named single point of contact (SPOC) allocated. Following the change in October 2023, it is anticipated this will result in higher recording of incidents and improved detection rates of offenders. Insp Linda Davies who has operational responsibility for this area continues to develop relationships with the

business community. This will provide opportunities to enhance the partnership and joint work with the retail sector, in particular reviewing security and prevention measures where identified.

Anti-social behaviour (ASB)

ASB is categorised into three main types:

- **Personal** - incidents whereby the caller, call-handler, or anyone else perceives the behaviour or impact to be deliberately targeted at an individual or group rather than the community at large.

New Forest data for 2022/2023 was 138 offences showing a decrease of 57% from 2021/2022 (318 offences).

- **Community** - refers to incidents affecting the community, rather than an individual victim. This is when an act, thing or person causes the community trouble, annoyance, inconvenience, or suffering. These incidences can interfere with public interests such as health, wellbeing, safety and quality of life. For example, drug or substance misuse, vehicle-related nuisance, or animal-related problems.

New Forest data for 2022/2023 was 1138 offences showing a decrease of 25% from 2021/2022 (1508 offences).

- **Environmental** - Refers to incidents where individuals or groups impact their wider surroundings. It includes environmental damage and the misuse of public spaces or buildings. For example, criminal damage or vandalism, such as graffiti or damage to bus shelters or littering.

New Forest data for 2022/2023 was 69 offences showing a decrease of 46% from 2021/2022 (127 offences).

Anti-social behaviour for the New Forest is recorded under East and West areas based on policing borders, managed by the Area Inspector.

New Forest East – Totton, Hythe, New Forest Heart

New Forest West – Lymington, New Milton, Ringwood and Fordingbridge

ASB	01/04/2022 – 31/03/2023	01/04/2021 - 31/03/2022	Variation
New Forest East	640	1074	-434
New Forest West	705	779	-74

Table 9: Comparison of ASB incidents 2021/22 – 2022/23

Table 9 shows an overall decrease of 27% in reported incidents of ASB compared with that of the previous year 2021/2022. When compared to the ASB reported data of 2018-2019, this shows a significant fall of 1375 incidents, equating to an overall reduction of ASB reports being just under 51%.

Police, local authorities and other community safety partner agencies, including Fire & Rescue and social housing landlords, all have a role to play when responding to the effects of anti-social behaviour. The Safer New Forest Partnership recognises that the impact of ASB on individuals and communities can be the most intrusive and upsetting form of behaviour affecting individual's quality of life. In response and recognition of this, partner agencies come together to problem solve and implement support plans.

Hampshire Constabulary host various platforms for the effective reporting of crime and ASB. Where an individual is in immediate danger, or the offence is in progress, reports should be directed via 999. However, in the event of a non-emergency matter, calls can be routed via the single non-emergency number 101 or online.

<https://www.hampshire.police.uk/ro/report/asb/asb/report-antisocial-behaviour/>

8. RURAL CRIME – COUNTRY WATCH

The New Forest as a predominantly rural district brings with it unique challenges to Policing. Country Watch is a dedicated team of specialist officers within Hampshire and Isle of Wight Constabulary working to overcome these challenges with the aim of making rural communities safer. The team work closely alongside the local neighbourhood policing teams when responding to rural and wildlife crime in the New Forest area. There are two designated officers and a Police Staff Investigator (PSI) that are specifically allocated to cover the New Forest District, with the ability to call upon additional resources from the wider team. Team resources consist of 1 sergeant, 8 officers, 3 PSIs, 1 Country Watch Co-ordinator and a number of volunteers.

With objectives to increase public confidence and trust within rural policing, when established this should correlate with an increase in reporting to police.

Rural crime trends at present are as follows:

- **Agricultural** - covers working farms, farm machinery, farm buildings and smallholdings. Offences include theft of equipment or fuel, damage to property and livestock worrying.
- **Equine** - covers working stables and equestrian centres and includes offences like tack theft and livestock worrying.

- **Wildlife** - includes hare coursing, poaching and interfering with protected species.
- **Heritage** - defined as 'any offence which harms the value of England's heritage assets and their settings to this and future generations' (That can include offences like lead theft from churches, damage to ancient monuments and illegal metal detecting).

In the period January to August 2022, 155 rural & wildlife crimes were reported within the New Forest district, with 170 similar crimes being reported within the same period in 2023. Crime types in both years relate to metal theft and theft of farm and plant machinery and vehicle theft. These crime types fall within the Policing priorities for the New Forest and targeted work continues to focus on these areas with the support of local Neighbourhood Policing Teams. Following the roll out and increasing membership of DISC database where intelligence is shared with the farming community via a member only app, reporting of crime has gone up, especially around poaching. Poaching is seasonally targeted by Country Watch and local Neighbourhood teams through Op Traverse (fish poaching) and Op Galileo (hare coursing). To support the work of the Country Watch team and ensure an intelligence led approach is taken in response and prevention of crime, an intelligence Analyst and Researcher supports the work of the team.

The Hampshire rural and wildlife crime strategy of 2023-25 has been developed and published. Recognising the specific crime trends faced within rural communities as well as the unique impact of these offences. The theft of farming equipment is not isolated to the loss in the value of the machine itself but also results in the loss of income affecting the livelihood and the victim's emotional wellbeing.

Our aim is to reduce crime and build confidence in policing within rural communities.

Rural policing priorities of Hampshire and Isle of Wight are:

- **Agricultural & rural business crime** - Metal theft, livestock offences, theft of plant and farming machinery
- **Game sports and wildlife crime** - including hare coursing and fish poaching
- **Environmental & heritage crime** - including organised criminal gangs involved in fly tipping, damage to heritage sites
- **Rural isolation** - identifying isolated victims, encourage reporting and provide necessary support
- **Tackling criminal networks and organised crime in rural location** - targeting those who are working together to cause significant harm in rural locations
- **Rural community crime and road safety** - including speeding and ASB.

The strategy takes into account the local context and needs of the New Forest. Supporting this approach are national strategies set by The National Wildlife Crime and the National Rural Crime Unit. Country Watch work in partnership with a host of agencies, including the Environment Agency, Historic England, Defra, New Forest

National Park, National Farmers Union, New Forest District Council, Forestry England.

Co-ordinated and targeted activity forms much of the collective response to rural crime. During 2023 through active intelligence, with the assistance of NFDC, CCTV and Enforcement Officers, a number of commercial vehicle stop checks were undertaken in Lyndhurst. This approach ensured compliance with waste carrier licence, vehicle safety conditions and driver documents were being adhered to and also to identify the transit movements of any stolen goods. The outcome of which resulted in 80 vehicle stop checks, vehicle seizures and issuing of fixed penalty notices.

Public confidence, trust and collaboration is key and at the heart of rural policing. Opportunities to engage with the public increase intelligence and also facilitate opportunities for crime prevention advice to be undertaken. In particular Barn Meets are an organised public meeting, which include guest speakers from the force Firearms Licensing and Cyber Crime unit. Owing to the success of these events and appetite from the rural community, it is anticipated that more of these will be held in the coming year.

New Forest District Council organised and delivered the event 'Yarn in a Barn'. The focus of the event was to support the wellbeing of rural communities and delivery was supported by National Farmers Union, Natural England, National Institute of Agricultural Botany, Farming Community Network, Hampshire County Council and Hampshire Constabulary to name a few.

In July 2023, to support the work of the service, Country Watch were awarded funding through the Office of Police Crime Commissioner (OPCC) to increase the provision of Automatic Number Plate Recognition cameras (ANPR). Through this funding, the team are able to utilise ANPR cameras more effectively within the New Forest district. ANPR collects vehicle data information which is key to assisting in both the prevention and investigation of crime.

9. ADDITIONAL NEW FOREST DATA

9.1 Road Safety and Community Speedwatch Initiative

New Forest District Council remains committed to the reduction of road related incidents and driver speed compliance. As a Council through the role of the Road Safety Co-Ordinator, speed measurements across the district are undertaken where speed is identified as a factor or contributing issue to road incidents. Evidence is gathered through the deployment of fixed terminal displays or speed indicators.

To inform driver awareness and reduce incidents of speeding, the Council utilise three types of devices. These devices are normally deployed for a period not exceeding one week and can be redirected capturing alternative flow of traffic and where required, repeatedly placed at the same location throughout the year.

Speed Limit Reminder (SLR) – This device is a large sign that flashes the speed of the approaching vehicle. This does not collect any data.

Speed Indicator Device (SID) – This unit displays the speed of the approaching vehicle. Data is stored demonstrating the number of vehicles which failed to comply with the designated speed, including date and time of incident. This does not record vehicle index number or vehicle characteristics.

Speed Detection Radar (SDR) – This is a discreet black box that is used to measure and record the speed of vehicles and overall volume of traffic including dates and times. This does not have a visual display advising motorists as the data is to inform on further interventions.

Data obtained from the SIDs and SDRs help inform decision making by Hampshire Highways who have operational responsibility for the setting of speed restrictions and signage on public highways.

Following any incident of a road fatality, where there is a suitable and safe location identified, a Speed Indicator Device may be deployed to identify if speeding is an issue and to support a better understanding of vehicle use and demand.

To ensure devices are suitably deployed, accident statistics are analysed where contributory factors have been identified as:

- Exceeding Speed Limit
- Travelling too fast for conditions
- Aggressive driving
- Careless, reckless or in a hurry.

Other factors for deployments of SIDs are:

- Serious reported accidents
- Slight reported accidents
- Community speedwatch
- Requests/areas of concern through collaborative work with Town and Parish Councils.

Deployments during 2022-23:

	SID	SLR	SDR
Target	46	25	20
Programmed	46	25	9

The NFDC Road Safety Co-Ordinator liaises with and supports the local community in the operation and delivery of community speedwatch events. This joint approach is supported by Hampshire Constabulary with the aim of achieving safer driving across the district. [Community Speedwatch | Hampshire Constabulary.](#)

9.2 Fly-tipping

Fly-tipping is the illegal dumping of any waste onto any land or site that does not have a licence to accept the waste. It can be a cause of damage to the environment and pose a danger to public health. Fly-tipping is an offence under the Environmental Protection Act 1990 with offenders on conviction facing an unlimited fine, a criminal record and a prison sentence.

Fly-tipping involves incidents which can be the disposal of large-scale industrial waste, such as building material or smaller scale incidents involving room or house clearance. In addition, there is a significant amount of 'green' fly tipping which can seriously affect the biodiversity of a local area. The cost of clearance and damage to the environment is significant and depending on the location and material being disposed of, result in disruption of access to roads etc.

NFDC have a dedicated team whom under the leadership of an Environmental Enforcement Officer work alongside NFDC waste teams attending and assessing sites of fly tipping. During an inspection, officers retrieve and obtain any evidence from the waste identifying persons responsible for the Environmental Enforcement team to follow up and undertake action where appropriate.

Since 1st April 2022 to 31st March 2023, officers issued 368 Fixed Penalty Notices for fly tipping and 6 for littering offences.

In addition, NFDC Enforcement Officers undertake proactive visits to businesses to ensure they are complying with commercial/business waste disposal regulations. This strategy resulted in an additional 223 waste collection arrangements being put in place. Following 248 visits to businesses, 163 notices were issued to the person responsible to provide details of their business waste collection arrangements with a high rate of compliance. 9 fixed penalties notices were issued for failing to produce those details.

To prevent the illegal carrying and disposal of waste material, 7 joint operations between New Forest District Council, Hampshire Constabulary, National Park Authority, Environment Agency and Vehicle and Operator Services Agency (VOSA) were undertaken. Through the setting up of a pre-designated stop check zone, a number of services are able to undertake checks for vehicle condition, licence to carry waste and driver documents. This proactive approach resulted in the identification of vehicles found to be illegally carrying waste. Due to failure to provide relevant documentation, vehicles were seized and subsequently disposed of. These positive events provided interventions with drivers of over 260 trucks, vans and other vehicles, raising compliance and road safety awareness.

9.3 New Forest District Council Environmental Health – Safety Advisory Group

The Safety Advisory Group (SAG) is a collective of agencies with a function or interest in public safety that come together to assess plans for events where there may be issues when considering public safety. Core members of the SAG in the New Forest include New Forest District Council, Hampshire Constabulary, Hampshire and Isle of Wight Fire & Rescue Service, Licensing, Traffic/Highways Agency, New Forest National Park Authority.

Safety Advisory Group members review event plans, including risk management and operational measures and where required, offer advice to ensure high standards of public safety is maintained. Members from a collective view are able to consider the wellbeing of those likely to be affected by such events, persons attending or participating, and residents in the surrounding area.

For the year 1st April 2022 – 31st March 2023, 142 applications were submitted for review and consideration by members of the Safety Advisory Group prior to approval, an increase of 65% from the previous year of 86 applications.

The SAG process is primarily for larger events in terms of expected attendees, events with the potential hazards such as firework displays, and which may impact local people with consideration also being given to the profile of the audience.

Whilst there is no legal requirement for organisers to participate, it is seen as good practice which is evidenced through the 65% uplift in applications from the previous year.

9.4 Probation Service

Probation Service is a statutory criminal justice service with the responsibility for supervising individuals (aged over 18) who have been convicted of criminal offences and are the subject of a Community Orders/Suspended Sentence Orders or following a period of imprisonment. Following a period of imprisonment or detention, offenders are usually released on a “licence” that contains both standard and bespoke conditions to mitigate the identified risks. Compliance is required and Licensees face a return to prison or resentencing for the remainder of the outstanding period if any of these conditions are breached, or if evidence emerges to suggest that risks are increasing and a further offence could occur.

Within the New Forest, individuals under the management of Probation Service, report to their supervisors at premises in either Lymington or Southampton, with other contacts taking place in the community as required.

Key priorities of Probation as a service are to reduce reoffending and to protect the public through the robust management of Court Orders and licences. Sentence management activity involves the delivery of structured intervention work alongside activities and programmes focussed on rehabilitation, to improve the criminogenic needs of offenders subject to management. The Probation Service work closely with a number of other agencies to manage risks posed by those subject to supervision, and commission a wide range of bespoke services from partnership agencies in order to address areas of need that influence offending behaviour.

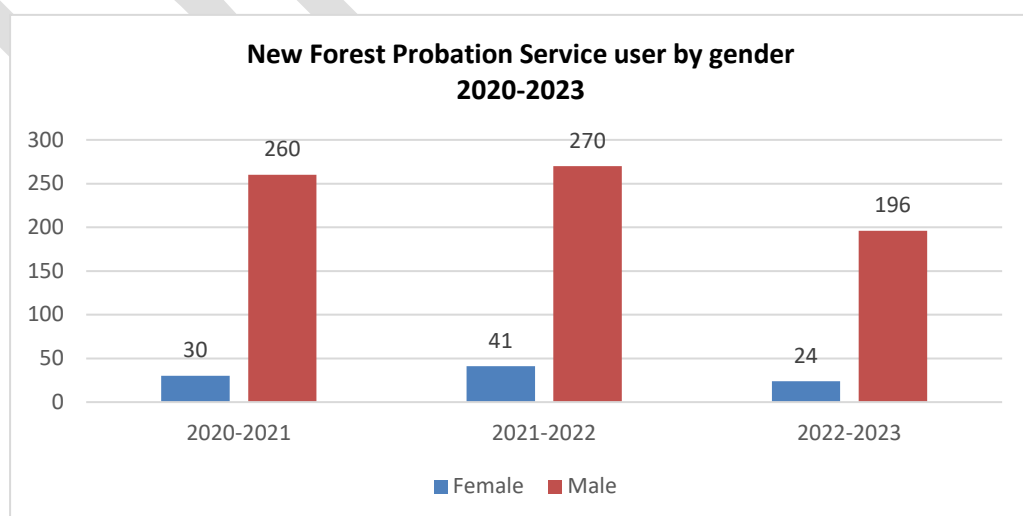


Figure 10: Service user by gender comparison 2019/20, 2020/21 & 2021/22

Figure 10 overleaf shows a 29% reduction overall in service users from the previous year. Male offenders whilst reducing by 27% year on year remain the dominant gender for offending behaviour which reflects the long-term national picture.

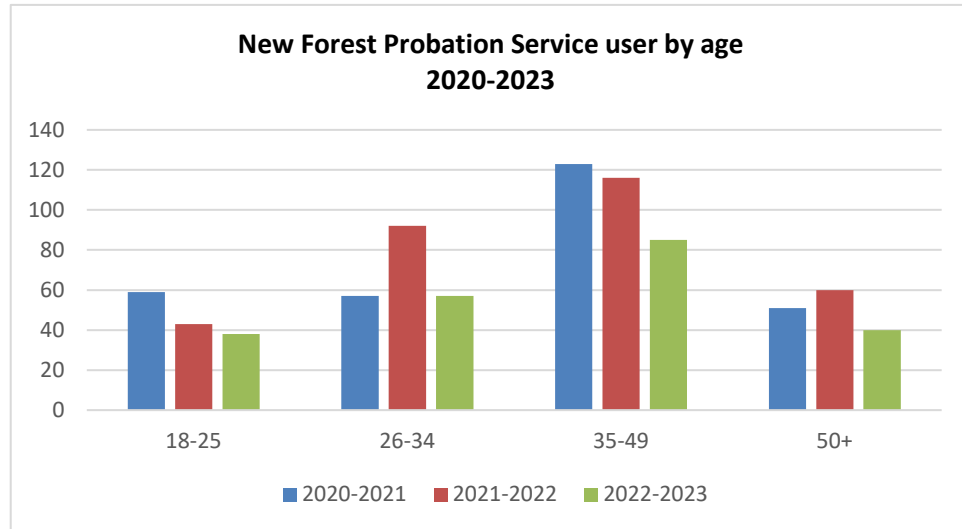


Figure 11: Service users by age comparison 2019/20, 2020/21 & 2021/22

Figure 11 above shows there have been decreases in all age profiles, the most significant in ages 26-34 which shows a 38% decrease (92 cases to 57). Ages 35-49 show a 27% decrease (116 to 85 cases). This shows an overall annual decrease of 29% of offender management cases.

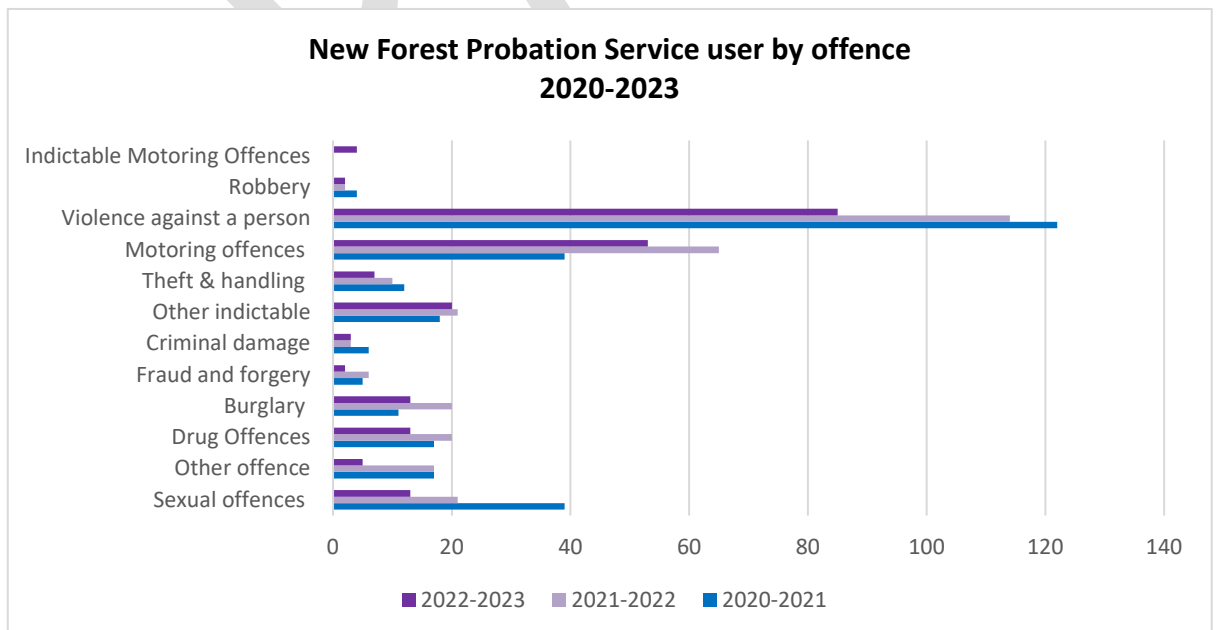


Figure 12: Service User by offence category comparison

Persons subjected to a conviction and under offender management for the period 2022-23 indicate the following reductions:

- Violence against a person ↓25%
- Robbery ↓ 50%
- Sexual Offences ↓ 38%
- Burglary ↓35%
- Drug Offences ↓35%
- Motoring Offences ↓18%

During the same period there was one category, indictable motoring offences*, which saw an increase with a total of 4 offences.

**An indictable road traffic offence is a motoring offence which is sent to court for trial, e.g. causing death by careless, dangerous or inconsiderate driving, wanton or furious driving or motoring offences involving a charge of manslaughter or murder.*

9.5 Hampshire Youth Offending

Hampshire Youth Offending Team (HYOT) is a multi-agency team comprising of staff from Children's Services, Probation, Police, Health and volunteers.

Objectives of Hampshire Youth Offending Team are to see fewer children and young people entering the criminal justice system. Through this, it will reduce the number of potential victims of crime and promote confidence and safety of our local communities.

Aims of the service are to maximise the potential of every child and young person delivering quality assessments and interventions which will support the reduction of reoffending and protection of the public by:

- Supporting and supervising children and young people who have been made the subject of a court order because they have committed a criminal offence.
- Assessing and providing interventions for children and young people who are at risk of offending, or who have received a youth restorative disposal, final warning or youth conditional caution administered by the Police.
- Acting as an appropriate adult (in the absence of a parent/guardian) for children and young people held in custody at a police station.
- Providing support for young people on bail.
- Preparing reports and other information for courts in criminal proceedings so that informed judgements can be made by the judiciary.
- Working with parents to help them develop better parenting skills.

- Offering the victims of crime the opportunity to be involved in restorative processes and meet the young person who offended against them. This can help the young person understand the impact of their offending behaviour and most importantly repair the harm caused to the victim.

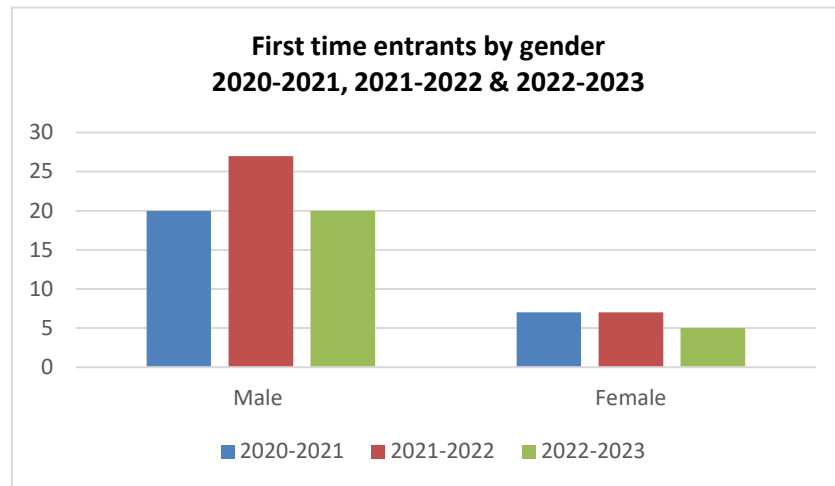


Figure 13: Gender of young person for first entrant data 2019-2022

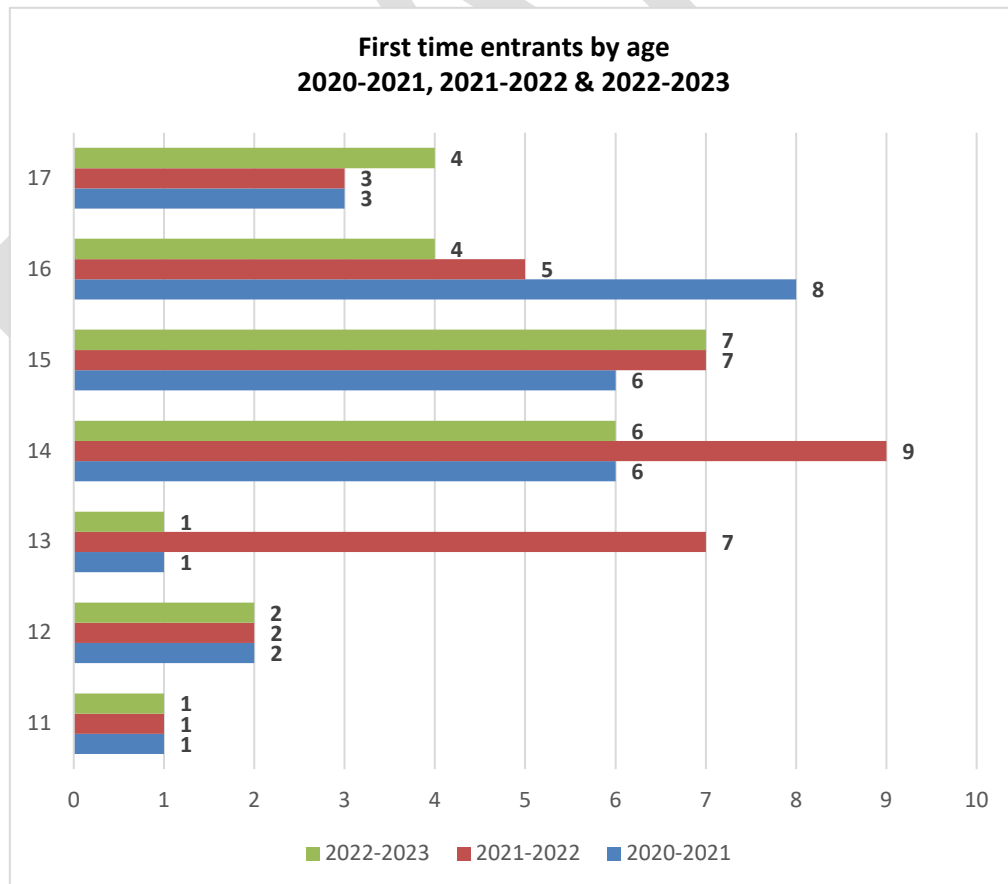


Figure 14: Age of young person for first entrant data 2019-2022

First Entrant Data - Offences by crime type			
	2020-2021	2021-2022	2022-2023
Arson	0	2	3
Criminal damage	5	5	2
Drugs	2	4	2
Fraud & Forgery	1	0	0
Motoring offences	2	2	4
Non-domestic burglary	0	1	1
Domestic burglary	1	0	0
Other	0	1	2
Public order	2	2	0
Racially Aggravated	0	1	0
Robbery	0	0	0
Sexual offences	0	3	0
Theft and handling	1	0	0
Vehicle theft	0	0	0
Violence against the person	13	13	13
Total	27	34	27

Figure 15: First time entrant data by offences and gender, 2020/21, 2021/2022 & 2022/23

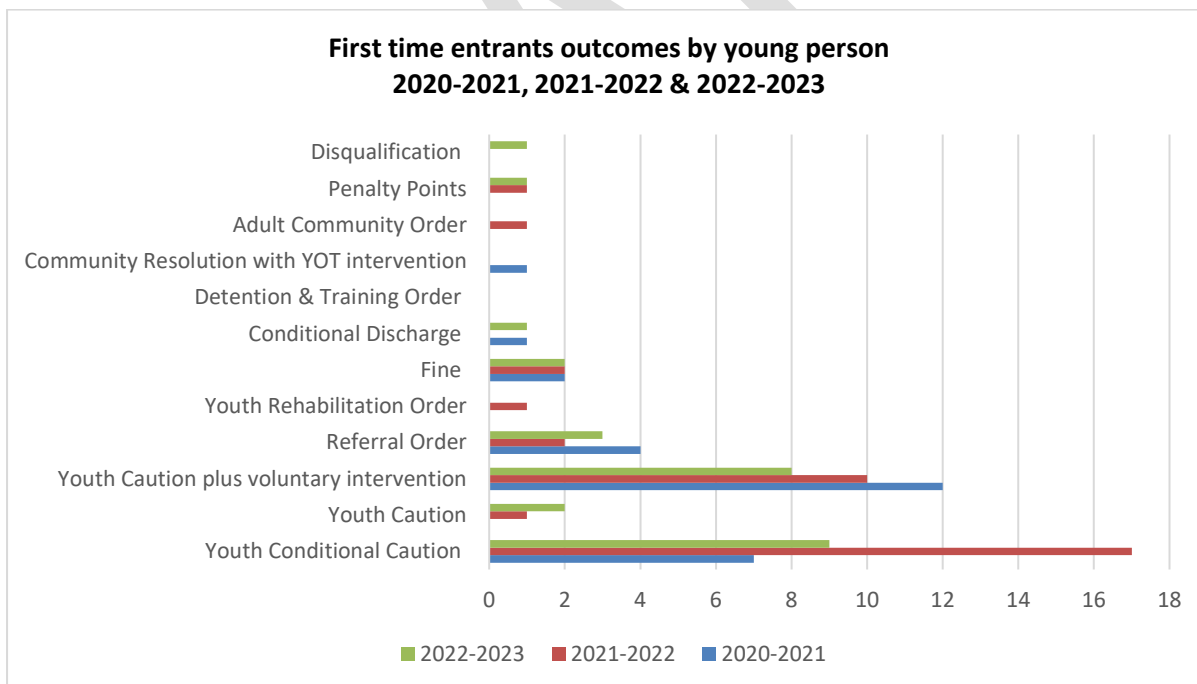


Figure 16: Outcomes by young person

Youth Crime Prevention Teams (YCP)

The Youth Crime Prevention Team work alongside and support young people aged 10-16 identified as being at risk of offending or committing anti-social behaviour. Where a young person has been involved with the police at a low level or is identified as being at risk of offending behaviour, YCP aim to divert them through positive engagement strategy. Engagement with YCP is on a voluntary basis agreed with the family.

9.6 Hampshire & Isle of Wight Fire & Rescue Service

Hampshire and Isle of Wight Fire and Rescue Service's performance report for April 2022 to March 2023 identifies how the service through in a number of key areas performed over the last financial year. 2022/2023 explores local comparisons made against previous years and also against the Hampshire average, where relevant and applicable.

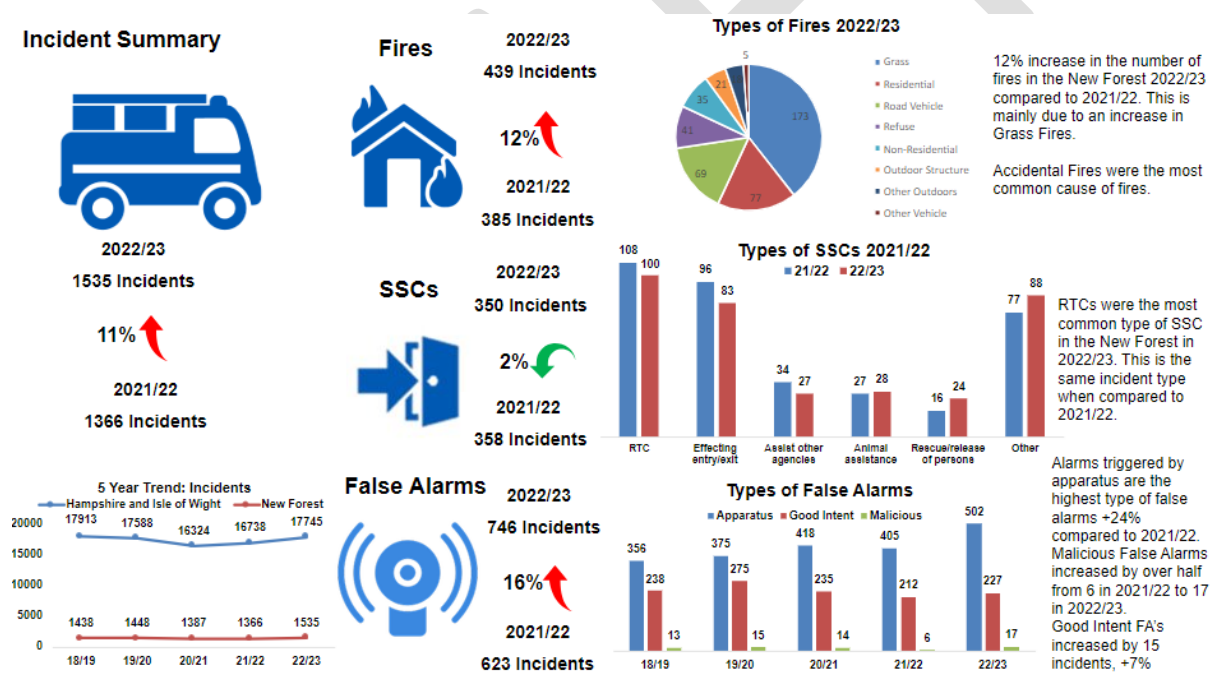


Figure 17: New Forest incident summary 2022-2023

Incident Types

The New Forest Group attended 1,535 incidents in 2022/23 with under half of these, 746 being confirmed as false alarm incidents equating to 49% all call volume. The second largest incident type was fire incidents with 439, 29%, followed by SSC (Special Service Calls) incidents with 249, (16%), and the smallest incident type was RTCs (Road Traffic Collisions) with 101, (7%).

When compared, nearly half of all incidents within Hampshire and Isle of Wight were also false alarms with 8,564 incidents, (48%). This is followed by:

- 4,764 fire incidents, (27%)
- 3,451 SSC incidents, (19%)
- 966 RTCs, (5%).

Figure 18 below shows consistency between the New Forest and Hampshire incidents.

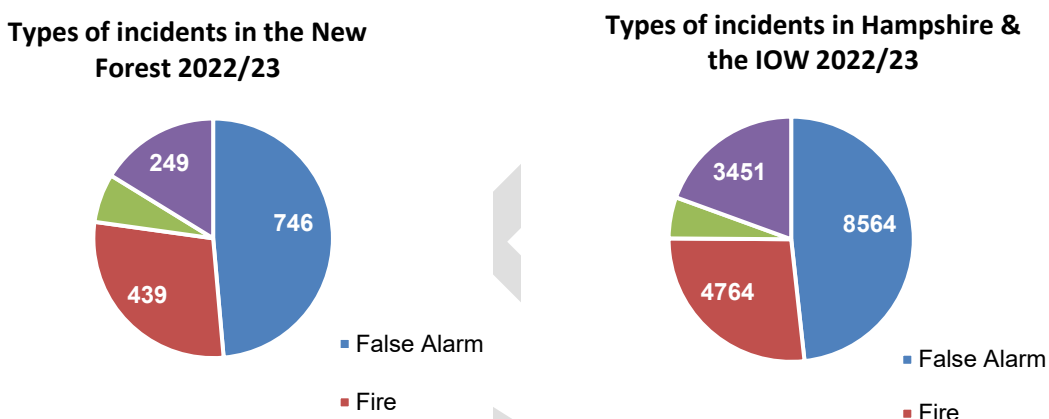


Figure 18: Comparison of types of incidents in New Forest compared to Hampshire

Fires

Primary fires are generally more serious fires occurring in one or more of the following locations, buildings, caravans or trailers, vehicles and other methods of transport (not derelict). Outdoor storage, plant, machinery, agricultural, forestry property, other outdoor structures including post boxes, tunnels, bridges, etc.

Secondary fires are generally small fires, which start in, and are confined to, outdoor locations. Typically, they are fires in grass or heathland, involving rubbish, street or railway furniture or in derelict buildings and derelict vehicles.

There were 439 fire related incidents in the New Forest Group in the 2022-23 period, an increase of 54 incidents compared to the previous year. In 2022-23 there were 215 primary fires and 224 secondary fires.

The table below shows the breakdown of fires by primary and secondary, for the past 5 years. The table also shows the percentage increase or decrease from the previous year (green = decrease, red = increase).

Year	Primary Fires	% Change	Secondary Fires	% Change	Total Fires
2022-23	215	-3.6%	224	38.3%	439
2021-22	223	25.3%	162	-35.5%	385
2020-21	178	-9.6%	251	11.1%	429
2019-20	197	-7.1%	226	-20.7%	423
2018-19	212	-0.5%	285	40.4%	497

Figure 19: Primary and Secondary fires in the New Forest

The table shows that the number of primary and secondary fires within the New Forest Group have fluctuated over the last five years with this year seeing a decrease in Primary Fires and an increase in Secondary Fires.

Causation Factors of Fires

Accidental fires are the most common cause of fires within the New Forest Group over the last five years, comprising of 43% of the total fires in 2022-23.

New Forest - Cause of Fires 2018-23

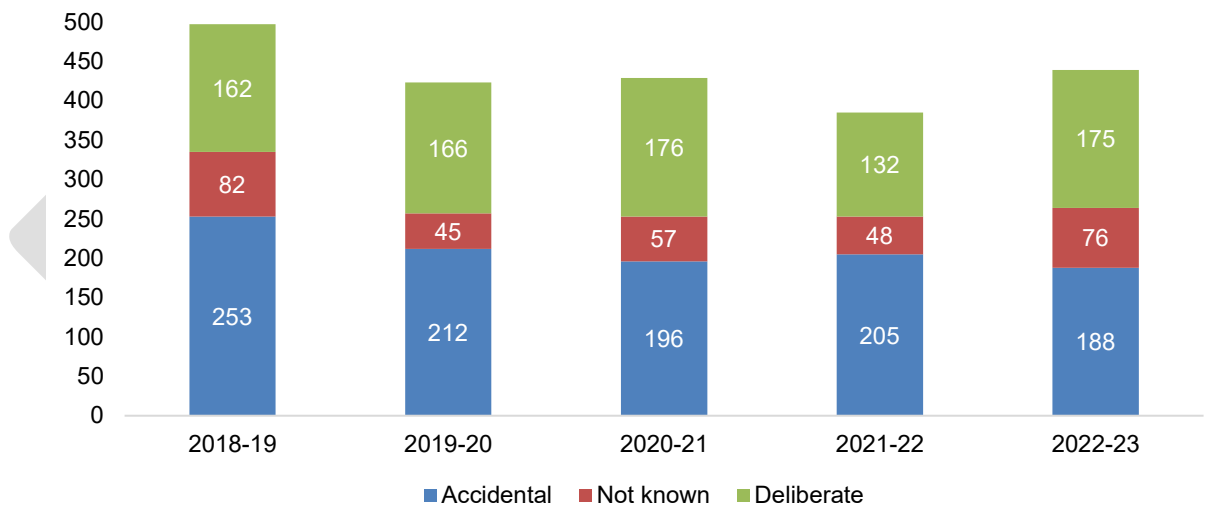


Figure 20: New Forest causes of fire 2016-2022

There has been a decrease in accidental fires in 2022-23, (8%) and a significant increase (32%) in deliberate fires to that of the previous year.

Causes of fires in Dwellings and Commercial Buildings

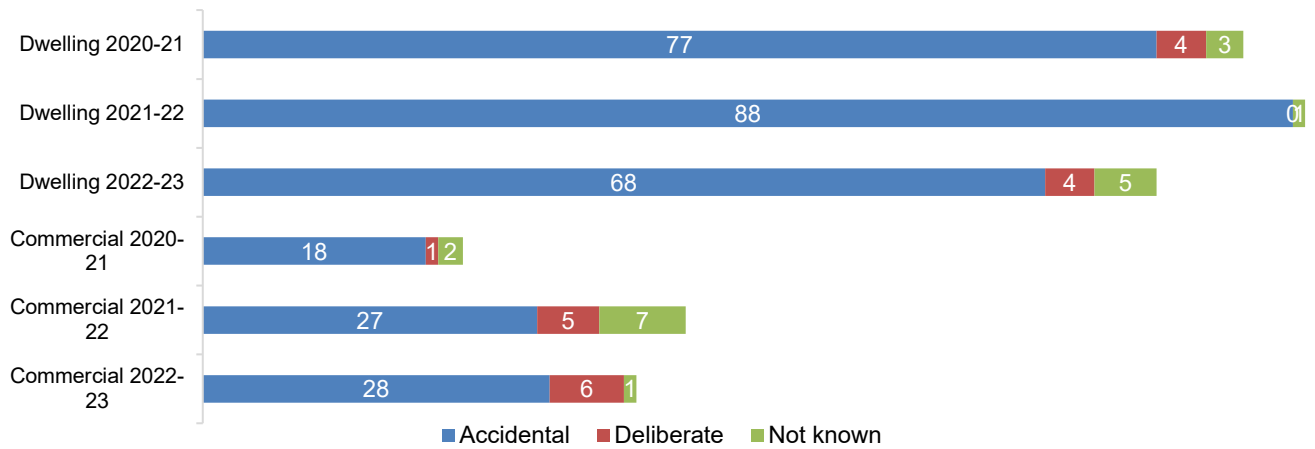


Figure 21: Cause of fires in the New Forest Group by dwellings and commercial buildings

Figure 21 shows that a larger proportion of the fires in commercial and dwelling properties are accidental. There are far more fires in dwellings compared to commercial properties; the total number of fires in dwellings and commercial buildings have both decreased by 13% and 10% this year compared to last year.

Outdoor Fires

The number of outdoor fires increased significantly in 2022-23 by 76 incidents (43%). The extreme hotter weather conditions we experienced during 2022 have been the main cause of this due to the increased likelihood of spontaneous combustion in areas of dry grasses and forests & increased human outdoor activity such as BBQs and camping.

Grass fires have the highest increase this year from a total of 97 incidents in 2021/22 to 173 incidents this year, 78%. Other outdoor fires have also increased by 50% in comparison to last year. Primary fires involving outdoor structures have decreased by 40%.

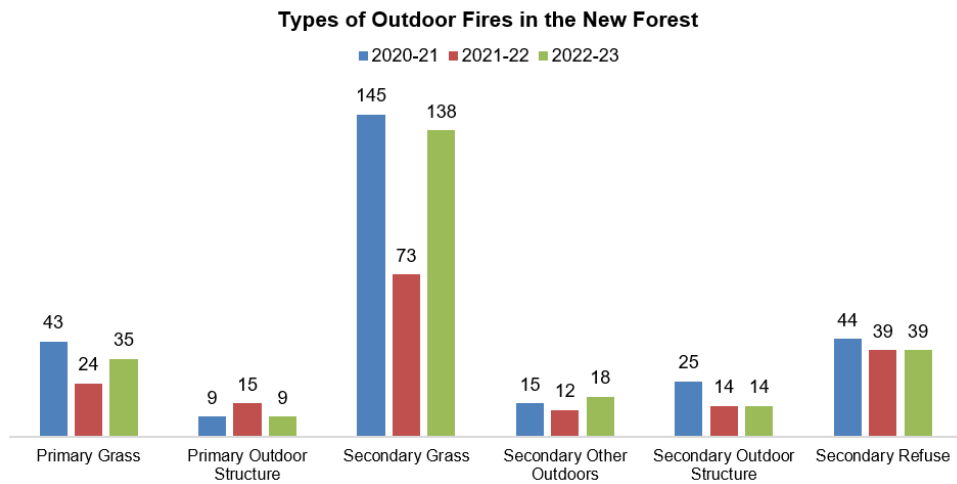


Figure 22: Types of outdoor fires

Grass Fires

The number of grass fires have fluctuated over the last three years. In 2022/23 these have increased by 78% when compared to the previous year (from 97 to 173 incidents). All three cause types (accidental, deliberate and not known) increased in 2022/23 when compared to the same period in the previous year. Accidental increased by 13 incidents (59%), deliberate increased by 32 incidents (55%) and grass fires where the cause was not known increased by 31 incidents.

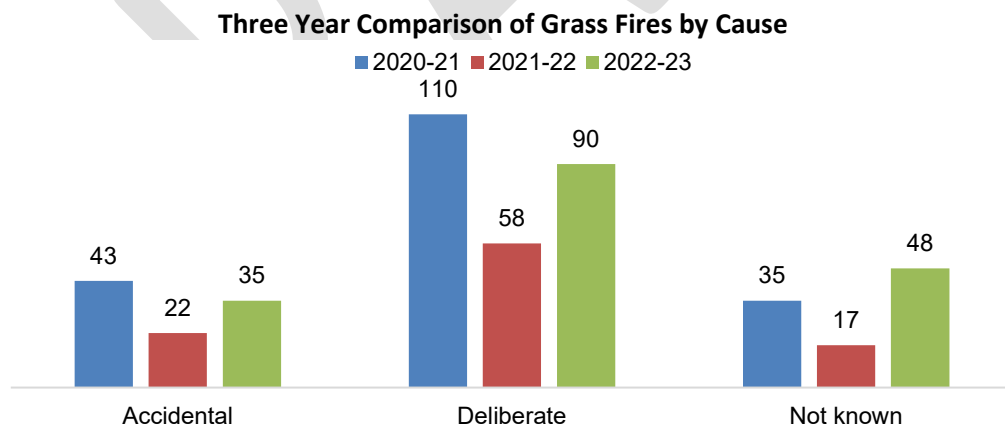


Figure 23: Comparison of grass fires by cause in the New Forest over a three-year comparison period

Out of the 173 grass fires in 2022/23, 90 were started deliberately, 35 were accidental and 48 cause not known. The highest number of grass fires in this financial year occurred in August (58 incidents), July (54 incidents) and June (16 incidents); Of these three months, 41% (53 incidents) were deliberate, 24% (31 incidents) were recorded as accidental, and 34% (44 incidents) the cause not known.

Grass fires volume are affected by the season, with more occurring in the hotter, drier months; with the extreme heat wave in the summer of 2022 impacting the increase. These incidents also spiked in 2020 where we also experienced higher temperatures especially in August 2020.

In July 2023 a Public Space Protection Order (PSPO) was introduced in restricted areas across the district, prohibiting the use of BBQs or lighting of fires. This follows repeated fire damage to the Forest caused by campfires and BBQs over recent years, and the growing risk of wildfires due to increasingly hotter and drier conditions. The PSPO prohibits the lighting of fires of any type including BBQs and any outdoor cooking facilities or equipment. It also makes it an offence to place, throw or drop items likely to cause a fire such as discarding lit cigarettes.

Safe and well visits

Hampshire & Isle of Wight Fire and Rescue provide safe and well visits to residents of the New Forest. The visits are tailored to an individual's needs, relating to their health and lifestyle choices.

Free visits are available and offered to the most vulnerable people in our community or for anyone aged over 65. The visits include a custom-made information pack, existing smoke alarms are checked, and new smoke alarms can be installed. Fire retardant bedding, furniture throws, and nightwear can be issued where necessary. Referrals to other services can also be made for extra support. New Forest District Council Housing Services work collaboratively with HIWFRS in identifying and referring residents and tenants to this preventative and supportive service.

Figure 24 shows an overview of Safe & Well visits across the New Forest Group during the past 3 years. The data provided is broken down to fire station areas and shows that there has been a 61% increase in the number of visits carried out over the last financial year.

Station Ground	2020-21	2021-22	2022-23
Beaulieu	5	8	10
Brockenhurst	20	24	32
Burley	23	17	23
Fordingbridge	40	35	46
Hardley	66	48	69
Hythe	76	51	116
Lymington	110	99	174
Lyndhurst	38	24	48
New Milton	201	126	200
Ringwood	61	58	99
Totton	133	100	131
Total	773	590	948

Figure 24: Safe & well visits carried out in the New Forest group

Road Traffic Collisions (RTCs)

Since 2018/19 RTCs have decreased each year in the New Forest, increasing significantly in 2021/22 compared to 2020/21; impacted by the start (March 2020) and end of lockdown and Covid 19 restrictions (March 2021).

There is an increase over the five-year trend, but on average the New Forest Group has 94 RTCs per year. Owing to the serious nature, these incidents have been analysed separately to the other SSC incidents. The majority of all RTC's over the five years for the New Forest area involve making the scene safe and the extrication of persons.

Figure 25 shows RTC incidents have decreased by 7 incidents in 2022/23 when compared to 2021/22. 53% of RTC's this year involved making the scene safe and 20% involved the extrication or release of persons.

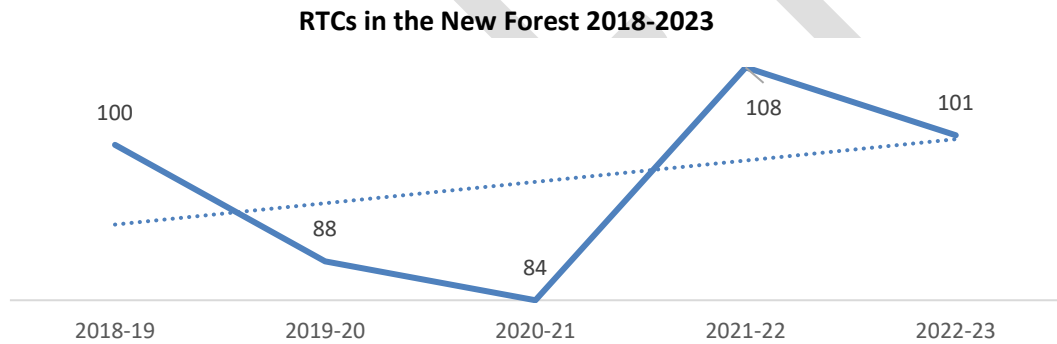


Figure 25: RTCs in the New Forest group between 2018/19, 2019/20, 2020/21, 2021/22 & 2022/2023

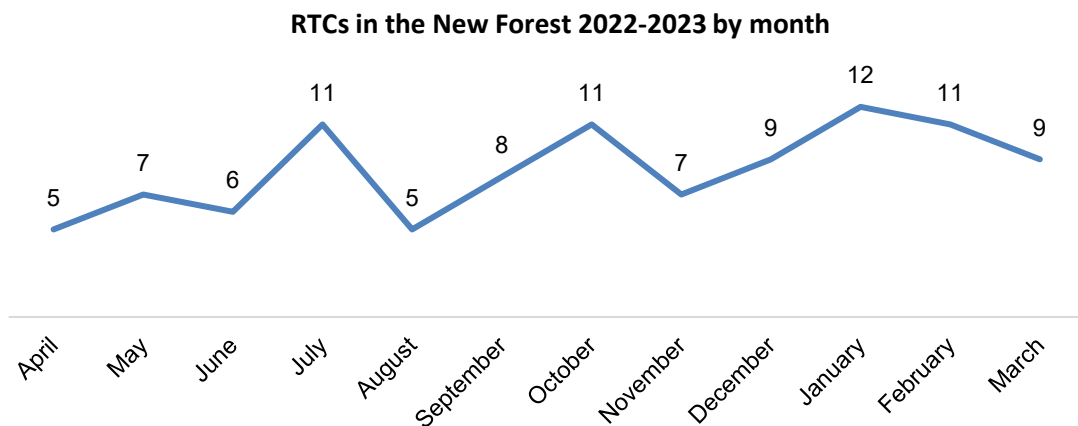


Figure 26: RTCs in the New Forest group during 2022/2023 by month

Figure 26 shows that January 2023 experienced the highest number of Road Traffic Collisions (RTC's) in the New Forest area. The winter months tend to have a higher number of RTCs due to poorer and wetter driving conditions.

Number of RTCs throughout the day in the New Forest 2022-23

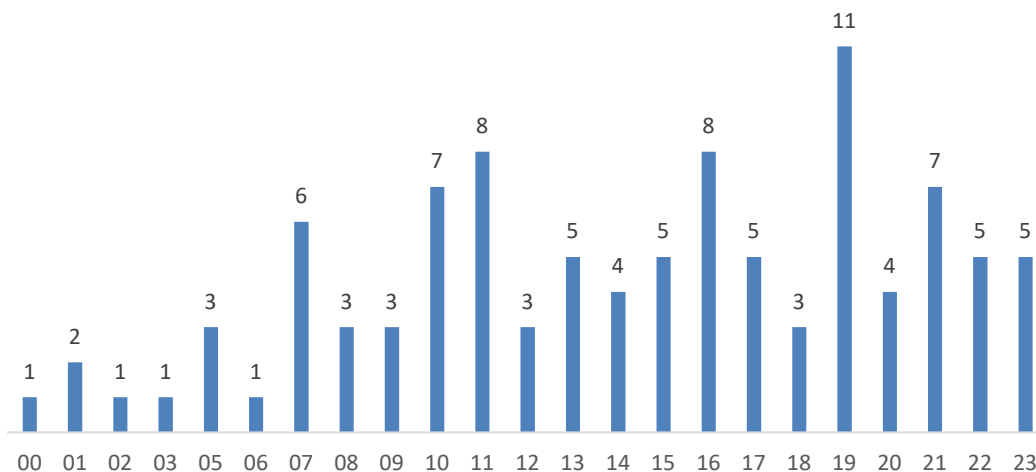


Figure 27: Times of RTCs in the New Forest group during 2022/23.

Figure 27 above shows the highest number of RTC's in the New Forest occurred between 18:00-19:00. They are also high between 10:00-11:00 hours and 16:00-17:00.

Casualties and Fatalities

The total number of casualties has fluctuated over the last five years in the New Forest; increasing slightly in 2022/23 aligning with the increase of incidents.

It is important to note that the split between casualties with slight injuries and those with serious injuries should be considered with caution. This is because the data is taken from the IRS (Incident Recording System), which records severity of the injury at the time the report is written and therefore a slight injury can evolve into serious injuries (or vice versa) after the report has been written this is not reflected in the data in this report.

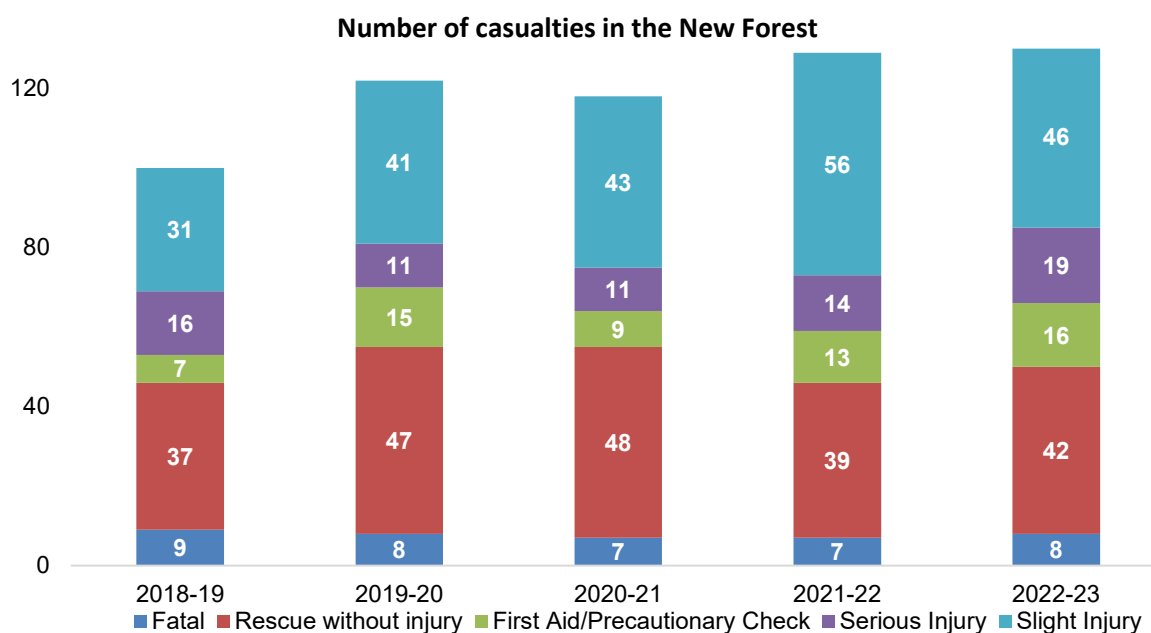


Figure 28: Casualties within the New Forest between 2017-2022

Figure 28 shows the largest group of rescues are with casualties without injury and slight injury.

The number of fatalities has increased by 1 in 2022-23 compared to the previous year. The number of serious injuries increased by 35% and there was an increase of 23% where first aid was provided, or a precautionary check was recommended by the Service. Casualties with slight injuries have decreased compared to the previous year by 17%.

There has been a higher number of male casualties over the 5-year period; in 2022-23, 74% of casualties that went to hospital with serious injuries were male vs 26% female.

10. POLICE & CRIME COMMISSIONER PRIORITIES

The Hampshire Police Crime Commissioner, Donna Jones, was elected in May 2021 and has published her Police and Crime Plan 'More Police, Safer Streets' which sets out the strategic direction and priorities for policing across Hampshire and the Isle of Wight, including the New Forest district, for three years (2021-2024).

The Crime Plan features nine priorities for policing:

- Recruit 600 more police officers by 2023
- Improve police visibility
- Tackle Anti-Social Behaviour (ASB)
- Making it easier to report crime through 101
- Prevent young people from committing crime
- Zero tolerance approach to knife crime
- Crack down on unauthorised encampments
- Improved outcomes for victims
- Targeting rural crime

For details of the full plan please click on the attached link: [OPCC PCP | MORE POLICE SAFER STREETS](#)

New Forest Hampshire Constabulary priorities for 2023/24:

To be confirmed

Safer New Forest Partnership Plan 2023/2024 – Action Plan

	Priority area	Action	Measurement of Action	Date of Completion	Resource Allocation	
79	Drug and Alcohol Related Harm	1.1	<p>Through community intelligence, information sharing, collaboration between services and the Drug Related Harm forum, identify:</p> <ul style="list-style-type: none"> - Locations and addresses - Offenders and exploited persons - Vulnerable people (cuckooing) and impacted communities. 	<p>Increase in intelligence from CPIs and members of the public via 101 and ASB surveys.</p> <p>Targeted use of enforcement powers i.e. closure orders, warrants, possession orders etc.</p> <p>Community trust in services through enhance intelligence sharing and cooperation.</p> <p>Identification of vulnerable people and locations.</p>		<p>CPIs Housing services Community Inclusion Catch 22 Children’s Services MET Group Willow Team Youth Offending Team Health i.e. GP surgeries Probation Hampshire Constabulary</p>
		1.2	<p>Develop localised protocol between policing and support services, complimenting enforcement action with therapeutic and diversionary services.</p>	<p>Increase in access to drug and alcohol prevent services.</p> <p>Shared, collaborative and managed approach to supporting the needs of persons with addiction.</p>		<p>Hampshire Constabulary Drug & alcohol services Mental health services Housing providers Probation Youth Offending Team Adult & Children Services Primary care services</p>

				<p>Sharing of information to identify vulnerable persons and locations.</p> <p>Improved confidence in criminal justice services.</p> <p>Long term desistance from crime.</p> <p>Reducing the negative impact of crime and offending behaviour on communities.</p>		Citizens Advice
		1.3	<p>Support homeless people with addiction and complex needs in accessing drug and alcohol treatment.</p> <p>Improve pathways for people with co-occurring substance misuse and mental health needs, encouraging the most hard to reach in accessing treatment and support services.</p>	<p>Identify people in drug and alcohol treatment, including, rough sleepers or those at risk of rough sleeping.</p> <p>Improved access and participation in treatment services.</p> <p>Provision of safe and supportive accommodation.</p>		<p>Housing services</p> <p>Drug & alcohol treatment services</p> <p>Hampshire Constabulary</p> <p>Probation</p> <p>Education</p> <p>Mental health services</p> <p>Primary care</p> <p>Adult & Children Services</p> <p>Third sector organisations</p>
2	Domestic Abuse	2.1	Protect and empower victims of domestic abuse at the earliest	Increase in DAPN/DAPOs.		<p>Domestic Abuse Forum</p> <p>Hampshire Constabulary</p>

	(DA)	<p>opportunity through the targeted use of legislation including:</p> <ul style="list-style-type: none"> - Clare's Law (Right to know, right to ask) - Domestic Abuse Protection Notice (DAPN) - Domestic Abuse Protection Order (DAPO) - Occupation order - Non-molestation order 	<p>Increase in applications for Clare's Law.</p> <p>Wider partnership understanding on available resources and awareness raising through webinar training and published literature.</p> <p>Increase in access to Blue Lamp Trust and HIWFRS safe and well assessments to ensure persons at risk are provided tailored risk reduction measures in place, and where safe, enabling victims and families to remain in the location of their choosing.</p>		<p>New Forest District Council Stop Domestic Abuse The Hampton Trust Yellow Door Victim Support Community First Town & Parish Councils Aurora New Dawn Hampshire & Isle of Wight Fire & Rescue Service OPCC Custody Intervention Scheme National Centre of Domestic Violence (NCDV)</p>
	2.2	<p>Utilising recorded and reported data for understanding, responding and supporting victims in relation to Violence Against Women and Girls (VAWG) to include:</p> <ul style="list-style-type: none"> - Geographical areas 	<p>Improved understanding of contributing factors to offences and risk i.e. locations, timings, perpetrators etc.</p> <p>Improved ability to mitigate risk and protect vulnerable</p>		<p>New Forest District Council Licensing Team Hampshire Constabulary Town & Parish Councils Licensing establishments Aurora New Dawn Education</p>

		<ul style="list-style-type: none"> - Vulnerable locations - Offences by crime type - Pattern of occurrences (times, days, locations) - Repeat victims and offenders 	<p>persons through known antecedents or environmental factors which contribute to offences.</p> <p>Managed approach to known or repeat offenders through existing offender/victim forums i.e MARAC (Multi-Agency Risk Assessment Conference) and MAPPA (Multi-Agency Police Protection Arrangements).</p> <p>Evidence base use of public space CCTV in known vulnerable locations.</p>		<p>Yellow Door – STAR Project</p> <p>Stop Domestic Abuse</p> <p>The Hampton Trust</p> <p>OPCC Custody Intervention Scheme</p> <p>Sanctuary Scheme</p> <p>New Forest District Council Health & Wellbeing Board</p> <p>Serious Violence Duty</p> <p>NFDC CCTV</p>
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		<p>2.3 Collaborative and consistent communications between partners, with a focus of raising public awareness of domestic abuse with an emphasis on understanding:</p> <ul style="list-style-type: none"> - Coercive control - Perpetrator recognition - Support services and intervention to both victims and perpetrators 	<p>Monitoring of access to published information on websites, social media links and enquiries.</p> <p>Improved public access to support services.</p> <p>Improve reporting of domestic abuse incident and requests for access to supportive services.</p>		<p>New Forest Domestic Abuse Forum Hampshire Domestic Abuse Partnership Stop Domestic Abuse The Hampton Trust Hampshire Constabulary HIWFRS NFDC Health & Wellbeing Board Aurora New Dawn GP Surgeries Town & Parish Councils</p>
		<p>2.4 Develop learning material, based on local needs through the combined approach of the New Forest Domestic Abuse Forum and Hampshire Domestic Abuse Partnership.</p> <p>Provide webinar and seminar-based sessions for upskilling of local partners with an emphasis on gender neutral messages.</p>	<p>Active participation and development of training from wider partnership members.</p> <p>Cross agency participation in webinars and seminars</p> <p>Access to support services.</p>		<p>New Forest Domestic Abuse Forum Hampshire Domestic Abuse Partnership Stop Domestic Abuse The Hampton Trust Hampshire Constabulary Hampshire & Isle of Wight Fire & Rescue Service NFDC Health & Wellbeing Board Aurora New Dawn Town & Parish Councils Education Yellow Door</p>

		2.5	Implement learning from Domestic Homicide Reviews (pan Hampshire) across services to enhance and improve service delivery.	Compliance with Domestic Abuse Act 2021. Implement learning outcomes for practice improvement.		Hampshire Domestic Abuse Partnership Office Police Crime Commissioner New Forest District Council Hampshire Constabulary Probation Health Hampshire & Isle of Wight Fire & Rescue Service
3	Tackling crime and fear of crime through education, prevention and enforcement	3.1	Develop and enhance awareness of and participation within Youth Crime Prevention (YCP) diversionary and preventative support services for young people at risk of entering the criminal justice system.	Access and participation within prevention and support services. Use of out of court disposals and reduction in first time entrants to Youth Offending Team.		Youth Crime Prevention (YCP) Youth Offending Team Probation Education Children's Services Hampshire Constabulary Housing providers Local Children's Partnership
		3.2	Reduce neighbourhood crime and fear of crime through enhanced awareness and participation of offenders within the Integrated Offender Management (IOM) programme.	Access to specialist services. Collective responsibility to offender management with a shared responsibility to local problems.		Probation Education Children's Services Hampshire Constabulary Housing providers New Forest District Council Mental Health Services

		<p>Provide collaborative and specialist support services for persistent and priority offenders to address contributing factors linked with offending behaviour.</p>	<p>Long term desistance from crime.</p> <p>Reducing the negative impact of crime and reoffending.</p> <p>Helping to improve the public's confidence in the criminal justice system.</p>		<p>Drug and alcohol intervention services</p>
	3.3	<p>Raise awareness and understanding of the impact accidental fires have within non designated or rural settings.</p> <p>Enhance compliance with existing prohibitions or restrictions on the use of disposable BBQ'S or wildfires.</p>	<p>Participation from the retail sector in sharing fire prevention message.</p> <p>Reduction in reported accidental fires.</p> <p>Positive engagement with retail outlets selling disposable BBQs</p> <p>Creation and distribution of advice leaflet to accompany disposable BBQs when purchased.</p>		<p>New Forest District Council Hampshire & Isle of Wight Fire & Rescue Service (HIWFRS) Fire cadets Fire volunteer Police cadets PCSOs National Park Authority Rangers Forestry England Education / Headteachers Forum New Forest Campsites Town & Parish Councils OPCC</p>

			Completed partner engagement and public awareness events.		
	3.4	<p>Reduce incidents of opportunistic crime within rural areas and vulnerable locations through positive engagement, prevention advice and enforcement.</p> <p>Through partnership collaboration, develop and deliver evidenced based crime prevention engagement events for residents and visitors at known vulnerable locations.</p>	<p>Reduction in reported acquisitive crime.</p> <p>Enhanced preventative measures by residents and visitors.</p> <p>Through collaboration with tourism and leisure services, develop positive prevention and awareness messages.</p> <p>Reduce fear of crime.</p> <p>Enhanced partnership delivery and shared resource.</p>		<p>New Forest District Council</p> <p>Hampshire & Isle of Wight Fire & Rescue Service (HIWFRS)</p> <p>Fire cadets</p> <p>Fire volunteers</p> <p>Police cadets</p> <p>Hampshire Constabulary</p> <p>National Park Authority Rangers</p> <p>Forestry England</p> <p>Education / Headteachers Forum</p> <p>New Forest Campsites</p> <p>Town & Parish Councils</p> <p>InterAct database</p> <p>OPCC</p>
	3.5	Prevent incidents of environmental antisocial behaviour including littering and fly-tipping.	<p>Reduction of fly-tipping incidents at local “bring sites”.</p> <p>Reduction in environmental impact and associated clearance costs.</p>		<p>NFDC Enforcement</p> <p>NFDC CCTV</p> <p>Hampshire Constabulary</p> <p>Safer New Forest Partnership</p> <p>Forestry England</p> <p>National Park Authority</p>

		Utilise deployable cameras to prevent and deter incidents of illicit fly-tipping and disposal of commercial waste.	Improved identification of offenders and successful prosecution.		
	3.6	<p>Support vulnerable and repeat victims of ASB through localised and targeted interventions in response to local anti-social behaviour issues.</p> <p>Improve reporting of incidents via 101 in collaboration with Safer New Forest to highlight repeat locations and victims.</p>	<p>Increase in 101 and online reports identifying victim, offender and locations.</p> <p>Local resolutions to local problems through the coordination of services.</p> <p>Referrals to YCP and preventative programmes.</p> <p>Increase victim confidence and satisfaction in case resolution.</p>		<p>Accredited Community Safety Officers (ACSOs)</p> <p>Police Community Safety Officers (PCSO)</p> <p>Education</p> <p>Youth Crime Prevention / Youth Offending Team</p> <p>Probation</p> <p>Community Safety, NFDC</p> <p>Town & Parish Councils</p>

APPENDIX B - Overview of incidents by type and comparison of crimes year on year:

Crimes by Sector Level

Crime - New Milton Sector

Crime Type	01/04/2022-31/03/2023	01/04/2021-31/03/2022	Variation
VIOLENCE AGAINST THE PERSON			
Homicide	0	1	-1
Violence with injury	194	193	+1
Violence without injury	485	463	+22
Total	679	657	+22
SEXUAL OFFENCES			
Rape	24	19	+5
Other sexual offences	40	37	+3
Total	64	56	+8
ROBBERY			
Robbery of business property	0	0	-
Robbery of personal property	4	10	-6
Total	4	10	-6
BURGLARY			
Residential	80	88	-8
Business and Community	76	24	+52
Total	156	112	+44
THEFT OFFENCES			
Theft from Vehicle	67	104	-37
Theft from person	3	7	-4
Bicycle theft	18	7	+11
Shoplifting	96	37	+59
All other theft offences	89	90	-1
Total	273	245	+28
CRIMINAL DAMAGE & ARSON OFFENCES			
Criminal damage	205	153	+52
Arson	6	4	+2
Total	211	157	+54
DRUG OFFENCES			
Trafficking of drugs	15	14	+1
Possession of drugs	61	46	+15
Total	76	60	+16
Possession of weapons offences	16	17	+1
Public order offences	188	213	-25
Miscellaneous crimes against society	21	16	+5

Crime - Lymington Sector

Crime Type	01/04/2022 – 31/03/2023	01/04/2021 – 31/03/2022	Variation
VIOLENCE AGAINST THE PERSON			
Homicide	0	1	-1
Violence with injury	159	194	-35
Violence without injury	476	477	-1
Total	635	672	-37
SEXUAL OFFENCES			
Rape	17	16	+1
Other sexual offences	33	40	-7
Total	50	56	-6
ROBBERY			
Robbery of business property	1	1	-
Robbery of personal property	1	7	-6
Total	2	8	
BURGLARY			
Residential	146	146	-
Business and Community	55	40	+15
Total	201	186	+15
THEFT OFFENCES			
Theft from Vehicle	101	83	+18
Theft from person	7	10	-3
Bicycle theft	28	27	+1
Shoplifting	152	112	+40
All other theft offences	116	117	-1
Total	404	349	+55
CRIMINAL DAMAGE & ARSON OFFENCES			
Criminal damage	182	135	+47
Arson	4	3	+1
Total	186	138	+48
DRUG OFFENCES			
Trafficking of drugs	8	10	-2
Possession of drugs	33	28	+5
Total	41	38	+3
Possession of weapons offences	13	15	-2
Public order offences	208	226	-18
Miscellaneous crimes against society	25	40	-15

Crime - Ringwood and Fordingbridge Sector

Crime Type	01/04/2022 – 31/03/2023	01/04/2021 – 31/03/2022	Variations
VIOLENCE AGAINST THE PERSON			
Homicide	0	0	-
Violence with injury	203	184	+19
Violence without injury	503	502	+1
Total	706	686	+20
SEXUAL OFFENCES			
Rape	24	28	-4
Other sexual offences	51	49	+2
Total	75	77	-2
ROBBERY			
Robbery of business property	5	2	+3
Robbery of personal property	9	11	-2
Total	14	13	+1
BURGLARY			
Residential	167	206	-39
Business and Community	66	85	-19
Total	233	291	-58
THEFT OFFENCES			
Theft from Vehicle	226	268	-42
Theft from person	11	5	+6
Bicycle theft	19	24	-5
Shoplifting	78	44	+34
All other theft offences	198	167	+31
Total	532	508	+24
CRIMINAL DAMAGE & ARSON			
Criminal damage	346	280	+66
Arson	12	20	-8
DRUG OFFENCES			
Trafficking of drugs	8	15	-7
Possession of drugs	39	39	-
Total	47	54	-7
Possession of weapons offences	19	19	-
Public order offences	276	280	-4
Miscellaneous crimes against society	41	20	+21

Crime - New Forest Heart and East Sectors

Crime Type	01/04/2022 – 31/03/2023	01/04/2021 – 31/03/2022	Variations
VIOLENCE AGAINST THE PERSON			
Homicide	0	0	-
Violence with injury	83	69	+14
Violence without injury	147	155	-8
Total	230	224	+6
SEXUAL OFFENCES			
Rape	12	17	-5
Other sexual offences	31	31	-
Total	43	48	-5
ROBBERY			
Robbery of business property	1	0	+1
Robbery of personal property	3	1	+2
Total	4	1	+3
BURGLARY			
Residential	119	93	+26
Business and Community	39	33	+6
Total	158	126	+32
THEFT OFFENCES			
Theft from Vehicle	168	233	-65
Theft from person	3	7	-4
Bicycle theft	28	57	-29
Shoplifting	25	3	+22
All other theft offences	94	85	+9
Total	318	385	-67
CRIMINAL DAMAGE & ARSON			
Criminal damage	91	107	-16
Arson	4	9	-5
Total	95	116	-21
DRUG OFFENCES			
Trafficking of drugs	2	3	-1
Possession of drugs	46	29	+17
Total	48	32	+16
Possession of weapons offences	17	6	+11
Public order offences	91	109	-18
Miscellaneous crimes against society	10	14	-4

Crime - Hythe Sector

Crime Type	01/04/2022 – 31/03/2023	01/04/2021 – 31/03/2022	Variation
VIOLENCE AGAINST THE PERSON			
Homicide	0	0	-
Violence with injury	321	311	+10
Violence without injury	891	845	+46
Total	1212	1156	+56
SEXUAL OFFENCES			
Rape	25	42	-17
Other sexual offences	89	82	+7
Total	114	124	-10
ROBBERY			
Robbery of business property	1	1	-
Robbery of personal property	15	6	+9
Total	16	7	+9
BURGLARY			
Residential	82	83	-1
Business and Community	35	54	-19
Total	117	137	-20
THEFT OFFENCES			
Theft from Vehicle	91	125	-34
Theft from person	4	8	-4
Bicycle theft	17	17	-
Shoplifting	187	138	+49
All other theft offences	158	158	-
Total	457	446	+11
CRIMINAL DAMAGE & ARSON OFFENCES			
Criminal damage	217	321	-104
Arson	23	24	-1
Total	240	345	-105
DRUG OFFENCES			
Trafficking of drugs	7	10	-3
Possession of drugs	36	40	-4
Total	43	50	-7
Possession of weapons offences	29	18	+11
Public order offences	312	277	+35
Miscellaneous crimes against society	51	40	+11

Crime - Totton Sector

Crime Type	01/04/2022 – 31/03/2023	01/04/2021 – 31/03/2022	Variation
VIOLENCE AGAINST THE PERSON			
Homicide	0	1	-1
Violence with injury	266	245	+21
Violence without injury	722	755	-33
Total	988	1001	-13
SEXUAL OFFENCES			
Rape	28	36	-8
Other sexual offences	48	65	-17
Total	76	101	-25
ROBBERY			
Robbery of business property	1	2	-1
Robbery of personal property	11	7	+4
Total	12	9	+3
BURGLARY			
Residential	161	124	+37
Business and Community	50	40	+10
Total	211	164	+47
THEFT OFFENCES			
Theft from Vehicle	200	193	+7
Theft from person	9	5	+4
Bicycle theft	67	39	+28
Shoplifting	89	116	-27
All other theft offences	290	245	+45
Total	655	598	+57
CRIMINAL DAMAGE & ARSON OFFENCES			
Criminal damage	302	247	+55
Arson	10	4	+6
Total	312	251	+61
DRUG OFFENCES			
Trafficking of drugs	16	13	+3
Possession of drugs	65	83	-18
Total	81	96	-15
Possession of weapons offences	28	17	+11
Public order offences	278	318	-40
Miscellaneous crimes against society	43	47	-4

GLOSSARY OF CRIME TYPES

Crime Types and Drug Offences

1 - VIOLENT CRIME

Violent crimes are those where the victim is intentionally stabbed, punched, kicked, pushed, jostled, etc., or threatened with violence whether or not there is any injury.

In published crime statistics, violent crime – both as measured by the British Crime Survey (BCS) and by recorded crime – is grouped into two broad, high-level categories of violence with injury and violence without injury. However, these categories are not directly comparable between BCS and recorded crime: for example, the BCS violence categories include robbery, but the police recorded crime violence categories do not (recorded robbery figures are shown separately).

Just over half of all BCS violent incidents and just under half of all police recorded violence against the person, resulted in injury to the victim.

- Violence with injury includes all incidents of wounding, assault with injury and (BCS only) robbery which resulted in injury. Homicide is only included for police recorded crime. Police recorded crime also includes attempts at inflicting injury, although the BCS would not include these if no actual injury occurred.
- Violence without injury includes all incidents of assault without injury and (BCS only) incidents of robbery which did not result in injury. Police recorded crime also includes possession of weapons offences and a number of public order offences, such as harassment.

Police recorded crime statistics for violence, especially less serious violence, are particularly affected by changes in recording practice over time; for the population and crime types it covers, the BCS is the best measure for long-term national trends in violence. Police statistics are important for showing the mix of violent crimes dealt with and recorded by the police. They are an important measure of activity locally and a source of operational information to help identify and address local crime problems, at a lower geographical level than is possible using the BCS. Police statistics also provide more reliable information on less common crimes, such as robbery, and are currently the only source of data on homicides and offences against those not resident in households.

British Crime Survey (BCS) violence

BCS violent crime is categorised in two other ways: by offence type and according to the victim-offender relationship. BCS offence types are as follows (estimates for wounding, assault with minor injury, assault without injury and robbery add up to overall violence):

- Wounding: the incident results in severe or less serious injury, e.g. cuts, severe bruising, chipped teeth, bruising or scratches requiring medical attention or any more serious injuries.

- Assault with minor injury: an incident where the victim was punched, kicked, pushed or jostled and the incident resulted in minor injury to the victim, e.g. scratches or bruises.
- Assault without injury: an incident (or attempt) where the victim was punched, kicked, pushed or jostled but resulted in no injury.
- Robbery: an incident in which force or threat of force is used in a theft or attempted theft.

The categories of BCS violence according to the offender-victim relationship are as follows:

- Domestic violence comprises wounding and assaults which involves partners, ex-partners, other relatives or household members.
- Stranger violence includes wounding and assaults in which the victim did not have any information about the offender(s) or did not know and had never seen the offender(s) before.
- Acquaintance violence comprises wounding and assaults in which the victim knew one or more of the offenders, at least by sight. It does not include domestic violence.

Figures are also presented for mugging which is a popular rather than a legal term and is the total number of robbery, attempted robbery and snatch theft incidents combined. Snatch theft is excluded from all BCS violence since it includes no violence or minimal threat of force (e.g. just enough to pull a bag away from someone).

In the BCS, the previously used common assault (or attempted assault) category, which had been inconsistent with the police recorded offence category, was replaced with assault with minor injury and assault without injury categories in 2006/07. This change was made to align BCS categories more closely with those used by the police.

Police recorded violence against the person

Violence against the person offences contains the full spectrum of assaults, from pushing and shoving that result in no physical harm, to murder. Even within the same offence classification, the degree of violence varies considerably between incidents.

Trends in police recorded violent crime can be very difficult to interpret, as they are influenced by a number of factors. It is important to consider the following issues when interpreting trends:

Police recorded crime data are subject to changes in the levels of public reporting of incidents. The proportion of violent crimes estimated to be reported to the police has increased from the first BCS results in 1981 but has been reasonably stable since 2002/03 (see Chapter 2 of the annual crime statistics publication).

Local policing activity and priorities affect the levels of reported and recorded violent crime. Where the police are proactive in addressing low-level violence and anti-social behaviour, this can lead to more of these crimes being brought to their attention and being recorded. For example, research by the Cardiff Violence Research Group showed an

association between the introduction of CCTV surveillance and increased police detection of violence (Sivarajasingam et al., 2003).

Police recorded crime data are subject to changes in police recording practices. The 1998 changes to the Home Office Counting Rules had a very significant impact on the recording of violent and sexual crime; the number of violence against the person offences recorded by the police increased by 118 per cent as a result of the 1998 changes (Povey and Prime, 1999). Much of this increase resulted from a widening of the offence coverage to include assaults with little or no physical injury and offences of harassment (again with no injury).

The National Crime Recording Standard (NCRS), introduced in April 2002, again resulted in increased recording of violent and sexual crimes particularly for less serious offences, as well as for some other offences. There was an estimated NCRS effect of 23 per cent on violence against the person offences in the first 12 months of implementation, although it was recognised that this effect was unlikely to be complete within the first 12 months (Simmons et al., 2003).

Audits undertaken by the Audit Commission on behalf of the Home Office indicate substantial improvements in crime recording across forces in the two to three years following NCRS introduction, which would particularly impact on violence against the person and result in increases in recorded crimes for this category.

Incidents of violence against the person recorded by the police include the following categories as described below:

- Homicide including murder, manslaughter and infanticide.

The published figures do not separately identify between these individual offences as, when a homicide is initially recorded by the police, the full circumstances of the incident may not be known. Furthermore, the precise nature of an offence may only become clear once a suspect has been apprehended and appears at court.

The Home Office receives two sources of information on homicide from the police forces of England and Wales (including the British Transport Police where the incident occurred within England and Wales). These are:

- The monthly aggregated recorded crime return (see Section 3.1)
- A more detailed statistical return for each recorded homicide containing additional information, including victim and suspect details and the circumstances of the offence. This is used to populate a Home Office database called the Homicide Index.

The Homicide Index contains details about homicides recorded in England and Wales since 1977. In contrast to the aggregated recorded crime return, the Homicide Index is continually being updated with revised information from the police as investigations continue and as cases are heard by the courts. As the Homicide Index is continually updated and provides more detailed information, Home Office Statisticians view the Index as a better source of data than the separate monthly aggregated recorded crime return. However, due to the time permitted for police forces to submit the individual returns (within 30 days of recording an incident as homicide) and the complexities in checking the data, it is not possible to use the Homicide Index figures for the annual crime bulletin. Instead, figures from the monthly aggregated recorded crime return are

presented as a provisional homicide estimate, with full analysis published in a supplementary bulletin approximately six months' later. Care should therefore be taken when using the provisional figures for homicide as these are subject to change.

- Death by driving offences (includes by dangerous driving, careless or inconsiderate driving, driving under the influence of drink or drugs and while being an unlicensed or uninsured driver).
- Corporate manslaughter where an organisation is deemed responsible for a person's death.
- Grievous bodily harm (GBH) includes injury resulting in permanent disability, more than minor permanent disfigurement, broken bones, fractured skull, compound fractures, substantial loss of blood, lengthy treatment or serious psychiatric injury (based on expert evidence).

GBH with intent occurs when there is clear evidence of a deliberate attempt to inflict serious bodily harm regardless of level of injury sustained.

GBH without intent occurs when serious bodily harm results but there is no evidence of a deliberate intent to inflict such an injury. Prior to April 2008, GBH without intent was not separated out from a much broader category of less serious wounding that mostly consisted of Actual Bodily Harm (ABH).

The definition of GBH with intent rests upon whether "the actions of the offender clearly show a deliberate attempt to inflict serious bodily harm". The clarification to the rules from

April 2008 makes this clear and that "the gravity of the injury resulting is not necessarily the determining factor". The rules were clarified as there had previously been some confusion as to whether the degree of injury sustained, rather than intent, should be the sole determining factor in the recording of these offences (see Section 3).

- Actual Bodily Harm (ABH) relates to any assault with injury which is not GBH (with or without intent) and includes internal injury and shock (when accompanied by expert psychological evidence)
- Threats to kill where an individual fears that the offender's threat is real and may be carried out
- Possession of weapons offences include possession of firearms with intent, possession of other weapons and possession or article with blade or point. If a weapon is used, then the police will normally record a more serious notifiable offence. Possession of firearms with no intent offences are recorded under other miscellaneous offences.
- Harassment offences are those incidents where no other substantive notifiable offence exists, but when looked at as a course of conduct are likely to cause fear, alarm or distress. Public fear, alarm or distress offences are where a course of conduct is not present.

- Assault without injury offences are those where at the most a feeling of touch or passing moment of pain is experienced by the victim.

The other violent offences recorded by the police include attempted murder, conspiracy to murder, poisoning or female genital mutilation, cruelty or neglect to children, abandoning a child under two years and child abduction.

Recorded crime statistics do not specifically identify offences of domestic violence since it is not a legal definition. Such offences would be recorded in accordance with the intent of the offence and any injuries sustained e.g. GBH with intent.

Police recorded crime figures for violence against the person quoted in the text and charts also include assault on a constable and racially or religiously aggravated assault, which are both separate categories within recorded crime. Such incidents are not treated separately in the BCS and would fall within the BCS assault with minor injury or without injury categories.

Sexual Offences

Due to the small numbers of sexual offences identified by face-to-face BCS interviews, results from the main BCS are too unreliable to report; these data are not included within the overall count of violence (except for the categories of serious wounding with sexual motive and other wounding with sexual motive which are included in the offence type of wounding).

Respondents may not wish to disclose sensitive information face-to-face and so interviews since 2004/05 (and prior to this in 1996 and 2001) have included self-completion modules on intimate violence (see Section 2.3). These figures have previously been published separately from the annual volume (Mirrlees-Black, 1999; Walby and Allen, 2004; Finney, 2006; Coleman et al., 2007; Povey et al., 2008, 2009; Smith et al., 2010). Headline figures are also presented in the annual crime statistics bulletin for 2009/10.

Intimate violence is the collective term used to describe domestic violence, sexual assault and stalking and the categories are defined as follows:

- Any domestic abuse: non-sexual emotional or financial abuse, threats, physical force, sexual assault or stalking carried out by a current or former partner or other family member.
- Partner abuse (non-sexual): non-sexual emotional or financial abuse, threats or physical force by a current or former partner.
- Family abuse (non-sexual): non-sexual emotional or financial abuse, threats or physical force by a family member other than a partner (father/mother, step-father/mother or other relative).

- Emotional or financial abuse: includes being prevented from having a fair share of household money, stopped from seeing friends or relatives or repeatedly belittled.
- Threats are classified as an affirmative response to the statement 'frightened you by threatening to hurt you/someone close'.
- Minor force is classified as an affirmative response to the statement 'pushed you, held you down or slapped you'.
- Severe force involves being kicked, hit, bitten, choked, strangled, threatened with a weapon, threats to kill, use of a weapon or some other kind of force
- Sexual assault: indecent exposure, sexual threats and unwanted touching ('less serious'), rape or assault by penetration including attempts ('serious'), by any person including a partner or family member.
- Rape is the legal category of rape introduced in legislation in 2003. It is the penetration of the vagina, anus or mouth by a penis without consent.
- Assault by penetration is a legal offence introduced in 2003. It is the penetration of the vagina or anus with an object or other body part without consent.
- Stalking: two or more incidents (causing distress, fear or alarm) of obscene or threatening unwanted letters or phone calls, waiting or loitering around home or workplace, following or watching, or interfering with or damaging personal property by any person including a partner or family member.

The police recorded crime category of most serious sexual crime encompasses rape, sexual assault, and sexual activity with children. The Sexual Offences Act 2003, introduced in May 2004, altered the definitions of all three categories so comparisons around this time should be made with caution.

The group of other sexual offences recorded by the police covers unlawful sexual activity, mostly involving consenting adults and is therefore particularly influenced by police activity in investigating such crime. It includes among other offences, exploitation of prostitution and soliciting, but not prostitution itself (which is not a notifiable offence).
The Sexual Offences Act

2003, introduced in May 2004, introduced certain offences such as sexual grooming which is included in this group. Offences of indecent exposure have been retrospectively reclassified to sexual offences back to 2002/03 to aid comparisons over time.

2 ACQUISITIVE CRIME

BCS acquisitive crime covers all household and personal crime where items are stolen and can be split into household and personal acquisitive crimes.

Household acquisitive crime: Personal acquisitive crime:

Burglary

Attempted burglary in a dwelling

Theft in a dwelling

Theft from outside a dwelling

Theft and attempted theft of and from vehicles

Theft of pedal cycle Snatch theft (Theft from the person)

Stealth theft (Theft from the person)

Attempted theft from the person

Other theft of personal property and other attempted theft of personal property

Robbery and attempted robbery

Burglary

The BCS covers domestic burglary only, which is an unauthorised entry into the victim's dwelling but does not necessarily involve forced entry; it may be through an open window, or by entering the property under false pretences (e.g. impersonating an official).

BCS domestic burglary does not cover theft by a person who is entitled to be in the dwelling at the time of the offence; this is called theft in a dwelling and includes thefts committed inside a home by someone who is entitled to be there e.g. party guests, workmen.

The police record an offence of burglary if a person enters any building as a trespasser and with intent to commit an offence of theft, GBH or unlawful damage. Aggravated burglary occurs when the burglar is carrying a firearm, imitation firearm, offensive weapon or explosive.

Recorded crime figures are provided separately for burglaries that occur in domestic properties and those which occur in commercial or other properties.

- Domestic burglaries include burglaries in all inhabited dwellings, including inhabited caravans, houseboats and holiday homes, as well as sheds and garages connected to the main dwelling (for example, by a connecting door).

- Non-domestic burglaries include burglaries to businesses (including hotels and similar accommodation) and also some burglaries of sheds and outhouses where these are not clearly connected to the inhabited property.

Using the BCS it is possible to differentiate between burglaries with entry and attempted burglaries and also between burglary with loss and burglary with no loss (including attempts). Burglary with entry plus attempted burglary add up to total burglary. Burglary with loss plus burglary with no loss (including attempts) also add up to total burglary. These are defined below.

An attempted burglary is recorded by the police and in the BCS if there is clear evidence that the offender made an actual, physical attempt to gain entry to a building (e.g. damage to locks, or broken doors) but was unsuccessful.

Burglary with entry is a term used in the BCS and comprises burglary where a building was successfully entered, regardless of whether something was stolen or not.

Burglary with loss is a term used in the BCS and comprises burglary where a building was successfully entered and something was stolen.

In the BCS, burglary with no loss includes attempted entry to a property and cases where a property was entered but nothing was stolen. In making comparisons with police recorded crime, BCS burglary with no loss (including attempts) is used as a proxy for attempted burglary, though there will be some instances with no loss where entry has been gained.

Vehicle offences

The BCS includes offences against private households only and includes cars, vans, motorbikes, motor-scooters or mopeds used for non-commercial purposes. It identifies three vehicle theft categories:

- Theft of vehicles where the vehicle is driven away illegally, whether or not it is recovered.
- Theft from vehicles refers to both theft of parts and accessories of motor vehicles and to theft of contents.
- Attempted thefts of and from vehicles No distinction is made between attempted theft of and attempted thefts from motor vehicles, as it is often very difficult to ascertain the offender's intention.

If parts or contents are stolen as well as the vehicle being moved, the incident is classified as theft of a motor vehicle.

The police recorded crime category of offences against vehicles covers private and commercial vehicles (although does not distinguish between the two) and comprises:

- Thefts and attempted thefts of vehicles where the intent is to permanently deprive the owner.

- Unauthorised taking of a vehicle where intent to permanently deprive the owner is not evident – this would typically include ‘joyriding’ where the car is later recovered.
- Aggravated vehicle taking where a vehicle once taken is known to have been driven dangerously, damaged or caused an accident.
- Thefts and attempted thefts from a vehicle targeting property in or on the vehicle.
- Interfering with a motor vehicle which includes attempts to drive away without apparent intent to permanently deprive the owner. This mostly includes recorded crime offences where there is evidence of intent to commit either theft of or from a vehicle or taking without consent (TWOC), but there is either:
 - i. No evidence of intent to commit one of these three offences specifically, or
 - ii. There is evidence of intent to commit TWOC (TWOC is a summary offence but, under the provisions of the Criminal Attempts Act 1981, it is not legally valid to have an attempted summary offence).

Interfering with a motor vehicle offences as presented in the annual crime statistics publication are equivalent to the offence class formerly referred to as ‘vehicle interference and tampering’. The BCS cannot separately identify this category. In comparisons with the BCS it is included in the attempted vehicle theft category but in some instances could be viewed as criminal damage or even a nuisance.

The taking of vehicles during robberies (often termed ‘car-jacking’) is included within the robbery offence group.

Robbery

A robbery is an incident or offence in which force or the threat of force is used either during or immediately prior to a theft or attempted theft. As with violence against the person, police recorded robberies cover a wide range of seriousness from armed bank robberies to muggings for mobile phones or small amounts of money. Recorded crime offences also distinguish between robbery of personal property (personal robbery) and business property (business robbery). Robbery of business property is a recorded crime classification where goods stolen belong to a business or other corporate body (such as a bank or a shop), regardless of the location of the robbery. The taking of vehicles during robberies (often termed car-jacking) is also included as robbery. Supplementary data on this offence have been collected in a supplementary collection by the Home Office since 2007/08.

The BCS covers robberies against adults resident in households; these are included in the violent crime count

Theft

Theft from the person covers theft (including attempts) of a handbag, wallet, cash etc. directly from the victim, but without the use of physical force against the victim, or the threat of it. This BCS category breaks into two components:

- Snatch theft where there may be an element of force involved but this is just enough to snatch the property away; and
- Stealth theft where no force is used and the victim is unaware of the incident (pick-pocketing). Stealth theft makes up the larger share (over 80%) of the total.

For recorded crime, theft from the person offences are those where there is no use of threat or force. Stealth theft is included as part of this recorded crime category and cannot be separately identified from snatch theft.

Other theft of personal property covers thefts away from the home where no force is used, there was no direct contact between the offender and victim and the victim is not holding or carrying the items when they are stolen (i.e. thefts of unattended property).

Other household theft cover a number of theft types: Theft in a dwelling includes thefts that occurred in the victim's dwelling, by someone who was entitled to be there; theft from outside a dwelling covers incidents where items are stolen from outside the victim's home and the category also includes burglaries to non-connected buildings, for example, garden sheds.

The recorded crime offence group of other theft offences covers thefts that are not covered by other property crime offence groups (i.e. thefts from vehicles is included in offences against vehicles). Offences included are theft from a person, thefts of bicycles, shoplifting and other theft or unauthorised taking.

Bicycle Theft

The BCS covers thefts of bicycles belonging to the respondent or any other member of the household. Police recorded crime also includes offences where a pedal cycle is stolen or taken without authorisation, within the other theft offences category.

This category does not include every bicycle theft, as some may be stolen during the course of another offence (e.g. burglary) and are therefore classified as such by the police and in the BCS:

- Burglary; if anything else was stolen, or an attempt was made to steal something else, from the household's dwelling.
- Theft from a dwelling; when a bicycle is stolen from inside a house by someone who was not trespassing.
- Theft from a vehicle; if the bicycle is one of a number of things stolen.

3 VANDALISM AND CRIMINAL DAMAGE

In the BCS, criminal damage is referred to as vandalism and is defined as the intentional and malicious damage to either the home, other property and vehicles. Vandalism shown in the BCS ranges from arson to graffiti. Cases where there is nuisance only (e.g. letting

down car tyres) or where the damage is accidental are not included. Where vandalism occurs in combination with burglary or robbery, the burglary or robbery codes take precedence over the damage codes in offence coding.

The BCS produces estimates both for vandalism to the home and other property and against vehicles. Vandalism to the home and other property involves intentional or malicious damage to doors, windows, fences, plants and shrubs, for example. Vandalism to other property also includes arson where there is any deliberate damage to property belonging to the respondent or their household (including vehicles) caused by fire.

The BCS defines vandalism of vehicles as any intentional and malicious damage to a vehicle such as scratching a coin down the side of a car or denting a car roof. It does not, however, include causing deliberate damage to a car by fire. These incidents are recorded as arson and, therefore, included in vandalism to other property. The BCS only covers vandalism against private households; that is, vehicles owned by any member of the household and company cars which count as belonging to the respondent. Recorded crime includes all vehicle vandalism under the offence classification of criminal damage to a motor vehicle.

Police recorded criminal damage results from any person who without lawful excuse destroys or damages any property belonging to another, intending to destroy or damage any such property or being reckless as to whether any such property would be destroyed or damaged. Damage which is repairable without cost, or which is accidental, is not included in police recorded crime statistics. Separate recorded crime figures exist for criminal damage to a dwelling, to a building other than a dwelling, to a vehicle and other criminal damage. Figures are also published for racially or religiously aggravated criminal damage.

Arson is the act of deliberately setting fire to property including buildings and vehicles. In the BCS this is any deliberate damage to property belonging to the respondent or their household caused by fire, regardless of the type of property involved. The only exception is where the item that is set on fire was stolen first (this is coded as theft). Arson is included in vandalism to other property and includes arson to vehicles.

For vehicle crime, if a vehicle is stolen and later found deliberately burnt out by the same offender, one crime of theft of a vehicle is recorded by the police and in the BCS. If there is evidence that someone unconnected with the theft committed the arson, then an offence of arson is recorded by the police in addition to the theft. For the BCS, only an offence of theft of a vehicle would be recorded as in practice it would often not be possible to establish that the arson was committed by someone unconnected with the theft.

4 FRAUD AND FORGERY

The measurement of fraud is challenging as fraud is known to be very substantially under-reported to the police. Better information can be derived from other sources. For example, figures for plastic (credit, debit or bank) card fraud are obtained from The UK Cards Association, which is the leading trade association for the cards industry in the UK. For more information on the various sources of fraud including administrative data and

on the nature, extent and economic impact of fraud in the UK, see Hoare (2007), Levi et al. (2007) and Wilson et al. (2006).

Plastic card fraud among individuals resident in households in England and Wales is also covered in a module within the BCS. Stolen plastic cards (i.e. credit, debit or bank cards) are included in the main BCS crime count under the relevant offence, such as burglary or theft from the person, but incidents of fraud are not covered. However, the BCS has included questions on experience of plastic card fraud in a separate module of questions since 2005/06.

Offences of fraud and forgery are recorded by the police, but figures from 2007/08 onwards are not comparable with previous years due to the introduction of the Fraud Act 2006, which commenced in January 2007 and saw significant changes to offences in the fraud and forgery offence group.

For offences prior to January 2007, fraud is defined as dishonestly deceiving to obtain either property or a pecuniary advantage. Recorded crime statistics were collected for: fraud by company director; false accounting; cheque and credit card fraud; other frauds; bankruptcy and insolvency offences; forgery or use of false drug prescription; other forgery and vehicle/driver document fraud.

Under the Fraud Act 2006, fraud is defined as dishonestly making a false representation to obtain property or money for themselves or another. Recorded crime statistics are collected for: fraud by company director; false accounting; other frauds; failing to disclose information; abuse of position; obtaining services dishonestly; making or supplying articles for use in fraud; possession of articles for use in fraud; bankruptcy and insolvency offences; forgery or use of false drug prescription; other forgery and vehicle/driver document fraud.

The Counting Rules changes in January 2007 also changed recording of fraud so that in most cases cheque and plastic card fraud is counted on a 'per account' rather than 'per transaction' basis. If an account is defrauded only one offence is recorded rather than one offence per fraudulent transaction on each account (as was the practice prior to January 2007). For example, previously if a person had their credit card stolen and it was subsequently used on ten separate occasions to buy goods fraudulently from ten different shops there would be a requirement for one crime record for theft and ten for deception. Now there is a requirement to record one theft and one fraud by false representation. The result of this change means that fewer crimes of plastic card and cheque fraud were recorded by the police during 2007/08, 2008/09 and 2009/10 compared with previous years and recorded fraud and forgery figures prior to 2007/08 are not comparable with more recent figures.

This change was made to reduce significant bureaucracy in recording crime (possibly involving several police forces) and to reflect the fact that in the cases when this counting basis is used, the financial loss is generally borne by the financial institution at which the account is held rather than by the merchants who process a transaction or by the account holder.

From April 2007, where a financial institution makes full financial recompense to an account holder, the financial institution (rather than the account holder) can report the crime directly to a single point of contact within the police.

These changes have been supported by The UK Cards Association and ACPO as they have resulted in significant reductions in bureaucracy in relation to the reporting of cheque and plastic card fraud. This has focused police effort on reports of fraud most likely to lead to a suspect being brought to justice and also introduced single points of contact within police forces for the financial institutions to report cases directly to. As victims of fraud are mainly commercial organisations, it is not covered in the same way as other crimes. The government's Fraud Review (2006) also specifically welcomed the changes that were being put in place: http://www.aasbni.gov.uk/pubs/FCI/fraudreview_finalreport.pdf

The 2006 Fraud Act also resulted in the creation of a National Fraud Authority (NFA). One of the key objectives of this new body is to support better reporting of fraud crimes and their subsequent investigation. During 2009/10 the NFA opened a single national point of reporting for a wide range of frauds, in particular those arising from the growing use of the internet and email. This new means of reporting sits outside the police service as a call centre (Action Fraud) with an associated online reporting tool. At the same time the police have established a National Fraud Intelligence Bureau (NFIB) to receive reports from Action Fraud as well as those from the banks and other financial institutions and to analyse them to identify positive investigatory opportunities which will then be referred to individual forces to follow up. The creation of these new bodies has had little or no impact on police recorded crime data for 2009/10 as they only commenced operation in early 2010.

5 RACIALLY OR RELIGIOUSLY AGGRAVATED OFFENCES

Used in recorded crime, racially aggravated offences are legally defined under section 28 of the Crime and Disorder Act 1998. The Anti-terrorism, Crime and Security Act 2001 (section 39) added the religiously aggravated aspect. Racially and religiously aggravated offences are categorised together in police recorded crime and cannot be separately identified. BCS respondents are asked whether they thought the incident was racially motivated and from 2005/06 whether they thought the incident was religiously motivated. Figures on racially and religiously motivated crimes from the 2005/06 and 2006/07 BCS are reported in Jansson et al. (2007).

6 DRUG OFFENCES

Recorded crime figures for drugs offences are published in Table 2.04 of the annual crime statistics publication. With effect from April 2004, ACPO issued guidance to forces over the recording of warnings for cannabis possession (these were termed 'formal warnings' for cannabis possession prior to January 2007). These were incorporated into the Home Office Counting Rules (see Section 3 for more information). From January 2009 it has also been possible to issue a Penalty Notice for Disorder for cannabis possession (this detection method was not separated from Cannabis Warnings in statistics for the period to the end of March 2009).

In addition, the Home Office produces a separate National Statistics bulletin on Drug Seizures for England and Wales, covering seizures made by the police, HM Revenue and Customs, and the UK Border Agency.

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HOUSING & COMMUNITIES OVERVIEW & SCRUNITY PANEL – 17 JANUARY 2024

PORTFOLIO: COMMUNITY, SAFETY & WELLBEING

SERIOUS VIOLENCE DUTY NEEDS ASSESSMENT & RESPONSE STRATEGY

1. RECOMMENDATIONS

- 1.1 It is recommended that the Panel note the contents of the draft Serious Violence Strategic Needs Assessment and Response Strategy.

2. INTRODUCTION

- 2.1 This report presents the findings of the draft New Forest Serious Violence Strategic Needs Assessment (Appendix 1) undertaken by the Violence Reduction Partnership. The assessment consists of data extracted from Home Office Police recorded crime data and incident level data provided by Hampshire & Isle of Wight Constabulary.
- 2.2 Also attached within this report is the draft Hampshire Violence Reduction Partnership's Response Strategy (Appendix 2) which outlines the 4 key priorities for all specified authorities to work towards during 2024/25.

3. BACKGROUND

- 3.1 Following public consultation in July 2019, the Government announced its intention to bring forward legislation introducing a new Serious Violence Duty ("the Duty") on a range of specified authorities. This is to ensure relevant services work together, share information and target their interventions, where possible through existing partnership structures, to prevent and reduce serious violence within their local communities.
- 3.2 The Government also announced that it would amend the Crime and Disorder Act 1998 to ensure that serious violence is a standalone priority for Community Safety Partnerships. This places a further requirement that a strategy is developed to explicitly tackle serious violence.

4. AGENCIES WITH A DUTY TO COMPLY (SPECIFIED AUTHORITIES)

- 4.1 The Duty requires the following specified authorities within the New Forest district (local government area) collaborate and plan to prevent and reduce serious violence:
- Hampshire & Isle of Wight Constabulary
 - Probation Service, Youth Offending Team
 - Hampshire & Isle of Wight Fire & Rescue Service
 - Integrate Care Board
 - Local Authorities
- 4.2 The Duty does not specify a 'lead' authority to be responsible for coordinating activity or prescribe a structure within which specified authorities are expected to work. It is for the partners as a collective to come together to decide on the appropriate lead and structure of collaboration for their area.
- 4.3 To complement the overarching Duty, amendments to the Crime and Disorder Act 1998 ensure that Community Safety Partnerships have an explicit role in evidence based strategic action on serious violence. These amendments require CSPs to

formulate and implement strategies to prevent people from becoming involved in, and reduce instances of, serious violence in the area.

5. HAMPSHIRE APPROACH TO ASSESSMENT & RESPONSE STRATEGY

- 5.1 The Police and Crime Commissioner PCC Donna Jones, chairs and leads the Strategic Violence Reduction Partnership (SVRP) that brings together executive level leaders in the Violence Reduction Partnership (VRP).
- 5.2 To support each local authority area in meeting its duty, the PCC funded a small team under the banner of Violence Reduction Unit (VRU) consisting of professionals for the coordination of a collaborative response in tackling the root causes of violence. The VRU supports the Violence Reduction Partnership (VRP) made up of 25 different public sector bodies across the Hampshire, Isle of Wight, Portsmouth & Southampton (HIPS) area.
- 5.3 The VRU completed the Serious Violence Strategic Needs Assessment across all Hampshire Community Safety Partnership (CSP) areas (Appendix 1). For continuity purposes all completed assessments within Hampshire follow the same format and show comparable differences within each CSP area.
- 5.4 Specified partners within the New Forest CSP reviewed the data contained within the Strategic Needs Assessment in December 2023. Whilst it is recognised the complex nature of compiling the data within the report for 14 CSPs from a number of data sources, further clarity has been sought from the VRU on key areas.
- 5.5 Combined data of all assessments has been used to develop a single HIPS Violence Reduction Partnership Response Strategy (Appendix 2).

6. NEW FOREST RISK & PROTECTIVE FACTORS

- 6.1 Data findings used during the compilation of this report cover a number of calendar years, data sources and age groups dating back to and including 2017. This method used by the analysts requires the reader to interrogate the information fully.
- 6.2 New Forest generally ranked similar or better than the Hampshire average for most of the identified risk and protective factors and has a low level of deprivation overall, it is ranked 240 out of 317 local authority districts across England (where rank 1 has the highest level of deprivation).
- 6.3 New Forest compared more poorly than the Hampshire average for young people being suspended from education, assessed by the YOT and missing episodes for under 18s. This indicates that some children and young people within the New Forest may be at a higher risk of involvement in serious violence.
- 6.4 The New Forest ranks worse than the Hampshire and England average for alcohol specific hospital admissions for persons under 18s.
- 6.5 New Forest emergency hospital admissions for intentional self-harm (2021/22) ranks similar to the Hampshire average but worse than the England average. Recorded hospital admissions cover all ages, both juvenile and adult.

7. NEW FOREST STRATEGIC NEEDS ASSESSMENT FINDINGS

- 7.1 In 2022/23 the New Forest had lower rates of violence with injury, robbery, and possession of a weapon compared to the HIPS and England averages.

- 7.2 The New Forest had the second lowest rate of violence with injury (6.9 per 1000) compared to other HIPS and CSP areas and is significantly lower than the HIPS and England averages of 10.7 and 9.4 per 1000 respectively.
- 7.3 Serious violence offences recorded in the New Forest in 2022/23 account for 5% of the total serious violence recorded in HIPS area with the New Forest being significantly lower than the HIPS average.
- 7.4 It is acknowledged within the report that numbers are relatively low and the following profile should be interpreted with caution. There is a recorded 30% increase in possession of a weapon offences in the New Forest since 2021/22 (124 offences gives an incident rate of 0.70 per 1000). This is significantly lower than the HIPS and England average (1.1 and 9.6 per 1000 respectively).
- 7.5 The New Forest has the third lowest rate of robberies across the HIPS area (0.30 per 1000) and is significantly lower than the HIPS and England averages (0.68 and 1.28 per 1000 respectively).

8. DRAFT HAMPSHIRE RESPONSE STRATEGY

- 8.1 The Violence Reduction Partnership developed a draft countywide Response Strategy (Appendix 2) which is currently within the consultation period.
- 8.2 Statutory partners of the Safer New Forest CSP who are also specified authorities, have reviewed both documents and responded to the consultation with amendments and corrections.
- 8.3 It is anticipated the Strategy will be completed in early January 2024 and officially launched by the PCC on 11 January 2024.

9. CONCLUSIONS

- 9.1 As a specified authority, it is important to note the Council's role in meeting its new duty.

10. FINANCIAL IMPLICATIONS

- 10.1 There are no direct financial implications identified at this time. Additional resources and financial support can be obtained through the OPCC grants for targeted interventions.

11. CRIME & DISORDER IMPLICATIONS

- 11.1 The assessment and Response Strategy are to support the coordinated role of the Safer New Forest CSP in addressing crime and disorder within the district.

12. ENVIRONMENTAL & EQUALITY & DIVERSITY IMPLICATIONS

- 12.1 This strategy seeks to support the responses to crime, as well as the prevention of crime by seeking to promote a positive impact on the victims of crimes, vulnerable people and vulnerable communities within the district. Particular groups such as those identified in sections 6 and 7 are a particular priority for the CSP and this strategy will prioritise addressing the identified needs of, and tackling issues experienced by protected groups.

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Background Papers:

Draft Violence Reduction Partnership New
Forest Strategic Needs Assessment
(Appendix 1)

Draft Violence Reduction Partnership
Hampshire Response Strategy (Appendix 2)



New Forest Serious Violence Strategic Needs Assessment

October 2023

Acknowledgements and thanks to contributors and in particular
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1. Introduction

1.1 Serious Violence Duty

Nationally, violent crime overall has seen a substantial decline since its peak in the mid-1990s, although some types of violent crime have seen increases since late 2014.¹ Much of this increase has been attributed to improvements in police recording and increased willingness of victims to report crimes, but some of the increases, especially for some high harm offences including robbery, are thought to be genuine.²

Offences involving knives or sharp instruments increased by 84% between the twelve month period ending June 2014 and the twelve month period ending June 2020.³ Violent offences involving knives and firearms account for less than 1% of recorded crime nationally. However, despite accounting for a small proportion of overall recorded crime, violent crime can have long-lasting impacts for individuals, families, communities, and results in significant costs to the health services, the criminal justice system, and the wider economy.⁴

Following public consultation in July 2019, the Government announced that it would bring forward legislation introducing a new Serious Violence Duty (SVD) on responsible authorities which will ensure relevant services work together to prevent and reduce serious violence. The government also announced that it would amend the Crime and Disorder Act 1998 to ensure that serious violence is an explicit priority for Community Safety Partnerships (CSPs) and make sure they have a strategy in place to tackle violent crime.

The SVD focuses on tackling the root causes of violence through a programme of early interventions with young people and local communities. Statutory partners will work together to tackle serious violence and share local knowledge and data to support an evidence-based, multi-agency, 'public health' approach to tackling violent crime.

As part of the duty, areas need to produce a Strategic Needs Assessment (SNA) to understand the picture of serious violence in the local area, as well as understanding some of the causes of violence. Outputs from the SNA should inform the local strategy, which should contain bespoke solutions to prevent and reduce serious violence in the area.

¹ Home Office: Serious Violence Strategy (2018), Online available at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/698009/serious-violence-strategy.pdf

² [Crime in England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/crime-in-england-and-wales)

³ Home Office: Serious Violence Duty (2022), Online available at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1125001/Final_Serious_Violence_Duty_Statutory_Guidance_-_December_2022.pdf

⁴ World Health Organization: World report on violence and health (2002), Online available at:

https://apps.who.int/iris/bitstream/handle/10665/42495/9241545615_eng.pdf;jsessionid=E3274DB90E1A6AE274E60FF7986A5FB6?sequence=1

This local CSP SNA has been developed to feed into an overarching HIPS (Hampshire, Isle of Wight, Portsmouth, and Southampton) wide SNA, enabling local knowledge of the area to be fed into this work. Analysis of serious violence using police crime data supplied by Hampshire and Isle of Wight Constabulary was led by the Violence Reduction Unit (VRU) analyst to ensure consistency in analysis and outputs across the HIPS area.

1.2 Definition of Serious Violence

The SVD does not set out a national definition of serious violence. It does, however, state that specified authorities need to work together to identify the kinds of serious violence that occur in their area, accounting for the factors set out in the Police, Crime, Sentencing and Courts Act 2002. The primary guidance states that specified authorities do not have to focus on domestic violence, violence against women and girls (VAWG) or sexual violence; but states that there should be a focus on public space youth violence including homicide; violence against the person where it involves a knife or gun and areas of criminality where serious violence is a threat.⁵ This approach allows for local definitions to integrate geographical differences including the prevalence of violence in a specific area, the impact on the community and evidence-based SNAs.

In response to the SVD, a common definition of serious violence was agreed at the HIPS Strategic Violence Reduction Partnership to enable consistency. Where data is presented that differs from the below definition of serious violence it will be flagged.

The agreed HIPS wide serious violence definition used in this needs assessment is:

1. Most serious violence – existing definition (1a and 1b where it is GBH and above incl. death by dangerous driving). A full list of these offences can be found in Appendix 1.
2. Robbery (3a and 3b).
3. Possession of a weapon offences (7).
4. Public order (violent disorder [65] and riot [64/1] only).
5. Any violence with injury (1b) not included under MSV where a bladed implement was used.

It has been agreed that additional VAWG and domestic abuse crimes will not be included in the definition and SNA as there is already strategic focus and governance on these crime types across the HIPS area. This includes the Hampshire and Isle of Wight VAWG Task Group, Portsmouth Domestic Abuse Strategy⁶ and Southampton Domestic Abuse and VAWG Strategy. The decision is also in line with the primary VRU focus on violence by under 25s in public places.

⁵ Serious Violence Duty 2023: [*Serious Violence Duty - Statutory Guidance \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/111111/Serious_Violence_Duty_2023.pdf), pg. 15.

⁶ Which is currently being reviewed and updated following the recent national VAWG Strategy

1.3 About the Data

This Serious Violence SNA brings together information from a range of data sources, which will be outlined in relevant sections below. Where there are caveats around data and sources used, this will be included in the narrative.

The two main sources of data used in this report to understand the picture of serious violence are Home Office police recorded crime data for CSPs⁷ and incident level data provided by Hampshire and Isle of Wight Constabulary. Due to the nature of ongoing police investigations, crime data may be subject to change and inconsistencies may exist between published and live data. The data provided by Hampshire and Isle of Wight Constabulary has been processed by the same analyst to ensure consistency across the different areas, therefore practices and subsequent figures produced may differ to what is produced by the police and local authorities. However, data cleaning constants have been agreed for consistency of this SNA and these are listed in Appendix 2.

Police recorded crime data only includes those crimes that have been reported to and recorded by the police, with 'hidden' crimes such as domestic abuse and hate crime more likely to be underreported than other offences, such as burglary.

Data sources data covering the period of April 2020 to March 2021 are likely to have been significantly affected by the coronavirus pandemic. Therefore, this should be considered when examining trends.

Where rates have been calculated, the ONS mid-year population estimates⁸ have been used unless otherwise stated. 95% confidence intervals for rates have been calculated where possible in an attempt to account for natural variation and to robustly evaluate if any differences between geographical areas are statistically significant.

1.4 A Public Health Approach

The aim of a public health approach is to use evidence to understand the underlying causes of a problem and then to target interventions to address the causes, focussing on both long-term and short-term solutions.

Adopting a public health approach to tackling the root causes of violence not only reduces the likelihood of individuals becoming a victim or perpetrator of violent crime, but also may improve long

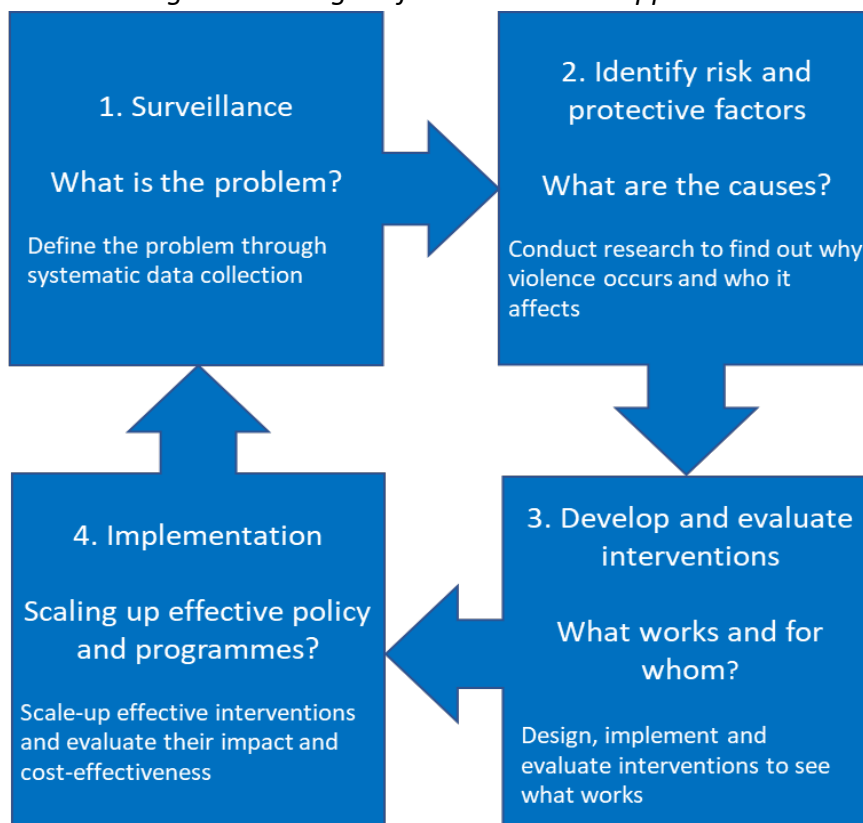
⁷ [Police recorded crime and outcomes open data tables - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

⁸ [All data related to Population estimates for the UK, England, Wales, Scotland and Northern Ireland: mid-2021 - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

term health, education, and employment outcomes for individuals and across communities.⁹ There may also be positive impacts for the economy and wider society.¹⁰

The public health approach can be broken down into four key stages outlined in Figure 1.1; of which this SNA will cover stage 1 and 2.

Figure 1.1: Stages of a Public Health Approach



A public health approach aims to prevent violence by exposing a broad segment of the population to prevention measures to reduce and prevent violence at a population level. The approach also involves working with partners and other organisations to develop a multi-agency response.

Under a public health approach there are three levels of violence prevention. The target population decreases in size with progression from primary to tertiary prevention:

- Primary – focused on preventing violence before it happens; to reduce the number of new cases of violence in the population. Interventions usually target the general population or broad population groups such as young people of school age and are often aimed at increasing awareness or providing information about an issue.

⁹ Local Government Association: Public health approaches to reducing violence (2018). Available at: https://www.local.gov.uk/sites/default/files/documents/15.32%20-%20Reducing%20family%20violence_03.pdf

¹⁰ Public Health England: A whole-system multi-agency approach to serious violence prevention (2019), Online available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/838930/multi-agency_approach_to_serious_violence_prevention.pdf

- Secondary – groups at risk of being a victim or perpetrator of violence. Individuals are likely to already be engaging in risky behaviours and may be known to a number of services. This is an opportunity to intervene to reduce the risk of further escalation at this stage.
- Tertiary – individuals already at harm or committing harm and experiencing poor health outcomes as a result. Individuals will be known to a range of services. At this level the focus is to minimise harm and prevent further involvement in violence.

1.5 Local Context

The New Forest has a population of around 179,040, of which 8.9% are aged between 15 and 24. This is lower than the Hampshire average which has around 10.1% of the population aged between 15 and 24. The population density is 234 people per square kilometre, which is lower than the overall population density of Hampshire (381). The New Forest is a large district which is mainly rural with urban areas in Totton and Hythe to the east, Lymington and New Milton on the coast and Ringwood in the west. These areas hold 73% of the district population. A further 16% of the population live in rural town and fringe areas, whilst the remaining 11% are in rural villages.

More information about the New Forest population and its characteristics can be found within the JSNA Demography report produced by the Hampshire and Isle of Wight Council Public Health Intelligence team. The demography report is a live website and is routinely updated when new data becomes available. The link to the report can be found here: [Microsoft Power BI](#).

2. Risk and Protective Factors Associated with Violence

Evidence reviews have been conducted which have identified the risk and protective factors of violence. Risk factors are those which are associated with an increased likelihood of being a victim or perpetrator of violence, whilst protective factors are associated with a reduced likelihood of violence.

¹¹ ¹² ¹³

Figure 2.1 outlines risk and protective factors of violence. These factors can also be set out in an ecological framework (Figure 2.2 overleaf), which emphasises that no single risk or protective factor can explain why someone, or groups of people, are at higher risk of violence than others. It is the interaction between the different risk factors at the individual, relationship, community, and societal

¹¹ Houses of Parliament: Early Interventions to Reduce Violent Crime. (2019) Available at:

<https://researchbriefings.files.parliament.uk/documents/POST-PN-0599/POST-PN-0599.pdf>

¹² World Health Organisation: Preventing violence (2004). Available at: <http://whqlibdoc.who.int/publications/2004/9241592079.pdf>

¹³ McNeish, D. & Scott, S. Tackling and preventing serious youth violence: a rapid evidence review (2018). Available at:

level that influences the level of risk.¹⁴ It should be noted that some indicators could fit into multiple categories within the ecological framework (Figure 2.2).

Figure 2.1: Risk and Protective Factors for Violence

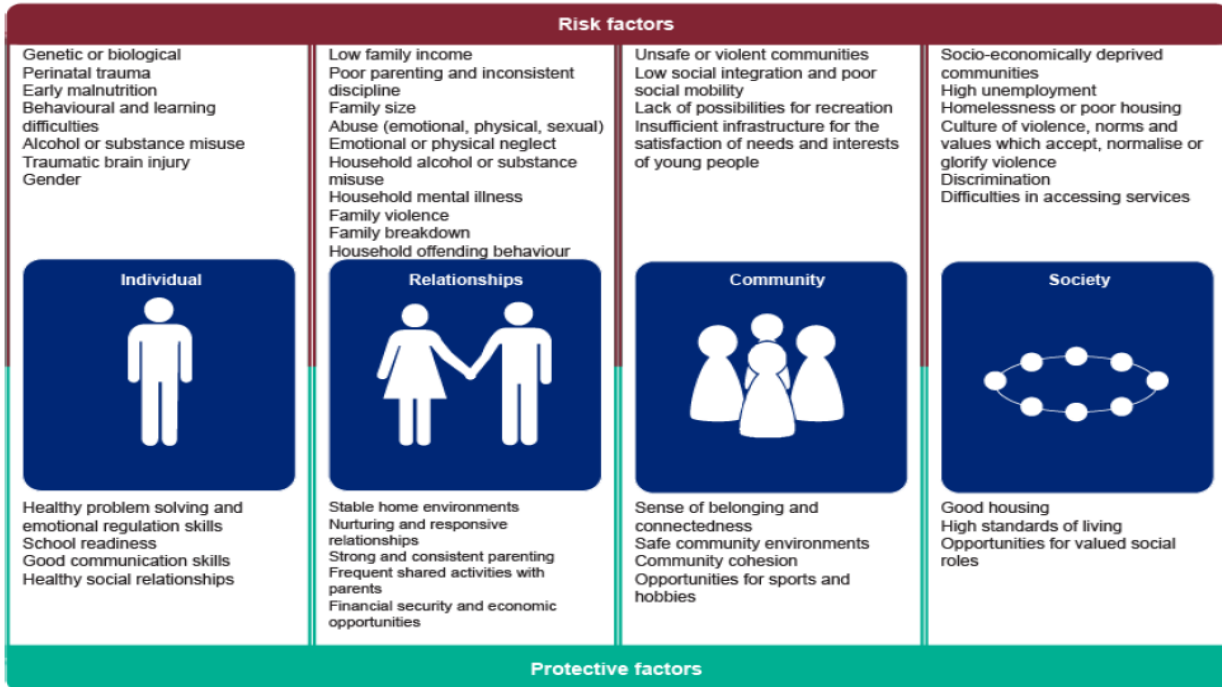
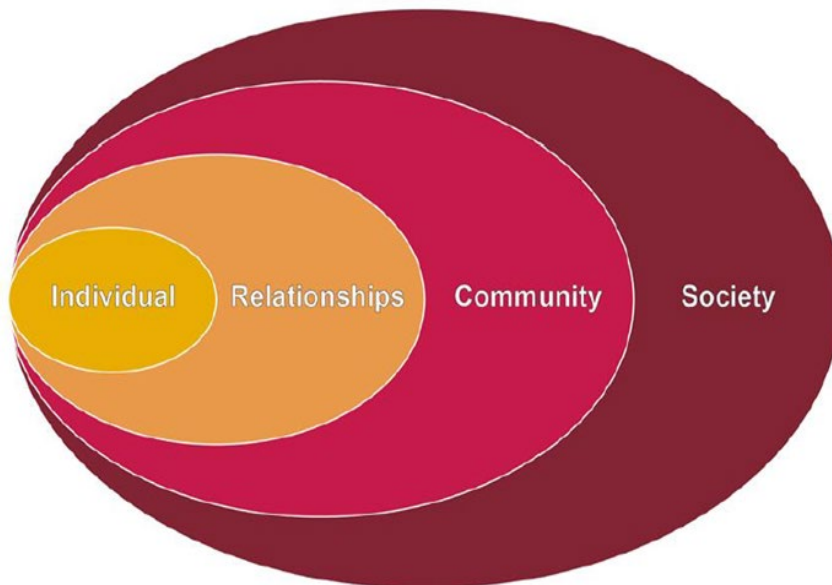


Figure 2.2: Ecological Framework for Violence



¹⁴ Local Government Association – Public Health Approaches to reducing violence (2018) – Online Available at: <https://www.local.gov.uk/public-health-approaches-reducing-violence>

One set of risk factors which have been highlighted by multiple studies is Adverse Childhood Experiences (ACEs).^{15 16 17} Research into ACEs suggests that these risk factors are cumulative, meaning that the more factors that are experienced, the greater the risk of all forms of violence. In addition to those outlined above, ACEs include:

- Emotional, physical, and sexual abuse.
- Emotional or physical neglect.
- Violence against household members.
- Living with household members who were substance abusers, mentally ill, suicidal, or imprisoned.
- Having one or no parents or experiencing parental separation or divorce.
- Bullying or exposure to community or collective violence.

Risk factors have also been suggested which relate specifically to serious youth violence¹⁸ and knife crime:¹⁹

- Individual factors: past exposure to violence, impulsiveness, low school achievement, poor problem-solving skills, and, for knife crime only, fear of crime and to increase social status.
- Relationship factors: delinquent peers, parental conflict, limited parental monitoring and supervision.
- Community factors: housing instability, poor neighbourhoods, gang activity and crime.
- Societal factors: norms about the acceptability of violence, limited education and economic support and opportunities.

It should be emphasised that many children and young people experience these risk factors and do not become involved in or develop a propensity for violence. However, risk and protective factors outlined in this section have been found to increase or decrease the likelihood of an individual or groups becoming involved in violence at a population level. It is important to monitor the risk factors, as if these worsen, we may see subsequent increases in serious violence. Research and collaborative working by HIPS analysts have contributed to a framework to monitor risk and protective factors, allowing CSPs to identify issues which may require focus.

¹⁵ Local Government Association: Public health approaches to reducing violence. (2018) Available at:

https://www.local.gov.uk/sites/default/files/documents/15.32%20-%20Reducing%20family%20violence_03.pdf

¹⁶ Bellis *et al.* *Adverse childhood experiences and sources of childhood resilience: a retrospective study of their combined relationships with child health and educational attendance*, *BMC Public Health* (2018), 1:18

¹⁷ Anda *et al.* The enduring effects of abuse and related adverse experiences in childhood. A convergence of evidence from neurobiology and epidemiology, *Child: Care, Health and Development* (2006), 2:32

¹⁸ McNeish, D. & Scott, S. Tackling and preventing serious youth violence: a rapid evidence review (2018). Available at:

<https://www.dmss.co.uk/pdfs/addressing-serious-youth-violence-in-london-a-rapid-evidence-review.pdf>

¹⁹ The Scottish Centre for Crime and Justice Research (2013) Knife Crime interventions 'What works?' Available at:

https://www.sccjr.ac.uk/wp-content/uploads/2014/01/SCCJR_Report_No_04.2013_Knife_Crime_Interventions.pdf

2.1 Monitoring Risk & Protective Factors

This section provides information about risk and protective factors associated with violence. The most recent data has been benchmarked using 95% confidence intervals where there is comparator data. Upper Tier Local Authorities (UTLAs) have been benchmarked with the England average where possible, while Lower Tier Local Authorities have been benchmarked with the Hampshire County average (Excluding UTLAs).²⁰

Table 2.1: Benchmark Key

	Better
	Similar
	Worse

Table 2.2: Community and Societal Measures

Community / Societal Measures	IMD 2019 - Average Score	Income deprivation affecting children	Anti-social behaviour incidents rate per 1,000	All crime rate per 1,000	Victims of crime (aged 0-17 years) per 1000
Age group	All	All	All	All	0-17 years
Year	2019	2019	2022/23	2022/23	2022/23
Source	DLUHC	DLUHC	InterAct	InterAct	Interact
England				113.0	
Hampshire	12.7	0.10	9.7	69.6	46.7
New Forest	13.0	0.11	7.7	69.2	47.7

The Index of Multiple Deprivation 2019 (IMD) provides a relative ranking of areas across England according to their level of deprivation.²¹ Overall, New Forest has a low level of deprivation. It was ranked 240 out of 317 local authority districts across England (where rank 1 had the highest level of deprivation) and ranks similar than the Hampshire average. There are very small pockets of deprivation within the district, with pockets of higher levels of deprivation located in Totton, near to Hythe, in Lymington and New Milton. New Forest ranks similar than the Hampshire average when looking at income deprivation affecting children. Focusing on police recorded crime, New Forest ranks significantly better with a lower rate, than the Hampshire average for incidents of anti-social behaviour. New Forest ranks similar to the Hampshire average for total crime rate and children who were victims of crime.

²⁰ Excluding Isle of Wight, Portsmouth and Southampton unless specified that the average is across the total HIPS area.

Table 2.3: Family and Relationship Measures

Family / Relationship Measures	Lone parent households with dependent children (per 1,000)	Homelessness - households with dependent children owed a duty under the Homelessness Reduction/ Household owed a duty due to domestic abuse	% Children in relative low income families	Eligible for school meals
Age group	All	<18	Under 16 years	Under 16 years
Year	2021	2021/22	Year end 2021	Autumn Term - 2020/21
Source	Census	GOV.UK	Gov.UK	DfE
England	69.0	14.4	18.7	19.7
Hampshire	54.1	9.2	12.6	14.6
New Forest	46.9	14.2	14.2	16.2

Family / Relationship Measures	Unemployed: Percentage of people claiming universal credit who are out of work	Domestic abuse related incidents and crimes (per 1,000)	Children whose parents are receiving DA support (0-16) (rate per 10,000)	Percentage privately owned property
Age group	All	16+ years	0-16 years	All
Year	2023	2022/23	2022/23	2021
Source	Nomis	InterAct	Stop Domestic Abuse	Census
England	3.7			61.3
Hampshire	2.3	14.6	68.2	69.6
New Forest	2	12.4	42.1	74.2

New Forest ranks better than both the Hampshire and England average for rate of lone parent households with dependent children, percentage of children in relative low-income families, unemployment rate and the percentage of properties which were privately owned. New Forest ranks worse than the Hampshire average and similar to the England average for the rate of households with dependent children who were owed a homelessness duty. New Forest ranks similar to the Hampshire average and better than the England average for the rate of children eligible for free school meals. New Forest ranks better than the Hampshire average for the rate of children whose parents are receiving domestic abuse support and the rate of domestic abuse related crimes and incidents.

Table 2.4: Education Factors

Education	Percentage of sessions missed recorded as unauthorised absence at state-funded primary, secondary & special schools	Percentage of pupils who had been suspended at state-funded primary, secondary & special schools	Percentage of pupils who were permanently excluded at state-funded primary, secondary & special schools	Average attainment 8 score for all pupils in state-funded schools
Age group	Under 16 years	Under 16 years	Under 16 years	16 years
Year	2020/21	2020/21	2020/21	2020/21
Source	LAIT/GOV.UK	LAIT/GOV.UK	LAIT/GOV.UK	LAIT/GOV.UK
England	1.3	4.3	0.05	48.9
Hampshire	0.7	3.8	0.02	51.8
New Forest	0.7	4.6	0.02	52.4

New Forest ranks better than both the Hampshire and England average for percentage of sessions missed for unauthorised absence and the average attainment of pupils at the end of key stage 4. New Forest ranks worse than the Hampshire average for suspension rate. New Forest ranks similar to the Hampshire average for percentage of pupils who were permanently excluded.

Table 2.5: Young People at Risk Factors

Youth offending	Proportion of young offenders who re-offend (% , from cohort)	Children assessed by YOT (10-18) (rate per 1,000 aged 10-18)
Age Group	10-17 years	10-18 years
Year	2020/21	2019-21
Source	Gov.UK	HCC Youth Offending Teams
England	30.5	
Hampshire	28.2	6.2
New Forest	30.4	8.6

New Forest ranks similar to the Hampshire average for the proportion of young offenders who re-offend. New Forest ranks worse than the Hampshire average for the rate of children assessed by youth offender teams.

Table 2.6: Mental Health and Vulnerability Factors

Mental Health, Self harm & Vulnerability	Emergency hospital admissions for intentional self-harm	Smoking prevalence 15+	Percentage of missing episodes (under 18 years)	Missing episodes for adults (per 1000)
Age Group	All ages	15+	Under 18s	18+
Year	2021/22	2021/22	2022/23	2022/23
Source	Fingertips	Fingertips	InterAct	InterAct
England	163.9	15.4	N/A	N/A
Hampshire	230.2	13.2	1.5	2.4
New Forest	243.8	12.3	1.7	2.2

New Forest ranks better than both the Hampshire and England average for smoking prevalence in those aged 15 plus. New Forest ranks similar to the Hampshire average but worse than the England average for emergency hospital admissions for intentional self-harm. New Forest ranks worse than the Hampshire average for the rate of missing episodes for under 18s and similar for missing episodes for adults.

Table 2.7: Substance Misuse Factors

Substance Misuse	Alcohol specific hospital admissions under 18yrs	Admission episodes for alcohol related conditions per 100,000 population (Narrow)	Deaths from drug misuse
Age Group	Under 18s	All ages	All
Year	2018/19 - 20/21	2021/22	2018-20
Source	Hospital Episode Statistics via OHID	Fingertips	Fingertips
England	29.3	494	5.0
Hampshire	34.5	397	3.7
New Forest	46.9	423	3.7

New Forest ranks similar to the Hampshire average and worse than the England average for alcohol specific hospital admissions for under 18s. New Forest ranks similar to the Hampshire average but better than the England average for admission episodes for alcohol related conditions, where the alcohol-related condition was the main reason for admission. New Forest ranks similar to both the Hampshire and England average for deaths from drug misuse. This trend remains similar to what was observed in 2017-19.

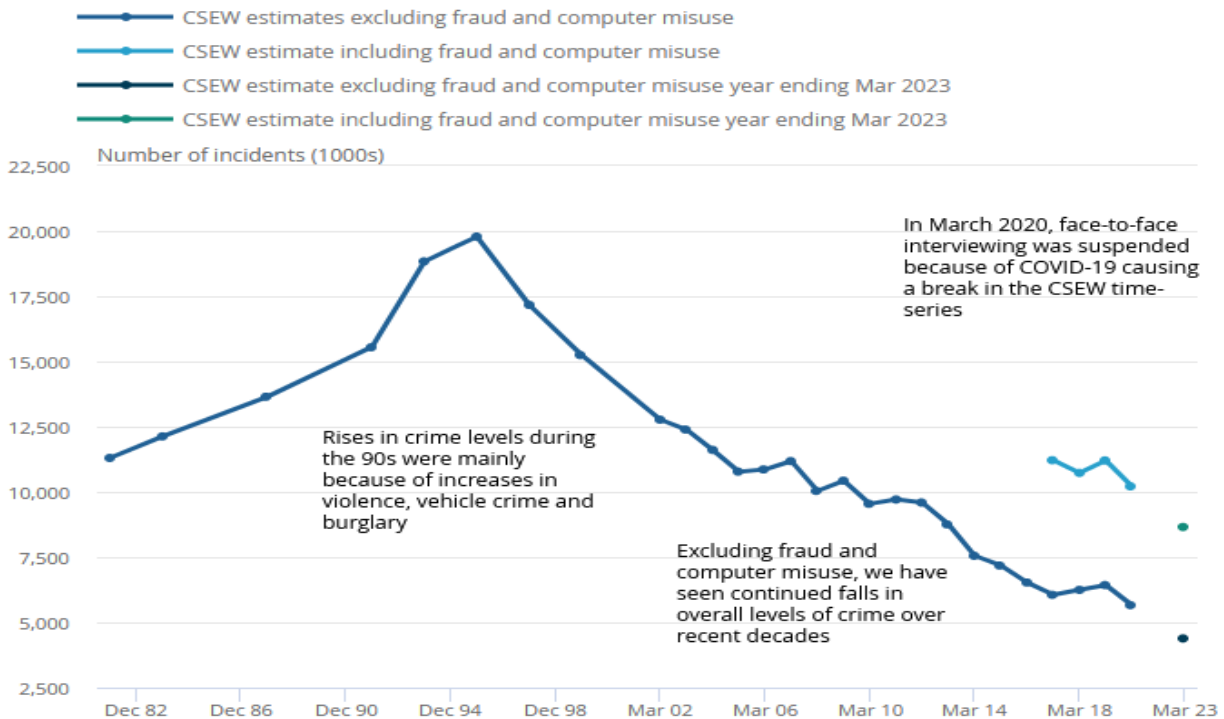
In summary, New Forest generally ranked similar or better than the Hampshire average for most of the identified risk and protective factors. However, New Forest compared more poorly than the Hampshire average for young people being suspended, assessed by the YOT and missing episodes for under 18s. This indicates that there are still children and young people within the New Forest who will be at a higher risk of involvement in serious violence, with pockets of greater risk of involvement

likely to occur in the small pockets of deprivation in Totton, near to Hythe, in Lymington and New Milton.

3. National Trends

Police recorded crime trends can be impacted by changes to recording practices, policing activity, and public reporting of crime.²² It is therefore important to incorporate other sources of information, such as the Crime Survey for England and Wales (CSEW), when examining national trends in crime. However, police recorded crime can give more insight into lower-volume but higher-harm offences, for example, robbery, offences involving knives or sharp instruments, offences involving firearms and homicides.

Figure 3.1 - Crime Estimates from the CSEW, Years Ending December 1981 to March 2023
England and Wales, annual estimates



Since the mid-1990s there have been long-term falls in overall CSEW crime estimates (Figure 3.1), but these vary by crime type. Rises in crime levels during the 90s were primarily driven by increases in violence, vehicle crime and burglary.²³

²² Office for National Statistics – Crime in England and Wales: year ending March 2022. Available online via: <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingmarch2022>

²³ Office for National Statistics – Crime in England and Wales: year ending March 2023. Available online via: <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingmarch2023>

Latest estimates from the CSEW suggest that total crime decreased by 15% in the year ending March 2023 compared with the year ending March 2020 (pre-covid pandemic year). Key headlines for crime in England and Wales in the year ending March 2023 include:²⁴

- The police recorded 2.1 million offences of violence against the person across England and Wales in the year ending March 2023, which is a 20% increase compared to the pre-covid year (ending March 2020) and a 1% increase with the year ending March 2022. However, it is important to note that some of the increase over recent years will be driven by changes in counting rules for stalking and harassment, as well as better identification and recording of these offences.
- Police recorded robbery offences increased by 13% compared with the year ending March 2022.
- Police recorded offences involving knives or sharp instruments (excluding Devon and Cornwall Police) increased by 5% since the year ending March 2022. However, some of the increase over the last year will likely be influenced by introduction of a new methodology for identifying and recording knife crime offences.
- The number of offences involving firearms (excluding Devon and Cornwall Police) increased by 13% increase compared with the year ending March 2022 (5,639 offences); this rise was largely attributed to an increase in offences involving imitation firearms, which rose 19% since the year ending March 2022, and was the most prevalent principal weapon used in these offences in the last year.
- The number of homicides decreased by 14% since the year ending March 2022 (697 offences); however, it is important to note that numbers of homicides are relatively small, therefore will fluctuate year on year.

²⁴ Office for National Statistics – Crime in England and Wales: year ending March 2023. Available online via: <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingmarch2023>

4. New Forest Summary

New Forest generally ranked similar or better than the Hampshire average for most of the identified risk and protective factors and has a low level of deprivation overall. However, New Forest compared more poorly than the Hampshire average for young people being suspended, assessed by the YOT and missing episodes for under 18s. This indicates that there are still children and young people within the New Forest who will be at a higher risk of involvement in serious violence, with pockets of greater risk of involvement likely to occur in the small pockets of deprivation in Totton, areas near to Hythe, in Lymington and New Milton.

Nationally there has been an increase in police recorded violence over the last decade, but other data sources, such as the Crime Survey for England and Wales and hospital admissions for violence show a downward or stable trend over this time. This suggests that the increase in police recorded violence has been driven by better identification of offences, increased willingness of victims to report and police recording practices.

Despite evidence suggesting that overall levels of violence are likely to have reduced slightly over the last decade, some categories of serious violence are thought to have been less affected or unaffected by changes in recording practices, such as robbery and homicide offences.²⁵ The rate of robberies in New Forest has remained broadly stable year on year since 2018/19 and has consistently remained lower than that of the HIPS and England rate. There were no homicides in New Forest in 2022/23, compared with three in 2021/22, but because these are very small numbers there does tend to be quite a bit of variation.

In 2022/23, New Forest had lower rates of violence with injury, robbery, and possession of a weapon compared to the HIPS and England averages.

There were 253 serious violence offences in New Forest in 2022/23, which accounted for 5% of the total serious violence in the HIPS area. New Forest's rate of serious violence was significantly lower than the HIPS average. There has been a 14% (n31) increase from last year, but levels are still lower than 2019/20.

Since there are relatively low numbers of serious violence offences, the following profile should be interpreted with caution as patterns are more susceptible to change, and percentage changes will be large even when the numerical change is small. The main offences that make up serious violence in New Forest are possession of a weapon (42%), violence with injury (32%), robbery of personal property (17%). There has been a 30% increase in possession of a weapon offences in New Forest since 2021/22, although this is influenced by police activity, and it is not possible to say with certainty that this represents a similar increase in weapons in the community.

The highest levels of serious violence were in some areas of Totton and New Milton, and 60% were known to have taken place in public areas. There are no clear seasonal trends, although there are

²⁵ [Crime in England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/crimeandjustice/crimeandjustice/qmi) and [Crime in England and Wales QMI - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/crimeandjustice/crimeandjustice/qmi)

higher levels on Wednesday, Saturday, and Fridays mostly between 6pm and 11pm. 11% of serious violence flagged as linked to licenced premises, 11% involved alcohol use by the suspect and 4% involved drug use by the suspect.

The most common victim and suspect relationships for serious violence was acquaintance (29%) and victimless crimes (29%), followed by stranger (21%) and partner/ex-partner/family (16%). 11% of offences were flagged as domestic in nature.

Most suspects are male (87%), 44% were under 25 years of age. Males were also more likely to be the victims (74%) compared to females (23%) and 36% were under the age of 25 years. There has been an increase in numbers of suspects and victims aged 10-17 years. There was also an increase in suspects aged 18-24 years.

5. Comparison with Other Areas and Long Term Trends

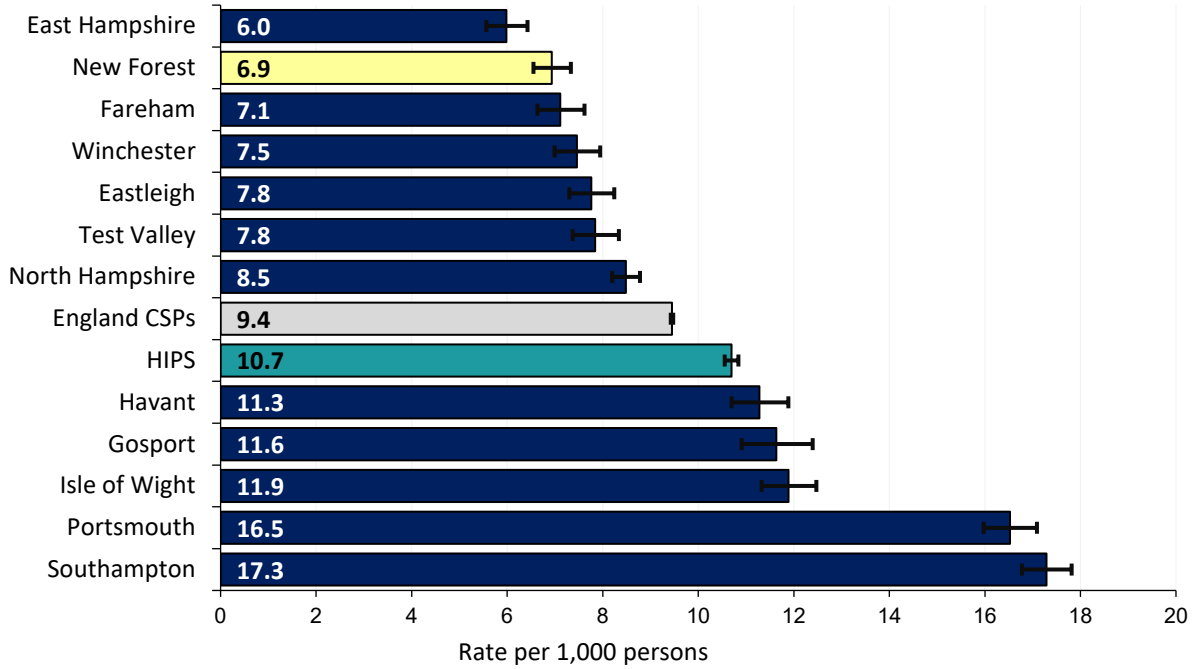
This section compares the rate of some key violence categories for New Forest with other CSPs in Hampshire, the HIPS average, and the England average. The rates were calculated using Home Office data for crimes²⁶ and population estimates from the Office for National Statistics²⁷ and may not exactly match data from local extracts used in section 5. Furthermore, the total for HIPS is higher than the sum of all the districts due to a number of crimes that were unassigned to districts.

In 2022/23, 1,222 violence with injury offences were recorded by the police, giving a rate of 6.9 per 1,000 population (Figure 4.1). This is the second lowest rate compared with the other HIPS CSPs and is significantly lower than the HIPS and England averages (10.7 and 9.4 per 1,000 respectively).

²⁶ [Police recorded crime and outcomes open data tables - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

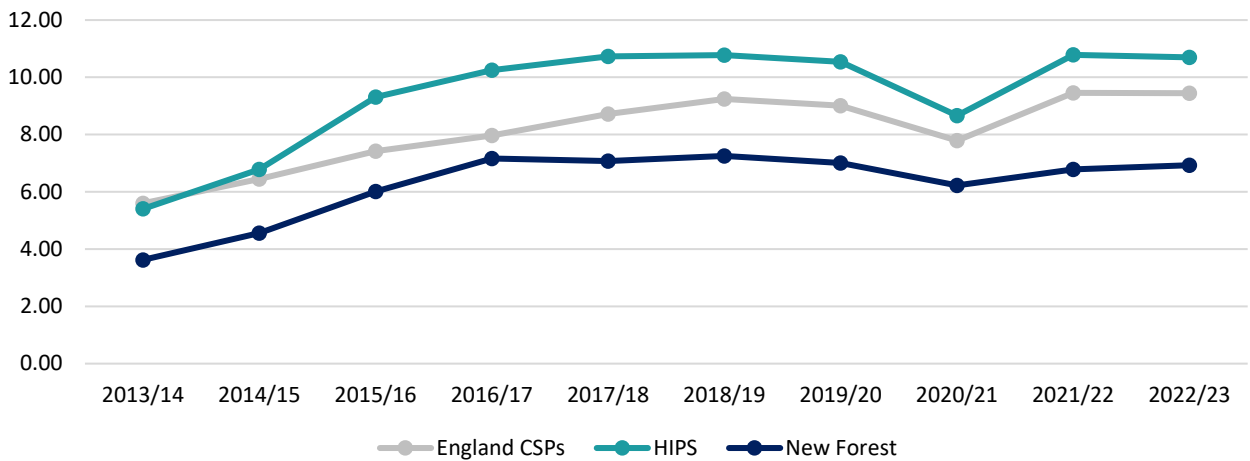
²⁷ [Estimates of the population for the UK, England, Wales, Scotland and Northern Ireland - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

Figure 4.1 Police recorded violence with injury, rate per 1,000 persons, Hampshire CSPs and England: 2022/23



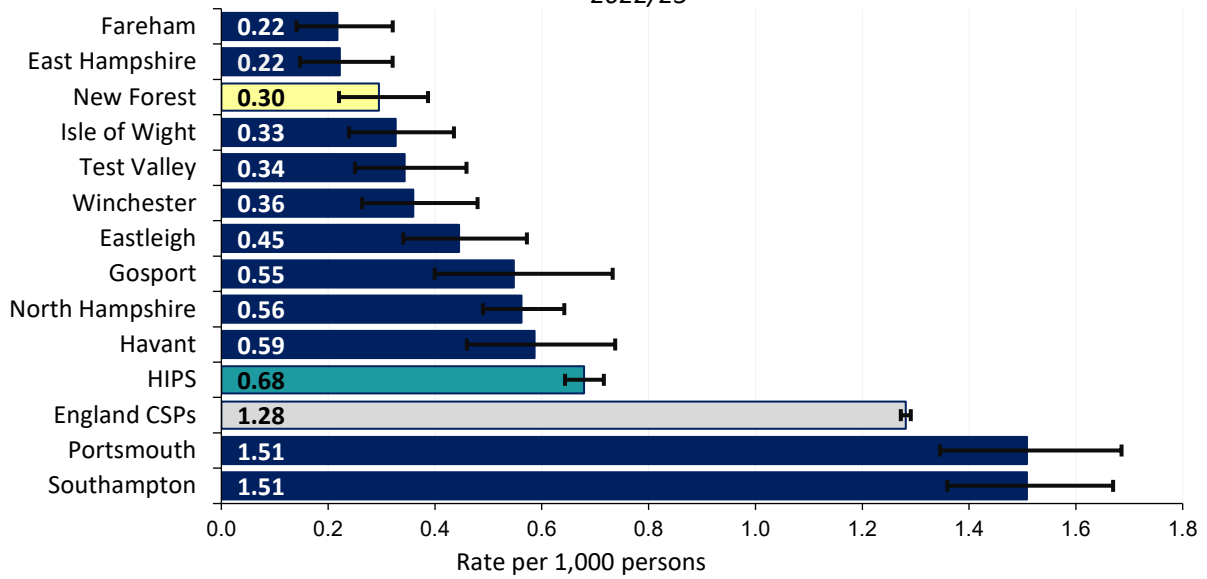
New Forest has had a broadly stable rate since 2016/17 and has consistently been substantially lower than the HIPS and England averages (Figure 4.2).

Figure 4.2: Police Recorded Violence with Injury, Rate per 1,000 for New Forest, HIPS and England: 2013/14 - 2022/23



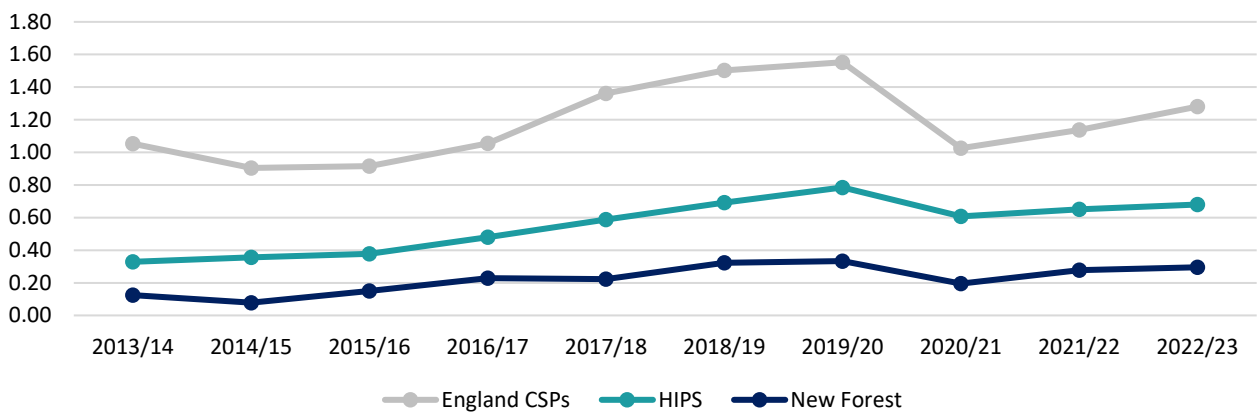
There were 52 robberies recorded in New Forest, giving a rate of 0.30 per 1,000. This is the third lowest rate along compared with the other HIPS CSPs and is significantly lower than the HIPS and England averages (0.68 and 1.28 per 1,000 respectively, Figure 4.3).

Figure 4.3: Police recorded robbery, rate per 1,000 persons, Hampshire CSPs and England: 2022/23



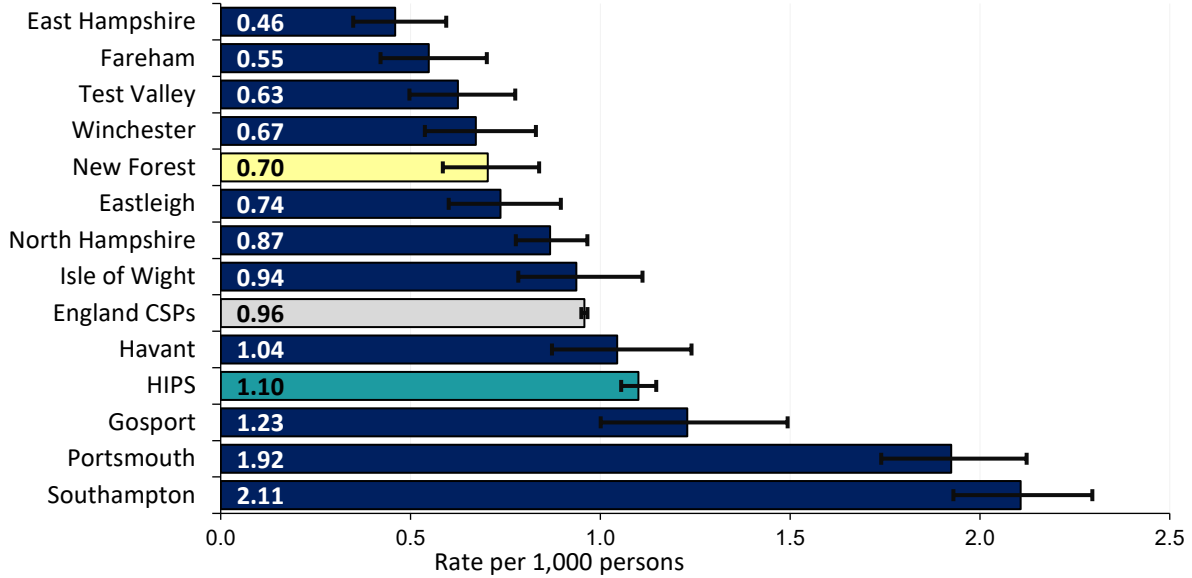
The rate of robberies in New Forest has remained broadly stable year on year since 2018/19, with the exception of a reduction during 2020/21 when the HIPS and England rates also dropped, most likely due to the Covid-19 pandemic. The New Forest rate has consistently remained lower than that of the HIPS and England rate.

Figure 4.4: Police Recorded Robbery, Rate per 1,000 for New Forest, HIPS and England: 2013/14 - 2022/23



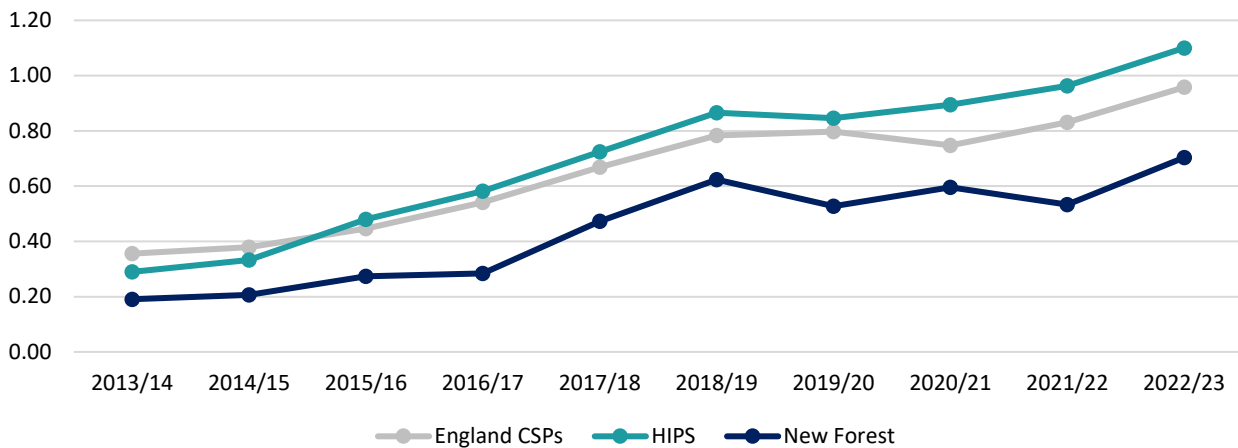
In 2022/23, 124 possession of a weapon offences were recorded by the police, giving a rate of 0.70 per 1,000 population (Figure 4.5). This is significantly lower than the HIPS and England averages (1.1 and 9.6 per 1,000 respectively).

Figure 4.5: Police recorded possession of weapons offences, rate per 1,000 persons, Hampshire CSPs and England: 2022/23



The rate of possession of a weapon offences for New Forest has been increasing over the last decade but has been remained lower than the HIPS and England averages during this time (Figure 4.6). The rate of possession of a weapon offences is likely to be influenced by police activity and it is not possible to say with certainty that this represents more weapons in the community.

Figure 4.6: Police Recorded Possession of a Weapon, Rate per 1,000 for New Forest, HIPS and England: 2013/14 - 2022/23



6. Local Picture of Serious Violence

6.1 How Does the New Forest Compare to Other Areas?

Using the definition for serious violence set out in 1.2 of this document there were 253 serious violence offences in 2022/23 for the New Forest, which accounts for 5% of the total volume of serious violence in the HIPS area. The number varies slightly from the total used in the rest of this chapter as it came from a Dashboard, where the raw data was extracted at a different time to the dataset used for the analysis. This gives a rate of 1.4 per 1,000 (Figure 5.1), which is lower than the HIPS average.

There has been a 14% (n31) increase from last year, but levels are still lower than 2019/20 (Figure 5.2).

Figure 5.1: Police recorded serious violence, rate per 1,000 persons, Hampshire CSPs: 2022/23

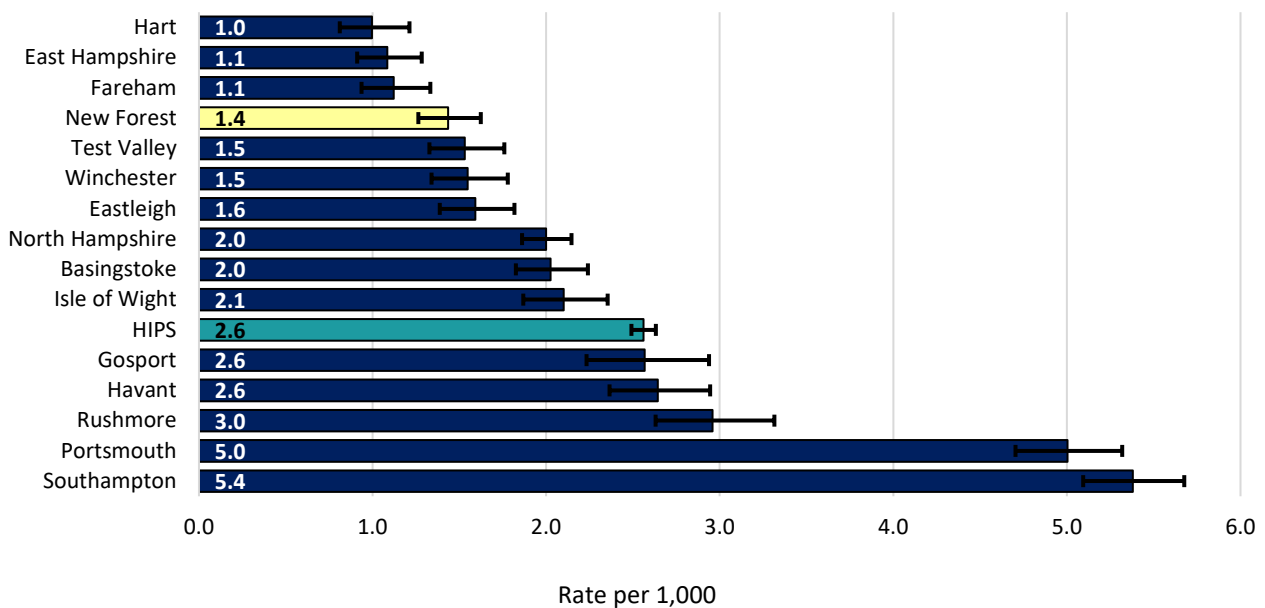


Figure 5.2: Police recorded serious violence for New Forest: 2018/19 - 2022/23

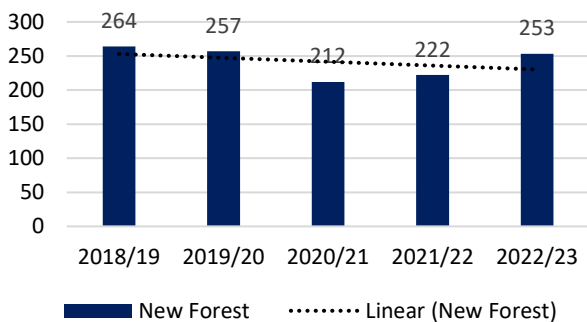
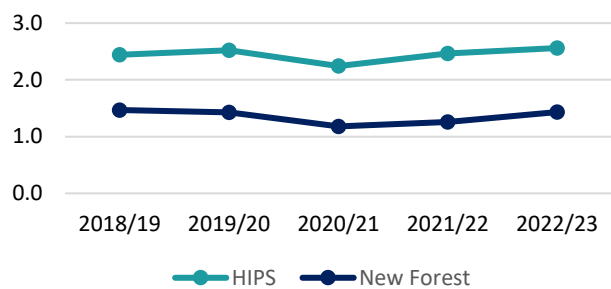
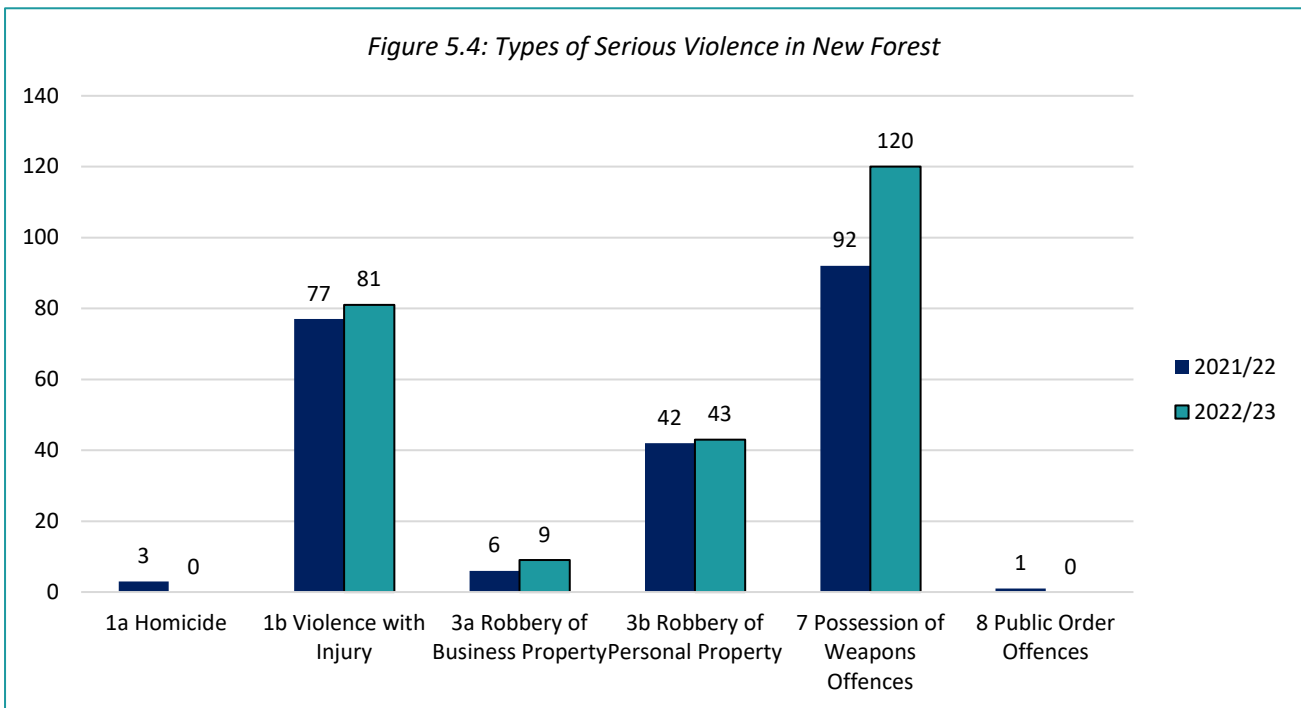


Figure 5.3: Police recorded serious violence for New Forest and HIPS: 2018/19 - 2022/23



6.2 What has Happened in the Last Year?

Of the n253 serious violence offences recorded in the New Forest during 2022/23, 47% (n120) were possession of weapons offences. This is the most prominent offence classified as serious violence. This was higher than the wider HIPS figures, which recorded 42% of all serious violence offences as possession of weapons offences. In the New Forest, 87% were classified as offensive weapons occurrences, while 89% were recorded as such across HIPS. This demonstrates that the New Forest recorded a higher rate of possession of weapons offences but a lower percentage of these were offensive weapons incidents, compared to the wider HIPS area. Following possession of weapons offences, violence with injury (32%, n81) and robbery of personal property (17%, n43) were the most common serious violence offences recorded. The same pattern was also recorded across the HIPS area.



When compared to the previous twelve months, possession of weapons offences recorded the greatest increase in offences, rising by 30% (n28). Violence with injury increased by 5% from n77 offences in 2021/22 to n81 offences in 2022/23. Moreover, both robbery of business property and robbery of personal property both recorded more occurrences in 2022/23, increasing by n3 and n1 occurrence(s) respectively. Finally, both public order offences and homicide decreased from n1 and n3 occurrences to no occurrences in 2022/23. Since homicide is a low volume, high severity crime, however, any decrease like this is important to note, even if the initial number is small.

6.3 Where is Serious Violence Happening?

Figure 5.5 below depicts the count of serious violence occurrences broken down by lower super output area (LSOA). Each LSOA has a population of between 1,000 and 3,000 persons.²⁸ White coloured areas demonstrate LSOAs where no serious violence occurrences were recorded in the last year, while the darker blue areas recorded the greatest number of serious violence occurrences across the year. Levels were higher in some areas of Totton and New Milton.

Figure 5.5: Number of Serious Violence Offences per LSOA: 2022/23

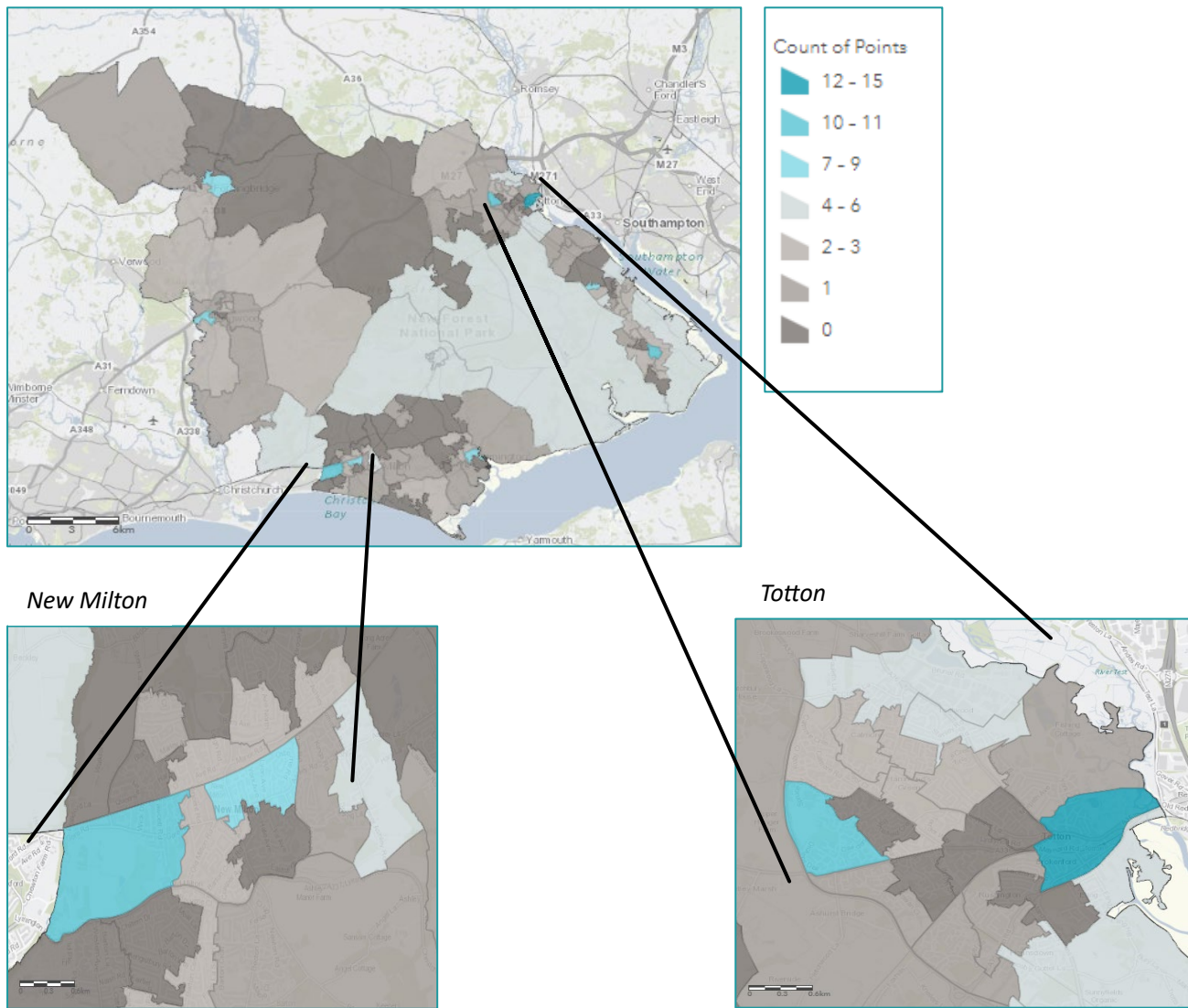
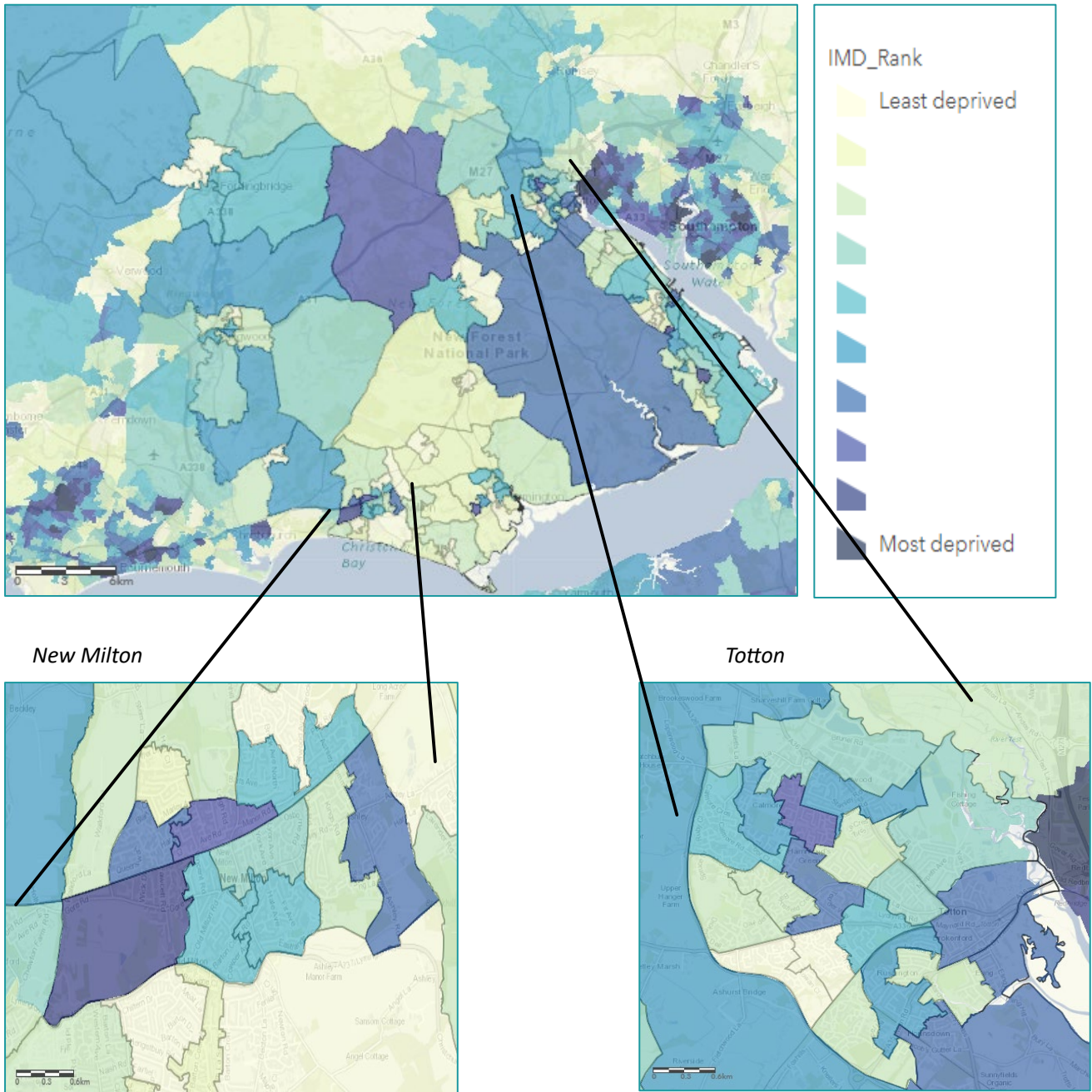


Figure 5.6 shows indices of multiple deprivation (IMD) data in the New Forest. IMD data is a relative measure of deprivation, meaning it shows whether an area is more deprived than another, but does not quantify the data. The indices themselves are comprised of seven distinct indicators, including income, education and living environment.

²⁸ Census 2021 Geographies - [Census 2021 geographies - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk/census/2021-geographies)

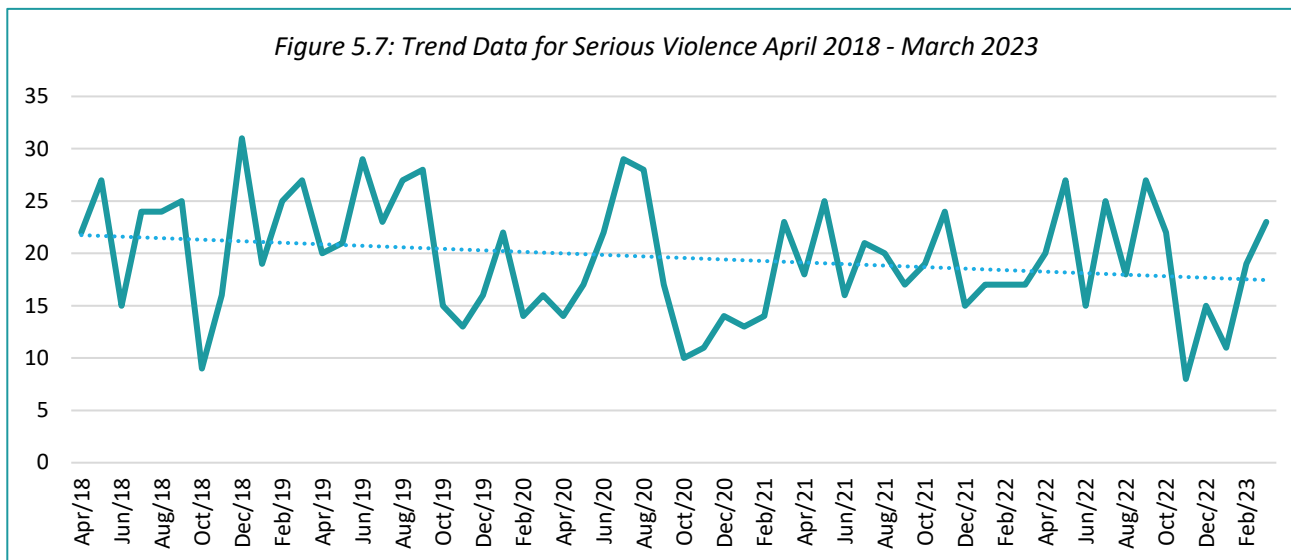
When the IMD map of the New Forest is compared to the above map of serious violence occurrences, areas with high levels of deprivation are not necessarily the only contributing factor of serious violence. On reviewing the maps below, it is evident that not all areas of deprivation have recorded incidents of serious violence.

Figure 5.6: Map of the New Forest Showing the Indices of Multiple Deprivation Rank by LSOA.



6.4 When Is Serious Violence Happening?

The below chart demonstrates the trend in serious violence occurrences in the New Forest district in the five year period between April 2018 and March 2023, covering offences committed by individuals of all ages. Although there are clear dips aligning with Covid-19 lockdowns in 2020 and 2021, there are further dips in occurrences including in October 2018 and November 2022, indicating the pandemic was not the only factor to cause a decrease in serious violence. There is, moreover, no consistent seasonal pattern, although there is often an increase in serious violence occurrences during the summer months. The most prominent peak was in December 2018, but this figure is not repeated. Overall, long-term trend analysis demonstrates serious violence fluctuates across the year with no consistent substantial peak months or seasonality consistently represented.



During 2022/23, more serious violence took place in the months of May, September and October than any other month. Unlike some districts, these peaks do not correlate with school holidays. The monthly peaks may be influenced by short-term police operations or areas of focus, driving up specific occurrences due to increased attention on one issue. The range across the year is n16 occurrences, which shows there is substantial change in the rates of serious violence recorded in the New Forest district across the year.

When considering serious violence across the New Forest district, the most occurrences happen on Wednesday (n43), Saturday (n39) and Friday (n35). There is also an increase in occurrences between 18:00-23:00, with the greatest number of occurrences taking place between 18:00-19:00. The greatest number of offences in a single hour took place between 18:00-19:00 on Wednesday. Although there is some increase in offences in the evenings and overnight, likely due to night time economy in the area, the offences are far more evenly distributed across the late afternoon and evening in comparison to some other HIPS areas. This is likely due to a low number of late night venues in the district.

Figure 5.8: Serious Violence by Day and Time, 2022/23

Weekday	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
Mon			1				1				1	1	1		6	2	2	2	3	4	2	1	2	3	32
Tue				1	1		1			1		2		3	2	3	3	1	2	2		1	4	2	29
Wed	2	1		1	1	1	1	2		1	2	2	2	1	2	6		3	7	2	1	3	1	1	43
Thu	1	3	1				1			1	1	2	1		1	2	3	2	4	2	4	1	2	1	33
Fri		2			4	1				1	1	2	3		2		2	3	1	2	2	5	1	3	35
Sat	1	1	2	1						1	2		4	3		1	3	3	2	3	1	5	4	2	39
Sun	3	5	1		3				3	1	1	1			2	1			1	3	5		4		34
Total	7	12	5	3	9	2	4	2	3	6	8	10	11	7	15	15	13	14	20	18	15	16	18	12	245

6.5 What are the Associated Factors?

During the 2022/23 financial year, a total of n253 serious violence occurrences were recorded in the New Forest. The following is a breakdown of the associated factors linked to these serious violence occurrences, and a comparison to the 2021/22 period. These factors, however, are not consistently applied to occurrences and should, therefore, be considered only a representation of associated factors in the area.

Figure 5.9: Table Showing Factors Associated with Serious Violence.

	Serious Violence Occurrences			
	2021/22 (New Forest)	Change from 2021/22 (New Forest)	2022/23 (New Forest)	2022/23 (HIPS)
Public Place	130 (59%)	+17% (n.22)	152 (60%)	3115 (61%)
Bladed Implement	55 (25%)	+67% (n.37)	92 (36%)	1708 (33%)
Domestic Flag	26 (12%)	+12% (n.3)	29 (11%)	551 (11%)
Licensed Premises	15 (7%)	+80% (n.12)	27 (11%)	422 (8%)
Alcohol	26 (12%)	+4% (n.1)	27 (11%)	508 (10%)
Drugs	10 (5%)	=	10 (4%)	225 (4%)
Hate Crime	1 (0.5%)	=	1 (0.4%)	52 (1%)

Figure 5.9 contains the number of times each associated factors flag was applied to an occurrence during the last financial year. It also includes the 2021/22 financial year for comparison. The middle column represents the change in usage of the flag between the 2021/22 financial year and 2022/23. The final column contains the number of times the flag was attached to occurrences across the HIPS area in the 2022/23 financial year.

In comparison to the wider HIPS figures, there are no substantial differences between the percentages of offences each flag is applied to in the New Forest. For both the domestic flag and drugs, the flags were applied to the same percentage of offences as the wider HIPS area (11% and 4% respectively).

The largest difference was for the bladed implement and licensed premises flags, both of which were applied to a greater percentage of offences in comparison to the wider HIPS area.

The public place flag is the most commonly applied associated factor, indicating the majority of serious violence occurrences in the New Forest take place in a public setting. This flag is particularly important as the Serious Violence Duty highlights specific focus on offences that occur in a public place, although the definition used here does not exclude domestic offences. When looking at all occurrences in 2022/23, 60% (n152) were recorded as happening in a public place. This is a 17% (n22) increase in comparison to the previous financial year.

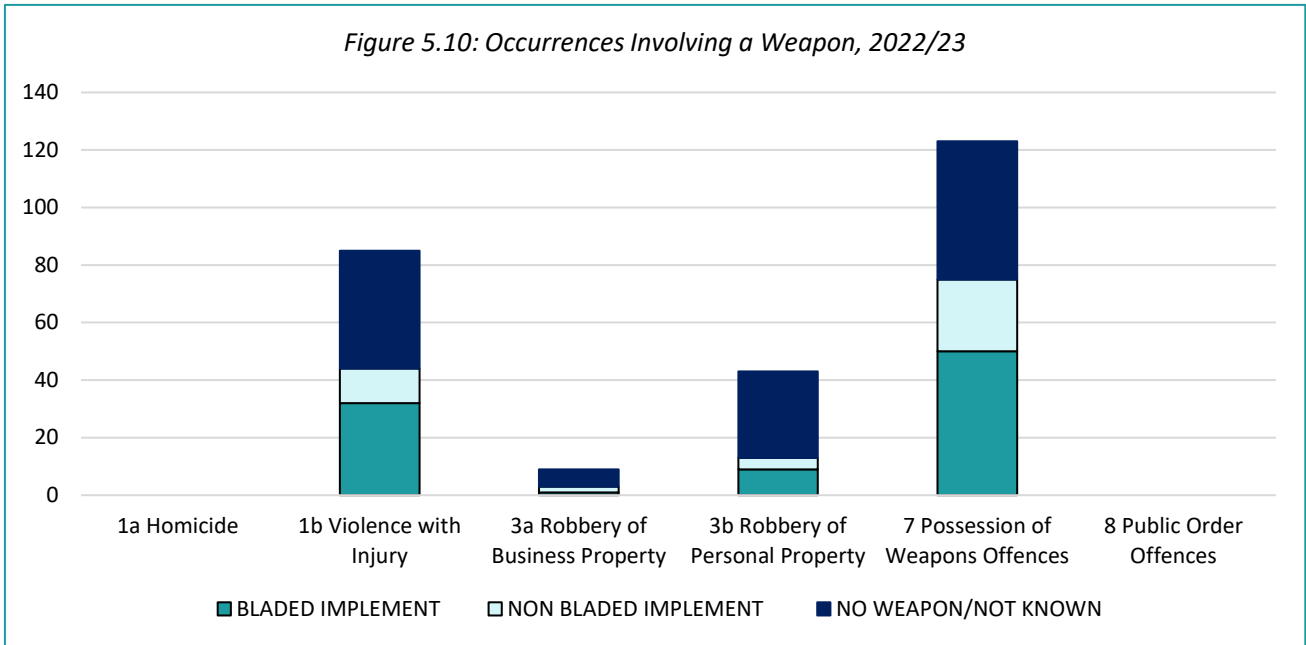
11% (n29) of all serious violence incidents in the New Forest had the domestic flag applied, suggesting they are in some way linked to domestic violence. Compared to the 2021/22 financial year, there was a 12% (n3) increase in the number of domestic flags applied to occurrences in the New Forest.

There was an increase in the number of licensed premises flags applied to occurrences in the New Forest. In 2021/22, 7% (n15) of all serious violence occurrences in the New Forest were flagged as involving licensed premises; in 2022/22, this increased to n27 (11%). While this is a substantial increase, these numbers demonstrate a continued relatively low rate of serious violence occurrence taking place in licensed premises and the wider night time economy in the New Forest. An increase of this size, however, is greater than most other HIPS districts.

The alcohol flag was applied to 11% (n27) of occurrences in 2022/23; this is an increase of n1 (4%) compared to the previous year. By comparison, the drugs flag (which, like alcohol, is linked to the 'substance used' field) was applied to n10 (4%) occurrences; this was equal to the previous financial year.

Application of the hate crime flag also remained consistent with n1 use of the flag across the financial year. It is known, however, that hate crime is consistently underreported and this may not, therefore, be representative of the true number of hate crimes that took place.

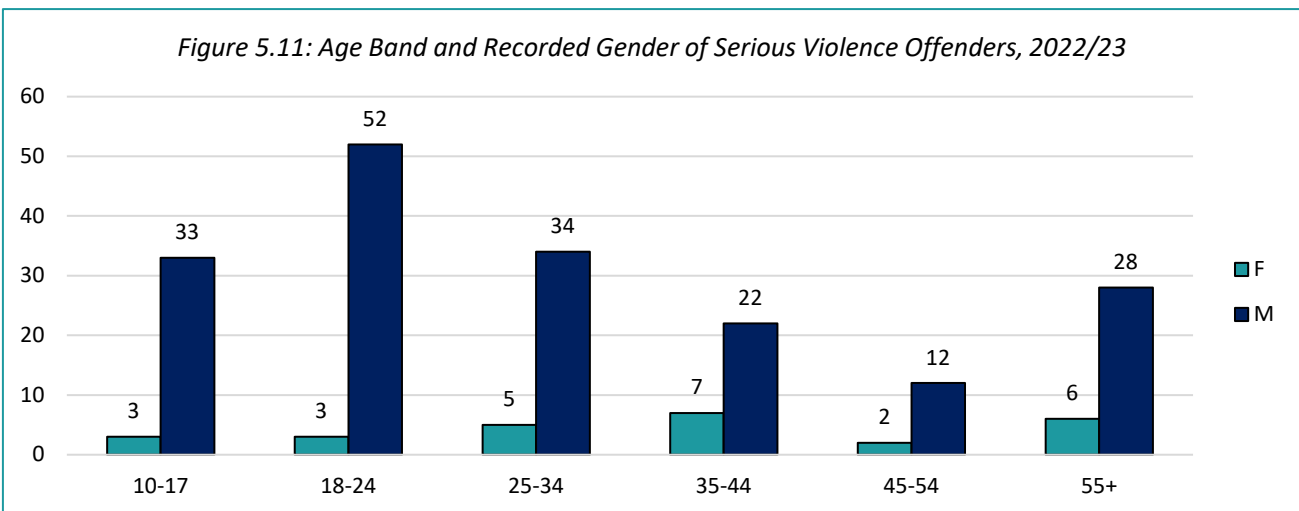
Finally, 36% (n92) of all serious violence occurrences in the New Forest were recorded as involving a bladed implement of some kind in 2022/23. Of these, 92% (n85) included only a bladed implement, while the remaining n7 (8%) involved both a bladed implement and a further weapon. This demonstrates that, even though all violence with injury involving a bladed implement is included in the serious violence definition (even where the offence would not otherwise be counted), most serious violence in the New Forest does not include a bladed implement of any kind.



6.6 Who is Committing Serious Violence

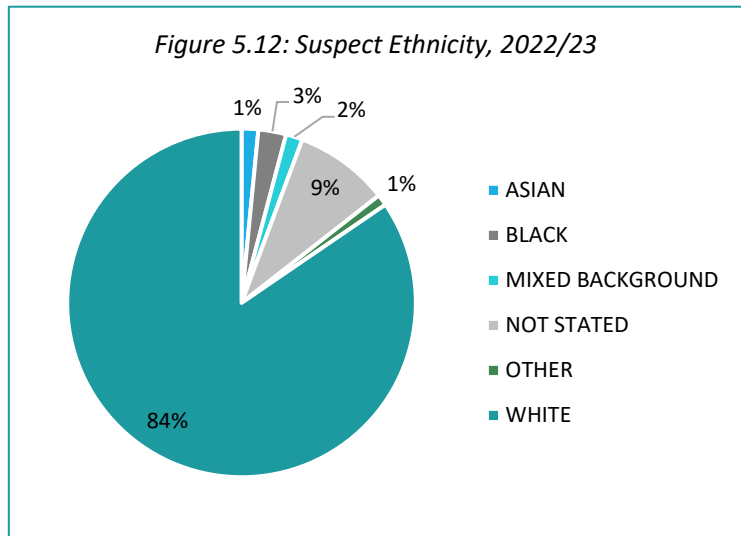
Across the 2022/23 financial year, there were a total of n209 individuals identified as suspects of serious violence. Where suspect details were recorded, 12% (n26) were recorded as being female, while 87% (n181) were recorded as males, suggesting males are considerably more likely to be involved in serious violence in the New Forest.

This is lower than the wider HIPS trend, which recorded 17% of all identified suspects as female. Among females identified as suspects of serious violence, however, those aged 35-44 were the most commonly recorded as a suspect of a serious violence offence. The most common age band for males was 18-24, followed by 25-34 and 10-17 years.



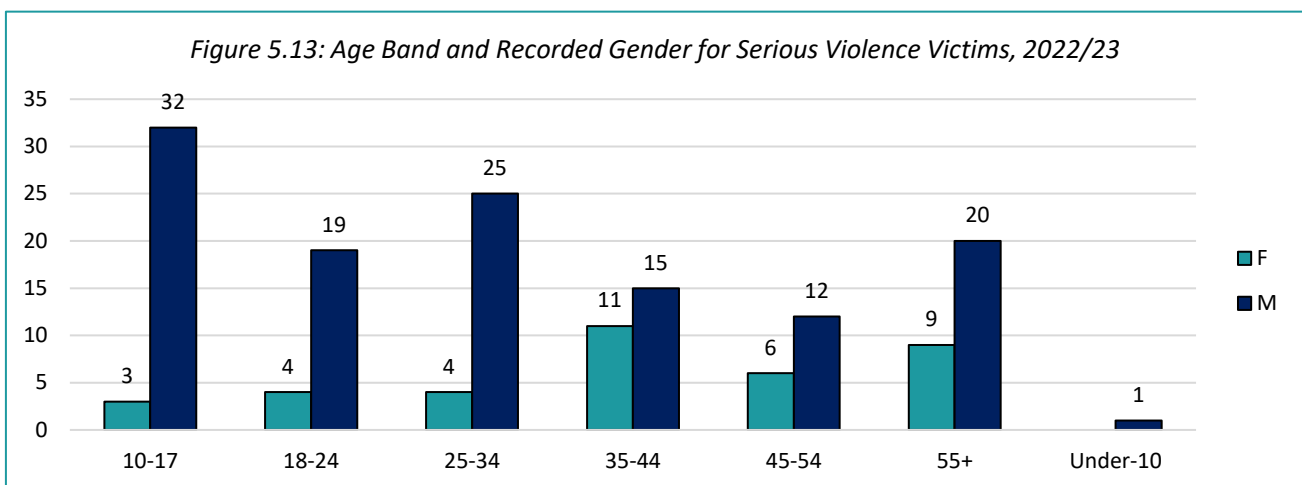
Of these individuals, 44% (n91) were recorded as being under the age of 25. This is a 30% (n21) increase compared to the 2021/22 financial year. Individuals aged 10-17 and 18-24 were recorded as suspects of serious violence more frequently in 2022/23, increasing by n5 (16%) and n16 (41%) respectively. Conversely, individuals aged 45-54 were recorded in n13 fewer occasions in 2022/23; while both the 25-34 and 35-44 age bands were also recorded in n6 and n3 more incidents compared to the 21/22 financial year. Finally, the 55+ age band increased by n18 (100%) offences. Based on this, the most significant increase was among the 55+ age band, although it is important to note that these numbers are small and therefore any change appears more substantial compared to other HIPS districts.

Where ethnicity is recorded for suspects of serious violence, 85% (n164) are defined as white, including both officer-defined and self-defined fields. This was followed by 9% (n17) of individuals where their ethnicity was not defined at all. It is important to note, however, that 64% (n125) of suspects of serious violence refused (or were not asked) to self-define their ethnicity. Where this is the case, officer-defined ethnicity is used if available.



6.7 Who are the Victims of Serious Violence?

Across the 2022/23 financial year, there were a total of n169 individuals identified as victims of serious violence. Where victim details were recorded, 23% (n37) were recorded as being female, while 74% (n125) were recorded as male, suggesting males are considerably more likely to be victims of serious violence in the New Forest.

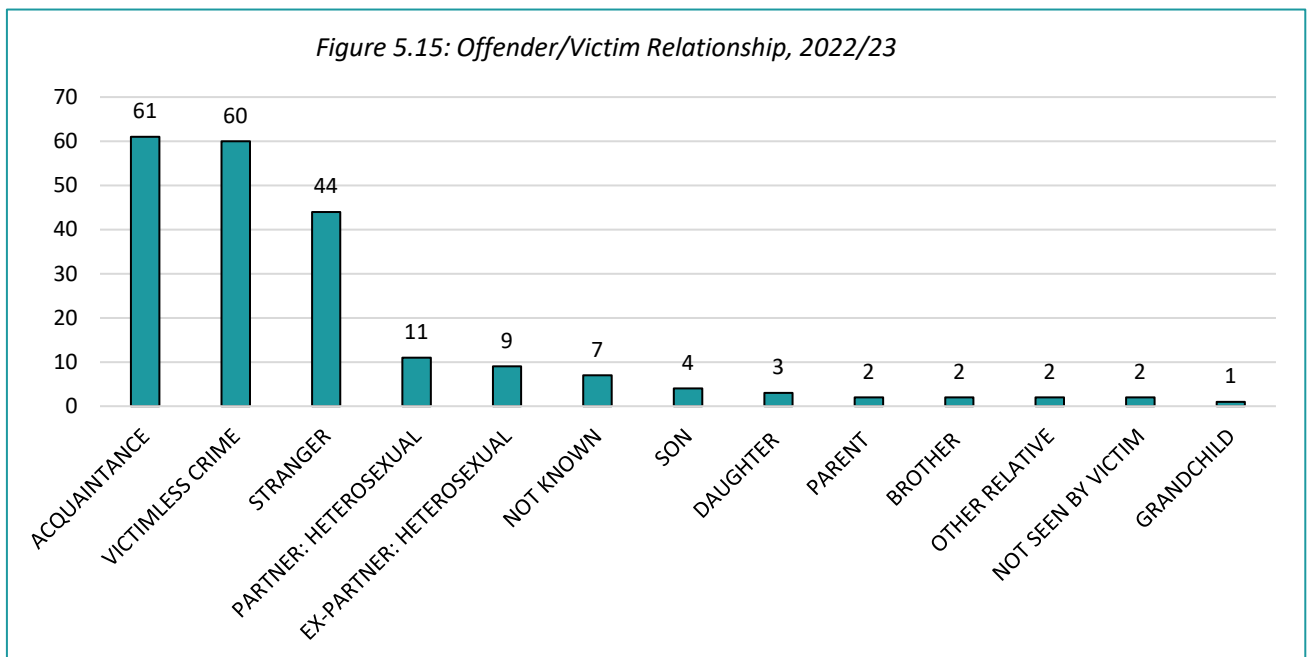
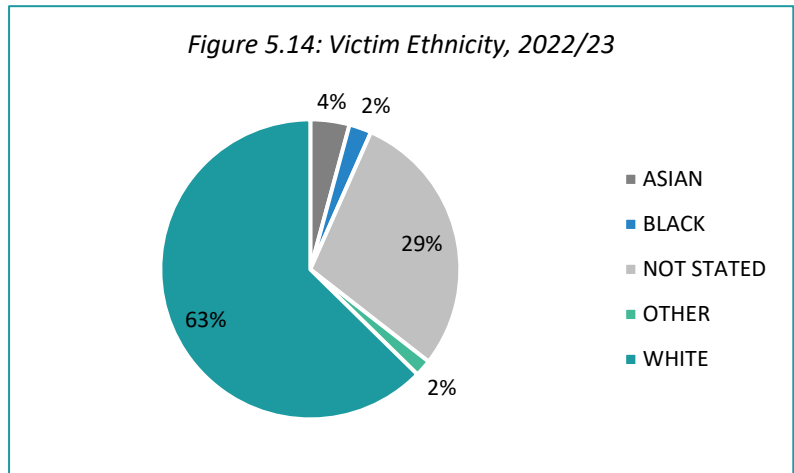


The remaining 4% (n7) of victims either have no gender recorded or are local businesses or property in the New Forest. Across the year, n77 occurrences recorded the victims as either 'NOT STATED' or 'THE STATE', this is likely due to the high number of possession of weapons offences recorded, which often do not have victim details.

Among females identified as victims of serious violence, those aged 35-44 were most commonly recorded as victims of a serious violence offence. For male victims of serious violence, the most commonly recorded age band was 10-17, followed by 25-34. This shows that, in the New Forest, male victims of serious violence are more likely to be under the age of 25, although more male victims were recorded for all age categories.

Of these individuals, 36% (n60) were recorded as being under the age of 25. This is a 40% (n17) increase compared to the 2021/22 financial year. There was, moreover, an increase of 71% (n15) in the number of 10-17 year olds recorded as victims of serious violence. In 2021/22, n21 individuals aged 10-17 were victims, accounting for 15% of the total number. However, in the 2022/22 financial year, the number increased to n36, or 21% of the total number.

Where ethnicity is recorded for victims of serious violence, n104 (63%) individuals are defined as white, either by self-defined or officer-defined ethnicity. This was followed by n48 (28%) of individuals where no ethnicity was recorded. It is important to note, however, that 98% (n161) of victims of serious violence did not self-define their ethnicity.



The offender/victim relationship was recorded for n208 serious violence occurrences in the New Forest. The most common offender/victim relationship recorded was acquaintance, accounting for 29% (n61) of all serious violence offences where the relationship was recorded. This shows that a large portion of serious violence offences in New Forest are committed by an individual known to the victim, rather than a stranger or a relative. The second most common category recorded was victimless crime (n60). Victimless crime is any criminal offence that has no identifiable victim. In the case of the serious violence definition, a key victimless crime is possession of weapons offences. Since possession of weapons offences account for 47% (n120) of all serious violence occurrences in the New Forest district, it is unsurprising that victimless crime accounts for 29% of all occurrences where the offender/victim relationship is recorded. Following this, 21% (n44) of occurrences were by strangers and 16% (n34) were by partners/ex-partners/family.

6.8 Who are the Repeat Victims and Suspects?

A total of n29 (14%) individuals recorded as a suspect of a serious violence offence have been linked to more than one serious violence occurrence in the 2022/23 financial year. Among these individuals, the most common age range is 18-24 (n12). Moreover, 90% (n26) are male.

Figure 5.16: Age Band and Recorded Gender of Repeat Serious Violence Suspects, 2022/23

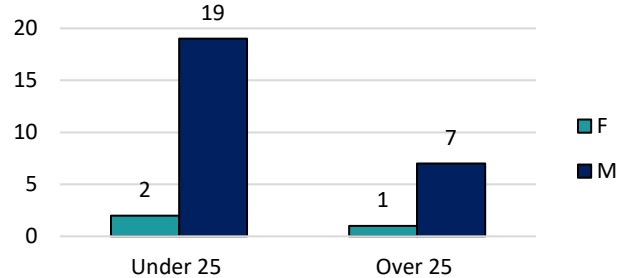
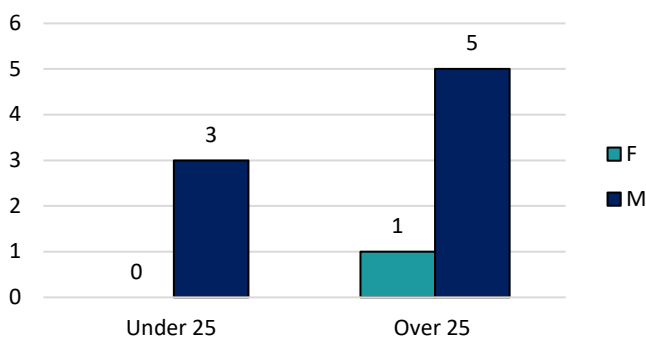


Figure 5.17: Age Band and Recorded Gender of Repeat Serious Violence Victims, 2022/23



By contrast, 8% (n13) of individuals or premises recorded as victims of serious violence were aggrieved of more than one crime. Among these, there were n9 individuals identified as repeat victims, while the remaining n5 were businesses and properties in the New Forest district.

Appendix A: Definition of Serious Violence

Home Office crime code	Home Office crime description
1/1	Murder of persons aged 1 year or over; genocide or crime against humanity
1/2	Murder of persons under 1 year of age
4/1	Manslaughter
4/2	Infanticide
2	Attempted murder; attempted genocide or crime against humanity
37/1	Causing death by aggravated vehicle taking
4/12	Causing serious injury by dangerous driving.
4/13	Cause death by driving without due care/consideration over prescribed limit specified controlled drug
4/3	Child destruction
4/4	Causing death by dangerous driving
4/6	Causing death by careless driving when under the influence of drink or drugs
4/8	Causing death by careless or inconsiderate driving (w.e.f 18.08.08)
5/1, 5/1D	Wounding with intent to do GBH
5/1S	Wounding with intent to do GBH - PC / PCSO
5/1T	Assault on emergency worker (not police): wound/cause GBH W/I to GBH or resist arrest
5/27	Torture
5/6	Causing bodily injury by explosion
8/1, 8/1N	Malicious wounding: wounding or inflicting GBH
8/1S	Malicious wounding: wounding or inflicting GBH - PC / PCSO
8/1T	Assault on emergency worker (not police): malicious wounding or inflict GBH with or without weapon.
8/33	Racially aggravated malicious wounding or GBH
8/46	Racial/religious aggravated malicious wounding or GBH (only use if both or can't determine whether racial or religious)
8/59	Racially and/or religiously aggravated wounding/GBH

Appendix B: Notes About Data Cleaning & Processing

Data fields to be included in the following were agreed in partnership to ensure the effective completion of a series of community safety partnership (CSP) level SNAs and a HIPS wide SNA built from the same data and analysis. This ensures a more sustainable approach to partnership working moving forwards.

Data was extracted according to valid review date (VRD), which means all crimes categorised as such during the 2022/23 financial year are included. However, the temporal analysis and five year trend data is based on the start date of these occurrences, excluding historic offences from these sections only. All data was extracted from Business Objects. Several steps were taken by the VRU Analyst to ensure the data quality was maximised for partnership SNA purposes:

- Duplicate occurrence numbers were excluded from the data set.
- Victim and suspect data was extracted using the cleansed occurrence numbers.
- All start times of 00:00 changed to 'NOT STATED'.
- Time band columns were added to group start times into 6 hour and 1 hour time bands for temporal analysis purposes.
- The day of the week is identified using the start date data field for temporal analysis and a new column was added to reflect this. This process was then repeated for the month.
- Easting and Northing values were isolated in order to map the occurrences on CMS. Where there are missing data points, '0' was added.
- Trend data ranging from April 2018-March 2023 was extracted to track long term trends.
- Key word searches of occurrence summaries were conducted to identify missing domestic violence flags, and these are added in.
- In all associated factor data fields, where there was missing data, 'NOT STATED' was added.
- Where missing, the district location of an offence is identified using other data fields and added. Where this was not possible, 'NOT STATED' was added.
- All missing dates of birth for victims and suspects changed to 'NOT STATED'.
 - DOB used to calculate the age of the victims and suspects. These are used to group into age bands in order to sort individuals into over and under 25 years old.
 - These were then used to isolate occurrences involving suspects under 25 years old.
- Victim and suspect self-defined and officer-defined ethnicity are extracted using unique identification numbers.
- Isolated individuals identified as repeat victims or suspects based on unique identification numbers.
- Victim and suspect data were sorted by district according to the data field connecting to the unique occurrence number.
- Pivot tables were created for all appropriate data fields and visualisations of the data were created.

Hampshire, Isle of Wight, Portsmouth and Southampton (HIPS)

Violence Reduction Partnership (VRP)

Response Strategy



Foreword

To be completed.

DRAFT

Executive Summary

To be completed.

DRAFT

Introduction

Why must the Violence Reduction Partnership (VRP) reduce Serious Violence?

The underpinning idea behind violence prevention and reduction is that a systems approach, including statutory and non-statutory partners, is better than working individually. This means that all partners have a role to play in reducing and preventing serious violence, especially since the commencement of the Serious Violence Duty - this statutory responsibility is an opportunity for all partnerships.

Introduced as part of the Police Crime Sentencing and Courts Act 2022, the Serious Violence Duty requires specified authorities to work together to prevent and reduce serious violence in their local area (this Duty is supported by national [guidance](#), finalised in December 2022). These specified authorities are:

- Police
- Probation
- Youth Offending Teams
- Fire and Rescue
- Health
- Local Authorities

Relevant authorities include prisons, youth custody and education and are able to co-operate with the specified authorities as necessary.

The Serious Violence Duty requires local partnerships to take a multi-agency, public health approach to understand the causes and effects of serious violence, develop a strategic response focusing on prevention and early intervention, and monitor the impact of this preventative work. The underlying principles of a public health approach applied to serious violence:

- Violence is preventable
- Interventions are guided by evidence where available and developing the evidence base where it is absent, and informed by data
- Focused on a defined population, often with a health risk in common. Victims, perpetrators and sometimes bystanders are all vulnerable to further involvement in violence
- The approach is with and for communities, reflecting the voices and experiences of the communities served. This should also involve taking a trauma-informed approach
- Commitment to a system-wide approach underpinned by mature and committed partnership arrangements
- Focused on long-term impact, acting on the root causes of the problem as well as short-term consequences and emphasising early intervention.

How is the VRP meeting the Serious Violence Duty?

Hampshire, the Isle of Wight, Portsmouth and Southampton (HIPS) will be meeting and delivering the Duty at a force-wide level through the VRP, supported by the Violence Reduction Unit (VRU) hosted by the Office of the Police and Crime Commissioner (OPCC). A HIPS-wide Strategic Needs Assessment (SNA) was produced in March 2023 to meet the expectations set out in the Serious Violence Duty and a second iteration will be finished by November 2023.

How is the partnership defining serious violence?

There is no set definition of serious violence crime under the Duty. Therefore, the HIPS VRP has agreed to focus on reducing serious violence across the following areas:

- Most Serious Violence (MSV)
- Robbery
- Possession of weapons
- Violent disorder
- Riot
- Violence with injury where a bladed implement was used.

Domestic Abuse (DA) and violence against women and girls (VAWG) have not been included specifically due to existing strategies and governance arrangements which focus on these crime types and given the historic focus of the VRU on violence involving under 25s in public places. The scope of the definition will be iterated in line with the evidence base to ensure it adequately captures the extent and nature of serious violence locally which might see types of offending included or excluded from the definition (such as violence against women and girls).

How do partners plan on preventing and reducing serious violence?

Partners have agreed to focus on preventing and reducing serious violence so that people can live their lives free from violence and the fear of violence, supported by four strategic objectives.

Strategic Vision	Strategic Objectives
For Hampshire, the Isle of Wight, Portsmouth and Southampton to be a place where people can live their lives free from violence and the fear of violence.	The partnership will promote multi-agency working and drive systems change.
	The partnership will create a data sharing environment that supports useful analysis and insight.
	The partnership will engage and communicate with a range of voices, including those most affected by serious violence.
	The partnership will commission evidence-based interventions.

What does serious violence look like in Hampshire, the Isle of Wight, Portsmouth and Southampton?

One of the core elements of the Serious Violence Duty is for areas to carry out a SNA to identify the kinds of serious violence that occur locally and, where possible, the causes of that serious violence. An SNA will also help to identify the drivers of serious violence in the local area and the cohorts of people most affected or at risk.

In March 2023 HIPS VRP published an SNA focusing on data from January to December 2022.¹ A collaborative and co-produced, SNA is currently in production for the period April 2022 – March 2023 which includes more localised assessments of serious violence at a CSP level and will be finished in November 2023 .

Serious violence offences saw a 9.1% increase between 2021 and 2022 in the area, with 5,049 offences recorded in 2022. This increase is thought to be due in part to lockdown periods in place during the first half of 2021.

Youth serious violence	<ul style="list-style-type: none"> • Serious violence offences (including knife enabled offences and homicide) where the victim was under 25 years old increased by 3% in 2022, at 1348 offences. • Conversely there has been a 6.2% decrease in non-domestic serious violence offences (including homicides) involving a bladed instrument where the victim was under 25.
Possession of weapon offences	<ul style="list-style-type: none"> • Possession of a bladed weapon accounts for the highest proportion of serious violence offences, at 1704 offences (33.7%).
Robbery	<ul style="list-style-type: none"> • There were 1281 robbery offences in 2022, accounting for 25.4% of serious violence offences.
Wounding / Grievous Bodily Harm	<ul style="list-style-type: none"> • There were 1277 wounding / GBH offences in 2022, representing 25.3% of serious violence offences.
Homicide	<ul style="list-style-type: none"> • There were 17 homicides in 2022, accounting for 0.3% of serious violence offences.
Juvenile First Time Entrants (FTEs)	<ul style="list-style-type: none"> • Across Hampshire, Isle of Wight, Portsmouth and Southampton the rate of juvenile first time entrants to the criminal justice system is higher than the national average.

¹ The data referenced in this response strategy draft are sourced from Hampshire, Isle of Wight Portsmouth & Southampton Violence Reduction Unit (2023). *Strategic Needs Assessment March 2023*.

What is the VRP vision, mission and strategic objectives?

Our **vision** is for Hampshire, Isle of Wight, Portsmouth and Southampton to be a place where people can live their lives free from violence and the fear of violence.

Our **mission** is to prevent violence by building a collaborative, courageous and sustainable Partnership which will drive the change required to successfully address the causes and consequences of violence.

There is a shared commitment to reducing serious violence as defined by the partnership. To support this strategic objective of reducing serious violence, the partnership has agreed on four strategic priorities. These priorities will be delivered through Home Office Serious Violence and Grip funding as well as through existing resources available to the partnership.

Strategic Objectives

SO1

- Multi-agency and Systems Change

SO2

- Data and Analysis

SO3

- Engagement & Communications

SO4

- Interventions, Evaluations and Opportunities

SO1

• Multi-agency and Systems Change



Focusing on developing a whole-systems multi-agency approach to serious violence, the partnership will make responding to serious violence a priority and business-as-usual for organisations, particularly ensuring a system response to those identified as most affected in serious violence.

A public-health approach to reducing and preventing serious violence requires extensive and embedded multi-agency working. Partners in Hampshire, Portsmouth and the Isle of Wight are committed to working together to deliver a localised, joined-up, and effective response to serious violence through the HIPS VRP. Key evidence of success will be ensuring the Response Strategy is co-produced with partners and there is regular and meaningful representation from specified and relevant authorities in governance arrangements.

Key outcomes of this approach are:

- ✓ To create a sustainable partnership environment through a whole-systems approach.
- ✓ To encourage organisational and professional cultural change towards serious violence, especially to ensure the Police are more trauma-informed.
- ✓ To be evidence-based and evidence-led when developing the strategic response, aiming towards streamlined identification, management and support of at-risk cohorts and target locations.
- ✓ To involve and create a sense of ownership among young people and communities in the response.



This will be achieved by ensuring partnership governance and decision-making is:

- Place-based and joined-up:

- Local partnerships delivering the Serious Violence Duty will bring together existing mature partnership arrangements. Gaps in local work will be identified and closed
 - A whole-system response will bring all key partners from specified and relevant authorities together at a strategic level
 - Partners will consider each local authority area equally when working collaboratively and making decisions about activities and service provision; areas with lower demand of serious violence will not lose out to those with higher demand
 - The partnership will aim to utilise any areas of thematic overlap between local authorities, avoiding working in silo. Opportunities will be taken to collaborate over varying geographies when working on similar priority areas
 - The Partnership will utilise areas of strategic overlap with Domestic Abuse and Drugs and Alcohol Partnerships and others. Strategy and delivery plans will complement action points included in other strategies, and opportunities for mutual delivery will be taken.
- Clear roles, responsibilities and governance:
 - The roles and responsibilities of each partner will be understood and respected. The contribution of specified authorities will be clear and coordinated
 - Those with a leadership role within their organisation will coordinate the involvement of specified authorities in the partnership
 - Expectations around delivery will be agreed between all partners, so all are clear on actions, deliverables, and accountability.
 - Co-production among partners:
 - The VRP will coordinate engagement with other strategic local partnerships to ensure a system-wide approach. This will enhance the serious violence response and avoid duplication of work.

Existing work to support system change and multi-agency working:

An example of activity to facilitate a mature partnership environment is the Tactical Violence Reduction Partnership (TVRP) which will lead on a problem solving partnership response and track progress on the identified people and places supported by a serious violence and VRP Analyst.

A further example is the appointment of place-based VRP Managers whose role includes supporting multi-agency working and the Grip funded Violent Crime Taskforce (VCT).



Actions

- Set clear expectations in terms of the contribution of all specified authorities to the Serious Violence Duty. In order to ensure consistency between activities in each local authority area, a central concordat / terms of reference will be sent to practitioners in each area, clearly defining the roles, responsibilities and remits under the Duty for each partner authority
- Co-produce the response, including the Response Strategy, among a range of partners, including the voluntary community sector (VCSE) and local communities (including children and young people and those most affected by serious violence)
- Create a plan for sustainability with the aim of identifying opportunities for long-term systems change and to create an environment in which the partnership can exist without dependency on central funding
- Review governance to ensure the partnership is streamlined, with appropriate representation within the governance arrangements and positive engagement from all the specified and relevant authorities, as well as other stakeholders as required
- Move towards using data to automatically identify cohorts at risk, emerging serious violence hotspots, and serious violence risk factors. This will allow a whole-system approach to responding to and managing identified areas of need.

Partnership involvement under this strategic priority:

Partners are inherently important to creating a whole-systems approach and may be expected to:

- ✓ Help to identify and manage risk across the area. For example, the Integrated Care Board may be able to better identify at risk individuals in health settings and support their referral to existing support. Sharing their data could contribute to a wider data environment that identifies and targets risk more effectively and if the infrastructure supports it, automatically/ habitually.
- ✓ Collaborate. Partners involvement in designing and delivery of the local response, including commissioning interventions, is also evidence of this whole-systems approach, especially if there is a range of voices involved in these discussions. For example, engagement with voluntary and community sector organisations.
- ✓ Have active and meaningful roles in these partners including identifying the right individuals to participate in the governance arrangements and lead on serious violence, as well as seeking senior leadership buy-in and support from within their own organisations.

SO2

• Data and Analysis



Developing a comprehensive evidence base of the local picture of serious violence is integral to a public-health approach, and key to generating an effective response.

Partners recognise the need to gather evidence, intelligence, and analysis in order to understand the local picture of serious violence, target resources effectively and efficiently and monitor the impact of the local response. The VRP has expressed the commitment to closing data gaps identified in the SNA, matching data gathering with robust analysis, and using this insight to improve the service provision in Hampshire, the Isle of Wight, Portsmouth and Southampton.

Key outcomes of this approach are:

- ✓ To ensure partners have a deeper, on-going understanding of the nature of serious violence and cohorts and locations impacted and to focus the response of serious violence on priority locations and cohorts. Robust analysis and research will turn data into insight and provide a better understanding of the serious violence problem at a local and HIPS-wide level. The partnership is committed to further developing an evidence-led response to serious violence. Analysis and research will build a strategic and usable data picture which is supported by granular understanding - answering the 'so what' question.
- ✓ To develop the strategic response based on evidence, including evidence of the impact of current activities and 'What Works' to prevent and reduce serious violence. Evidence-led decision making will ensure that all needs are catered for.
 - Interventions and actions will be commissioned according to the findings of analysis, providing each target cohort or theme with a tailored response.
 - Best practice will be gathered and shared between partners via the partnership, as a means to share knowledge and learning.
- ✓ To create a data environment in which access to data requires less resources and is more streamlined. The VRP will facilitate data sharing between all specified authorities across Hampshire, Portsmouth and the Isle of Wight. A coordinated approach will ensure efficient and effective data and information sharing.



What?

HIPS VRP have made progress in a number of areas to improve data sharing and analysis so far. This includes:

- Recruiting a dedicated VRP Analyst with access to Police Systems: from March 2023 the VRP has a dedicated Analyst who is co-located within the Police Intelligence and Tasking Directorate (ITD)
- A monthly multi-agency Data & Analysis Working Group (DAWG) has been established to review the progress of developing key partnership data with a VRP Manager responsible for coordinating this work
- Hampshire & Isle of Wight Together (HIOWT) – Approval to adopt Thames Valley Together (TVT) as a data sharing platform in Hampshire. There will now follow an implementation programme and a staged approach to using the platform to share police data then overlay partnership data
- The OPCC hosts InterACT, a data sharing platform that holds data from Community Safety Partnerships (CSPs), YouGov, commissioned services and open sources. Data is aggregated and reaches ward level. It includes crime and other incident levels, offender and victim characteristics, levels of risk factors for violence such as education factors and children services contact. InterACT is accessible to the VRP and CSPs
- Southampton Data Observatory: Open source and unpublished data, partnership meetings, local needs assessments
- Work is on-going to establish sharing of Health, Fire and Youth Justice data: Information Governance arrangements are progressing.



How?

Actions

- Establish Data and Analysis Working Group (DAWG) and use this group to facilitate an understanding of partnership serious violence data through the use of a Partnership Data Tracker
- Work with information governance leads through the DAWG to work through barriers to data sharing
- Produce a template for evidence that will support the co-production of a HIPS-wide SNA (including local chapters) and to ensure consistent use of data
- Conduct deep dives to answer important lines of enquiry raised in the SNA and / or by partners

- Develop a data sharing platform (HIOWT) and review opportunities for data science, including AI and machine learning, to inform the partnership. Consider how existing data dashboards (Insights) can contribute to this work
- Review the Theory of Change with partners and develop an associated outcome-based performance framework (OBPF) which complements partners' existing monitoring and evaluation work
- Monitor outcomes on an ongoing basis at a programme and project level using dedicated VRP analytical capacity
- Understand disproportionality in the context of serious violence in Hampshire, the Isle of Wight, Portsmouth and Southampton, specifically around ethnicity but also other protected characteristics
- Connect with population health management programme with the Hampshire and Isle of Wight Integrated Care System to understand how data can inform the serious violence partnership SNA.

Partnership involvement under this strategic priority:

Partners will need to:

- ✓ Identify appropriate individuals to sit on the Data and Analysis Working Group to help build the data sharing environment locally
- ✓ Respond to data requests for the purposes of meeting this priority. The Duty allows data sharing between specified authorities, the PCC and relevant authorities, and allows the Police and Crime Commissioner to request information from specified and relevant authorities. The scope of the data sharing is broad, including to improve the evidence base, support the multi-agency response and support partnership working - ultimately the aim in Hampshire, the Isle of Wight, Portsmouth and Southampton is to use innovative methods to use data to identify, manage and support people and places most affected by serious violence
- ✓ Share data to help the partnership understand and monitor the impact of its strategy on preventing and reducing serious violence. For example, the police may have to report on trends using the partnership definition of serious violence and the youth justice services may have to report on outcomes for children and young people subject to interventions commissioned by the partnership.

SO3

• Engagement and Communications



The partnership will seek to work with and involve the community, based on an understanding of the value of the community in supporting the local response to serious violence.

The local response to serious violence will be developed with and for the community, to ensure communities in Hampshire, the Isle of Wight, Portsmouth and Southampton feel safer. Community consensus is a key part of a public health approach and the HIPS VRP is working towards a partnership that values the voice of local communities and local communities feel that they are involved in the direction of the partnership.

Key outcomes of this approach are:

- ✓ To build trust in the VRP, namely the specified and relevant authorities delivering the Serious Violence Duty.
- ✓ To nurture a willingness with young people to engage in support and help them away from involvement in serious violence.
- ✓ To have a positive impact on perceptions of community safety.



HIPS VRP have made progress in a number of areas to build on work done to engage communities, including making the most of existing assets and routes into the community, such as:

- Making use of existing forums, such as the OPCC Youth Commission.
- Encouraging partners to work with young people, such as:
 - Using the Be well mental health survey for year 8 and 10 in HIPS area to find views on children's feelings of happiness and safety
 - Localised youth engagement events linking young people with organisations offering activities for young people.

- Using the consistent set of questions developed through the VRP working collaboratively with Greater Manchester VRP, Portsmouth University and HIPS partners which can be used by partners and collated by the VRP.



Actions

- Use engagement and communications working group to inform the development of communications strategy, including opportunities for meaningful engagement and co-production which will contribute to counter-narrative development
- Develop marketing and branding approach in line with communication strategy
- Develop method of engagement to survey HIPS communities on their perceptions serious violence and analyse the results to support the ongoing development of the evidence base
- Continue and identify new opportunities for localised engagement with young people communities, and those affected by serious violence as well as engaging individuals through key authorities (e.g. youth offending teams)
- Embed the views and voices of communities and young people into the strategy and governance arrangements, as well as considering when to use communities to support the design of interventions
- Understand gaps and barriers in engagement to ensure more meaningful, inclusive and frequent engagement opportunities
- Consider commissioning key voluntary and community sector organisations to work with local communities
- Engage specified and relevant authorities to scope the development of community hubs and spaces, and opportunities to partner with local community assets.

Partnership involvement under this priority:

Partners will be expected to:

- ✓ Help provide access through identified assets to support collaborative working around serious violence. Some organisations may even be able to identify individuals who can contribute to discussions held within the HIPS governance arrangements, such as adding lived experience membership to the Board terms of reference or establishing a lived experience forum that is consulted by the partnership on a regular basis

- ✓ Support messaging around the partnership strategy and associated delivery, to make the most of the reach of the organisations represented within the specified authorities
- ✓ Be aware of previous and ongoing work barriers to engagement locally and will be able to support the partnership to identify and remove these barriers in any planned engagement. For example, the voluntary and community sector may be able to ensure planned engagement reaches certain communities.

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SO4

• Interventions, Evaluation and Opportunities



Through an intelligent and sustainable commissioning approach, the partnership will be able to coordinate and target resources at the people, places and times most affected by serious violence across Hampshire, the Isle of Wight, Portsmouth and Southampton.

The VRP will focus on commissioning evidence-based interventions to ensure that those at risk of being affected by serious violence are supported and the police are better able to respond to this cohort which will be achieved through trauma-informed training and supervision. This will complement the work of the Trauma Informed Executive Board - it is important the partnership does not duplicate this work but builds on it. Given the strategic objective, commissioned interventions focused on those at risk of being affected by serious violence need to be targeted at areas of need and priority cohorts identified in the SNA. Partners have identified key principles to delivery this strategic priority:

- ✓ Place-based: Intervention commissioning and delivery will be place-based, ensuring local authorities are involved in the design and delivery of interventions in line with their understanding of their local area.
- ✓ Coordinated: Commissioning and decision making will be coordinated. Opportunities for co-commissioning on common themes will be utilised including with specified authorities, and a balance will be maintained between ensuring a universal service provision for residents in all areas, and tailoring approaches to each local authority.
- ✓ Sustainable: Every action will be viewed with sustainability in mind, prioritising cost-effectiveness and economies of scale. The partnership will aim to provide long-term funding and project sustainability as far as possible, adopting a 'public health approach' to commissioning through identifying 'what works', gaps in provision, and evaluating the impact of commissioned work.
- ✓ Evidence-led / driven: Any interventions or activities commissioned will be evidence-led or evidence-driven - either relying on our understanding of 'What Works' through tools such as the Youth Endowment Fund Toolkit, College of Policing Crime Reduction Toolkit and Practice Bank and the Early Intervention Foundation Guidebook, or ensuring that innovation is supported by robust evaluation to understand impact.



What?

Existing interventions have already been funded by the VRP to support the delivery of this strategic priority, such as:

- CHOICES: Social skills and awareness sessions for year 6 and 7 school children - around peer relationships, knife crime, gang violence, county lines and exploitation, delivered by Artworks & Bearface
- A&E Navigators, delivered by No Limits
- RESET: A voluntary custody navigator intervention for 18-25 year olds, delivered by Society of St James
- Trauma informed practitioners (TIPS), delivered by Rock Pool.

There are also a range of interventions that have been supported since the start of the VRP. Partners also discussed other initiatives that have been put in place to support the delivery of this priority by specified authorities and others such as:

- Hotspot policing, identifying risky cohorts and communicating with CSPs
- Youth Justice Service Turnaround Project.



How?

Actions
➤ Roll-out trauma-informed trauma informed training and supervision to the police and others across the partnership, complementing the work of the Trauma Informed Executive Board and adhering to the Trauma Informed Concordat
➤ Identify gaps in commissioned interventions based on need of different cohorts within the priority group (aligned with the four most common risk factors identified in the SNA) and on the evidence of 'What Works'
➤ Review commissioning intentions with other planning, for example local Health and Wellbeing Strategies to ensure priorities, resources and capacity are aligned
➤ Share the results of the evaluation of commissioned interventions to understand their future, including their ability to be funded sustainably by the partnership
➤ Create a commissioning strategy or framework to support coordinated commissioning across the partnership

- The Subgroup for Interventions, Evaluations and Opportunities will facilitate a consortium-based approach to commissioning around shared themes and initiatives. CSP representation at this group will enable place-based decision-making in line with key principles above. The partnership will learn from practice in other areas who have adopted this approach (for example, in Thames Valley).

Partnership involvement under this strategic priority:

Action to tackle and prevent serious violence can only be achieved if undertaken collaboratively by the partnership and stakeholders. Partners will be expected to:

- ✓ Contribute to the design and delivery of interventions under this strategy, especially where an organisation or organisations are best able to intervene or access the people, places or times most affected by serious violence. This will be primarily through active and meaningful input via partnership governance arrangements, namely the Subgroup for Interventions, Evaluations and Opportunities.
- ✓ Contribute to commissioning discussions, including identifying gaps and opportunities across the local landscape. For example, where to target resources. For example, Community Safety Partnerships will have a deep understanding of local demand and need and will be in a good position to share data and information with the partnership.
- ✓ Use their organisational planning and commissioning understanding to inform the partnership discussions. For example, Integrated Care Boards may be able to leverage their commissioning process to support the partnership.
- ✓ Help the partnership to access individuals or organisations who may be able to inform the design of interventions, such as children and young people, service users and the voluntary and community sector. For example, youth justice services and probation services may be able to connect the partnership with lived experience voices who are involved, or are at risk of being involved, in serious violence.
- ✓ Support delivery where appropriate. For example, the police will be able to target hotspots identified by the partnership (potentially using Grip funding). Also, they can help contribute to understanding the impact of commissioned interventions by collecting and sharing data with the partnership and others (such as independent evaluators).

How will the VRP monitor impact?

In line with Home Office expectations of VRU areas, the HIPS VRP have produced a Theory of Change which sets out medium and long-term outcomes that support the strategic objective and the activities of the VRP. Evaluations and performance monitoring will provide accountability and a means to demonstrate impact. Interventions and actions will be evaluated at a HIPS and CSP level, and findings will be fed into discussions about impact and value for money.

Inputs	Activities	Outputs	Outcomes (Medium-term)	Impacts (Long-term)
<p>Financial</p> <ul style="list-style-type: none"> £1,654.13 Home Office funding 2024 £1,641.25 reduction in Home Office funding 2025 £565,992.61p funding 2024 <p>VRP model</p> <ul style="list-style-type: none"> Violence Reduction Partnership (VRP) - inter-agency or multi-agency Violence Reduction Unit and Violence Reduction Partnership (VRP) Violence Reduction Partnership (VRP) Violence Reduction Partnership (VRP) Violence Reduction Partnership (VRP) <p>Resources</p> <ul style="list-style-type: none"> Multi-agency working Existing multi-agency partnerships Specialist and relevant authorities Third sector and community organisations Violence Reduction Unit <p>Existing Partners</p> <ul style="list-style-type: none"> Research with local authority analysts Existing data sharing agreements and arrangements Thames Valley partnership to establish Hampshire and Isle of Wight Together (HIT) <p>Partnerships and communities</p> <ul style="list-style-type: none"> Existing forums including ONSC Youth Connection Partners working with young people <p>Interventions</p> <ul style="list-style-type: none"> VRU and local authority Coordinated Interventions National evidence of effective interventions including VRP Toolkit <p>Support</p> <ul style="list-style-type: none"> Guidance from the Home Office VRU shared networks VRU peer working CRSIT advisory support strategy support VRU Resourcing <p>Measurement/evaluation</p> <ul style="list-style-type: none"> Multi-agency systems leadership Use of evidence and evaluation The effective sharing of data between partners 	<p>1. Multi-agency and Systems Change</p> <ol style="list-style-type: none"> Engage executive level leaders in the Serious Violence Reduction Partnership (SVRP) to drive and support multi-agency local delivery which is a strategic, trauma-informed and builds on existing initiatives & resources. Coordinate and jointly support delivery of a response strategy to reduce harm and meet the SD Duty in respect to the Strategic Needs Assessment. Tactical Violence Reduction Partnership (TVRP) will promote the development of multi-agency systems to produce of local problem solving to support at-risk individuals, communities and geographical hotspots Seek to embed sustained, data-led system responses <p>2. Data & Analysis</p> <ol style="list-style-type: none"> Specialist and relevant authorities attend and collaborate at Data and Analysis Working Group (DAWG) Coordinate and coordinate Strategic Needs Assessment (SNA) which meets the needs of specialist authorities and CSAs. Develop a partnership data tracker to increase understanding of partnership data relevant to SV and DASHers Work with Information Governance to break down barriers to data sharing and where necessary formalise arrangements Develop Outcomes Based Performance Framework in partnership to monitor progress Develop Hampshire and Isle of Wight Together (HIT) common data platform and data sharing automation Use partnership data to identify individuals, communities and geographic hotspots/increased risk of SV <p>3. Engagement</p> <ol style="list-style-type: none"> Specialist and relevant authorities attend and collaborate at Engagement and Careers working group Map and carry out gap analysis of existing partnership engagement with communities and young people Work in partnership to ensure that the community voice is consistently represented and informs activity Ensure community voice captures where most impacted by violence <p>Communications</p> <ol style="list-style-type: none"> Create VRP brand and website to communicate with partners and public Celebrate and highlight work of communities and the VRP working together Develop a strategic de-escalation narrative <p>4. Interventions, Evaluation & Opportunities</p> <ol style="list-style-type: none"> Conduct gap analysis of existing provision within communities Use the academic evidence base to inform commissioning decisions Develop interventions with and for communities Carry out joint commissioning for effective and effective delivery Submit joint bids that promote broad provision by a consortium of providers Develop an evidence based approach which evaluates interventions to understand 'what works' Incorporate learning from performance data and evaluations into the VRP strategy 	<p>Multi-agency & Systems Change</p> <ul style="list-style-type: none"> Specialist and relevant authorities' attendance at SVRP meetings Response strategy to drive VRP activity Partners' attendance at TVRP meetings Multi-agency evidence, response to at-risk individuals, communities and geographical hotspots Specialist and relevant authorities attending and sharing data via Hampshire and Isle of Wight Together <p>Data & Analysis</p> <ul style="list-style-type: none"> Specialist and relevant authorities' attendance at DAWG meetings Strategic Needs Assessment to understand the local picture of violence and to form priorities within the response strategy Partnership data tracker to monitor data sharing, barriers and actions Outcomes Based Performance Framework to monitor progress against the VRP strategic objectives Comprehensive and Isle of Wight Together shared data platform Use of at-risk people, communities and locations <p>Engagement</p> <ul style="list-style-type: none"> Specialist and relevant authorities' attendance at Engagement and Careers working group Report capturing existing partnership engagement Survey for use across HIPS Young people, including most impacted cohorts, contributing their views across HIPS <p>Communications</p> <ul style="list-style-type: none"> Website and products using VRP branding Regular communications between VRU and partners via website <p>Interventions, Evaluation & Opportunities</p> <ul style="list-style-type: none"> Report capturing existing provision within communities Evidence based interventions commissioned and delivered with and for communities Jointly commissioned interventions Joint bids produced in partnership Young people, families and professionals reached through interventions Robust evaluation reports and lower level monitoring reports of interventions 	<p>Multi-agency & Systems Change</p> <ul style="list-style-type: none"> Partnership and accountability to deliver the public health response to SV is shared across the partnership and specialist and relevant authorities understand their role Outcome reduction of harm sustained in the longer term Multi-agency working is strengthened and evaluation is reduced Effectiveness of public health response to violence increases Reduced risk to public Increased protective factors and decreased offending in at-risk individuals Culture of streamlined and rapid data access to inform decisions <p>Data & Analysis</p> <ul style="list-style-type: none"> Specialist and relevant authorities maintain a comprehensive and ongoing understanding of the nature and drivers of SV, and the cohorts and locations impacted Access to data to inform and inform response interventions VRP performance against outcomes is improved Partnership response strategy is focused on priority levels, locations and cohorts <p>Engagement & Communications</p> <ul style="list-style-type: none"> Partners have a shared responsibility and clear roles in Engagement and Careers using a consistent communication Partners working relationships and collaboration built between partners Partners maintain a shared and ongoing understanding of the views and needs of diverse VRP and communities which is reflected in the partnership response to violence Trust is built between partners and public Partners and public are better informed about SV and the partnership response <p>Interventions, Evaluation & Opportunities</p> <ul style="list-style-type: none"> Increased risk factors and increased protective factors for young people and communities through evidence based interventions Communities and building resilience are strengthened through interventions Evaluation evidence informs the national evidence base for violence reduction Developments in the response to violence, including future interventions commissioned, are informed by evidence of the impact of current activities 	<ul style="list-style-type: none"> Partnership response to violence is embedded and sustained through the wider system, public health approach Effective multi-agency working process embedded Reduction in hospital admissions for assaults with a knife or sharp object Reduction in police recorded knife-enabled serious violence Reduction in all non-domestic homicide Home Office trends Reduction in locally defined serious violence Reduction in risk factors Increase in protective factors Increase in public trust in the VRU and partners Increase in VRP's willingness to engage in support Increase in feelings of safety

How will the VRP review the strategy?

To be completed.

DRAFT

HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL – 17 JANUARY 2024

PORTFOLIO: HOUSING AND HOMELESSNESS

HOUSING REVENUE ACCOUNT BUDGET AND HOUSING PUBLIC SECTOR CAPITAL EXPENDITURE PROGRAMME 2024/25

1. RECOMMENDATIONS

- 1.1 That the Panel consider the HRA budget and housing public sector capital expenditure programme for 2024/25 which recommends:
- i) that from 01 April 2024, an increase in rents of 7.7% from the 2023/24 weekly rent level, in accordance with Government guidelines, be agreed.
 - ii) that from 01 April 2024, an increase in garage rents of 15% from the 2023/24 weekly rent level be agreed.
 - iii) that from 01 April 2024, an increase in shared ownership property rents of 9.4% from the 2023/24 weekly rent level, in accordance with Government guidelines of RPI +0.5%, be agreed, and that the weekly rent of one additional property sold under previous legislation be increased by 7.7%.
 - iv) that from 01 April 2024 the new disaggregated approach to Service charges, which will reflect transparent and up to date annual charges for all eligible communal and domestic charges incurred by the Council, be agreed.
 - v) that the HRA budget, as set out in **Appendix 1** of this report, be agreed.
 - vi) that a Housing Capital Programme to 2026/27, as set out in **Appendix 4**, be agreed.

2. INTRODUCTION

- 2.1 This report sets out the proposed Housing Revenue Account (HRA) budget, the proposed rent levels and other charges, the maintenance programme and a proposed Housing Public Sector Capital Programme for 2024/25 – 2026/27.
- 2.2 The proposed budgets for 2024/25 will be considered by tenants on the Tenants Involvement Group on 18 January 2024. Their comments will be included in the report to Cabinet on 21 February 2024.

- 2.3 The proposed HRA budget is attached as **Appendix 1**, the detailed maintenance programme at **Appendix 2**, the 3-year forecast medium term financial position at **Appendix 3** and the proposed Capital programme at **Appendix 4**. Cabinet will be required to recommend budgets for consideration and resolution at Council on 26 February 2024.

3. KEY ISSUES

- 3.1 Housing Authorities and Registered Providers face on-going challenges to maintain the continuation of high-quality services to their tenants, ensuring that buildings are safe and free from hazards and delivering greater energy efficiency measures in the retrofitting of their stock, as well as delivering more affordable homes. Tenants, too, are facing challenges over rises in the cost of living. The proposal set out below to increase rents in line with the Government's current recommendation is considered to strike the right balance to ensure that the Council continues to provide high quality services to tenants and that the necessary programmes of maintenance and repairs to council housing stock are undertaken, as well as delivering Decarbonisation targets and new affordable council homes in the district.

- 3.2 Members are asked to consider a number of financial issues for 2024/25.

3.3 Housing Rents

- 3.3.1 The proposed budget identifies a social rent increase of 7.7%, in line with the Government's policy rent increase guidelines. It is the fifth increase, following a previous four-year social rent reduction programme. The increase in 2023/24 was capped by the Government at 7.0% (in place of the policy CPI +1% increase of 11.1%).

- 3.3.2 Following the rent increase, average weekly rents will be £122.47 for 2024/25. The actual increase will vary by property but will amount to an average increase of £8.76 per week.

3.4 Service Charges – Hostels & Flat Accommodation

- 3.4.1 Service Charges are currently used by the Council as a method to recover Council Tax and domestic and communal energy costs from tenants where their personal usage costs are charged directly to the Council by the respective billing organisations. Service Charges are also used to recover some aspects of equipment provision, cleaning and communal heating and lighting costs from tenants, which are also incurred in their respective properties.

- 3.4.2 In February 2023 it was agreed by Cabinet to launch a consultation process with all tenants who pay service charges, which included up to 850 existing tenants who it was proposed to apply charges for communal services they enjoyed, but were not currently charged for.

- 3.4.3 Currently tenants are only able to understand 2 elements of their service charges; a total for communal costs, and a total for domestic energy if applicable. Tenants have no way of understanding how these charges are arrived at, and this currently is a cause for complaint, and is no longer in keeping with the requirement for landlords to be transparent.
- 3.4.4 It is proposed to disaggregate all applicable Service Charges to ensure full transparency of charges for the cost of each individual service enjoyed by all 1,300 tenants for service costs which could be reasonably recharged to tenants, and also to reflect up to date annual charges for all communal and domestic charges incurred by the Council.
- 3.4.5 Currently it is the situation where those tenants currently paying service charges are not paying for all of the services they receive. These proposed changes recover approximately £200,000 of expenditure not currently recovered.
- 3.4.6 Invites to participate in the consultation were sent to 1,296 tenants with their proposed individual charges for 24/25 included. The Consultation was completed in December 2023 with 123 responses. The findings were as follows:
- 3.4.6.1 69% of respondents agreed with the proposal to charge all tenants who were in receipt of communal services.
- 3.4.6.2 76% of respondents agreed with the proposal to disaggregate service charges to highlight the charges for each communal service.
- 3.4.6.3 67% of respondents agreed with the proposal to charge actual charges borne by the Council.
- 3.4.6.4 64% of respondents agreed with the proposal to charge tenants for all of the communal services they receive.
- 3.4.7 The impact on tenants is varied. In some cases, the weekly charge is lower than currently charged. This is due to the new transparent approach using actual costs. In most cases the weekly charges increase, within a range from £0.36 to £15.17 (Largely additional cleaning and energy costs). On average charges increase by 8.4% across this group of tenants, with 26% of tenants seeing a decrease in their 24/25 charges.
- 3.4.8 For approximately 800 tenants newly incorporated into the scheme the charges range from £0.39 to £7.16, with the average new charge at £2.93 per week.
- 3.4.9 In the majority of the cases above the cost of communal charges will be covered by Universal Credit or Housing Benefit where applicable,

reducing the impact of the changes. Just 4 tenants responded to the consultation stating they were concerned about affordability. These tenants have already been contacted and signposted to support.

3.5 Garage Rents

3.5.1 It is proposed that garage rent charges are increased in 2024/25 by 15% (£1.81 per week) to £13.90 per week, plus VAT where applicable.

3.6 Planned Maintenance & Improvement Works

3.6.1 The report proposes total budgetary provision of £12.856 million for planned maintenance and improvement works to houses and estates. This, together with budgetary provision of £4.291 million for reactive maintenance works means that, in total, £17.8 million will be spent on tenant's properties in 2024/25. Details of the proposed works for 2024/25 and an indication of proposals for the following two years are set out in **Appendix 2**.

3.7 Fire Risk Assessment Works

3.7.1 During 2022/23 and 2023/24 the Council will have spent £5 million on fire safety and statutory compliance matters. Further funding of £1 million has been allocated for 2024/25.

3.8 Decarbonisation Programme

3.8.1 In 2023/24 work to establish the future upgrade programmes to deliver all homes to EPC C by 2030, and net zero carbon by 2050 were established. Measures required to each home within the Council stock to meet these targets is known and estimated costs applied up to 2050. 2024/25 is considered a transition year where planning the upgrade strategy begins to be overtaken by the delivery of increased retrofit activity. Funding of £2.170 million is proposed to begin works in earnest in 2024/25, but total expenditure up to 2030 is likely to be £15 million, with a further £115 million required to meet net zero targets by 2050.

4. HRA INCOME 2024/25

4.1 Estimated total income for 2024/25 is £3.634 million higher than the original budget for 2023/24. The income variations from the 2023/24 approved budget are set out below:

	Change £000	Paragraph
Dwelling Rents	(3,169)	4.2
Non – Dwelling Rents	(55)	4.3
Service Charges	(320)	4.4
Other Income	(90)	4.5
Total	<u>(3,634)</u>	

- 4.2 **Dwelling Rents (£3.169 million increase)** – The proposed budget for 2024/25 includes the benefits of £2.386 million arising from the proposed 7.7% rent increase, £585,000 from the impact of a 53-week rent year, £79,000 from the revised rent setting policy approved in April 23 and £153,000 from a net increase in property numbers, including new shared ownership properties, offset by a loss of income of £34,000 due to continuing void levels.
- 4.3 **Non - Dwelling Rents (£55,000 increase)** – This income is derived from garages and rents of other housing land. The overall increase reflects the proposed increase in charges (£97,000) and £12,000 from the impact of a 53-week rent year, offset by a reduction of £54,000 due to the impact of reduced lettings from voids and potential development opportunities on garage sites.
- 4.4 **Service Charges (£320,000 increase)** – The service charges proposals detailed in Section 3 will generate additional income of £202,000, with an additional £57,000 to remedy under recovery of council tax on hostel units, which is eligible for benefits. This together with additional income of £21,000 from a 53 week rent year, and income from new units acquired during 2023/24 will result in total additional income in 2024/25 of £320,000. This income will largely match additional operating costs highlighted in section 5 below.
- 4.5 **Other Income (£90,000 increase)** – Despite utilising reserves to fund the capital programme, interest earnings have increased by £63,000 following an increase in interest rates. The Shared Amenities contribution from the General Fund has increased by £27,000 to cover inflationary increases in costs and increases in expenditure on trees and other estate budgets.

5. HRA EXPENDITURE 2024/25

- 5.1 Budgeted operating expenditure for 2024/25 is £1.967 million higher than the approved budget for 2023/24. After allowing for depreciation charges and the removal of transfers from reserves for specific earmarked projects, surplus resources available for making principal repayments on borrowing have increased by £1.517 million to maintain a balanced Housing Revenue Account for the year, as detailed in paragraph 5.8. The major variations are set out below:

	Change £000	Paragraph
Cyclical/Reactive Maintenance	711	5.2
General Management	576	5.3
Grounds Maintenance and Trees	89	5.4
Older Persons and Temporary Accommodation	(24)	5.5
Capital Financing Costs - Interest	615	5.6
Operating Expenditure	<u>1,967</u>	
Contribution to Capital – Supporting Housing Strategy	<u>0</u>	5.7
	1,967	
Capital Financing Costs – Principal	<u>1,517</u>	5.8
Total	<u>3,484</u>	

- 5.2 **Cyclical/Reactive Maintenance £711,000** – Increased maintenance budgets are principally due to pay and prices increases of £328,000, £305,000 for the continuation of additional supplies and hired services costs identified and reported during 23/24 and an increase of £200,000 on cyclical maintenance due to the reintroduction of external decorations and cleaning works, offset by net savings of £45,000 from other allocation changes and staff turnover savings.
- 5.3 **General Management £576,000** - Supervision and Management budgets will increase principally due to pay and prices increases of £593,000, £60,000 for a garages' sites survey, a £67,000 increase in the general estates management budget to support neighbourhood initiatives required by the new Social Housing Regulatory regime, and additional council tax costs of £33,000 for general needs housing whilst void repairs are carried out. These increased costs are offset by savings of £72,000 in non-recurring costs included in 2023/24 to meet requirements of the Social Housing Regulation Act and the removal of the two-year £150,000 external stock condition surveyors budget (financed from Reserves).
- 5.4 **Grounds Maintenance and Trees £89,000** – An increase in budgets is principally due to pay and prices increases of £70,000, and an increase of £20,000 in trees maintenance costs.
- 5.5 **Housing Schemes and Temporary Accommodation (£24,000)** – Additional costs are principally due to inflation £23,000, the inclusion of £51,000 Council Tax charges for new temporary accommodation units and £10,000 for the inclusion of equipment replacement costs in temporary accommodation, offset by a reduction of £90,000 in utility bill costs to reflect latest usage and £16k from the reallocation of staff resources.
- 5.6 **Capital Financing Costs Interest £615,000** – Capital Financing costs have increased by £615,000. This is due to interest costs of £265,000 on forecast new borrowing for the proposed capital programme set out in Section 9 of this report, £176,000 interest costs of the 2023/24 capital programme and £285,000 additional interest costs of existing internal borrowing, due to increased interest rates, offset by a reduction of £111,000 in interest costs due to the repayment of the next £4.1 million instalment of the settlement borrowing in March 2024.
- 5.7 **Contribution to Capital - Supporting Housing Strategy** – This budget is the prescribed calculation of dwellings depreciation that needs to be charged to the Housing Revenue Account and is used to part fund the capital programme. The figure is based on a combination of factors including property valuation, component costs and remaining component life. While costs have increased, initial indications are that property values will decrease and therefore no change has been made to the £9.700 million existing depreciation calculation.
- 5.8 **Capital Financing Costs – Principal £1.517 million** – After allowing for any transfers from reserves, the Council is required to set a balanced budget for the year. Increased income of £3.634 million exceeds estimated increased

operating expenditure of £1.967 million, increasing the annual amount available for repaying principal on borrowing by £1.517 million. This will enable the maturing loan of £4.1 million to be repaid during 2024/25 without the need to replace it with new borrowing.

6. HRA RESERVE BALANCE

- 6.1 The HRA Reserve balance as at 1 April 2023 was £1 million. This is considered to be a prudent level and meets with good governance practice.
- 6.2 The original 2023/24 HRA budget showed a net operating deficit position of £150,000 which was to be met from earmarked reserves. A financial update report for the year will be presented to Cabinet on 7 February 2024. In accordance with current policy, any surplus or deficit for the year will be balanced by a transfer to or from the Acquisitions and Development Reserve, but assuming a break-even HRA position for the year 2023/24, this will result in a year-end balance of £5.084 million as at 31 March 2024, after funding the capital programme.
- 6.3 The proposed HRA budget for 2024/25 currently shows a break-even position and therefore the estimated Housing Revenue Account balance (cash reserve) as at 31 March 2024 and 31 March 2025 will be £1 million.

7. 30 YEAR BUSINESS PLAN

- 7.1 The Council, with the assistance of an external consultant produced an initial 30-year HRA business plan, a summary of which was included in the budget report last year. Work continues on producing costings for the Decarbonisation and Major Repairs programmes and once complete this will be included in an updated business plan, which will be used to monitor the long-term implications of budget plans and aspirations.

8. CAPITAL PROGRAMME

- 8.1 The proposed Housing Public Sector capital expenditure programme for 2024/25 totals £32.380 million. The detailed programme and anticipated funding is set out over the page with indicative details for future years in **Appendix 4**.

8.1 continued - Capital Programme	Original	Latest	Original
	2023/24	2023/24	2024/25
	£000	£000	£000
Proposed Expenditure			
Fire Risk Assessment Works	2,000	2,585	1,000
Major Structural Refurbishments	1,000	1,000	1,260
Planned Maintenance & Improvements	6,500	6,300	8,600
Decarbonisation Works	1,260	1,260	2,170
Robertshaw House	500	500	0
Estate Improvements	200	200	200
Disabled Facilities Adaptations	950	1,050	950
Development Strategy	15,200	15,200	18,200
TOTAL	27,610	28,095	32,380
Funded by			
Revenue	9,700	9,700	9,700
Capital Receipts	2,000	2,000	2,000
Acquisitions and Dev. Reserve	2,970	3,044	1,768
Government Grant	3,660	4,091	7,922
Internal Borrowing	1,530	256	0
External Borrowing	7,750	9,004	10,990
TOTAL	27,610	28,095	32,380

- 8.2 Significant works to properties, including compartmentation and new fire doors, are being carried out following detailed Fire Assessment surveys. Funding of £1 million is proposed for 2024/25.
- 8.3 The Authority is holding several properties requiring significant structural refurbishment works, a number of which are currently void. Funding of £1.260 million is proposed to upgrade more of these properties.
- 8.4 The Major Repairs budget has been increased by £1.340 million in 2024/25 to £8.600 million to reflect identified programme needs. Details of the proposed programme are set out in **Appendix 2**.
- 8.5 Funding of £2.170 million is proposed in 2024/25 to begin works in earnest for decarbonisation of the Council's housing stock and take advantage of any government grant funding available as covered in more detail in paragraph 3.8.
- 8.6 The Council's current Housing Strategy and Corporate Plan prioritise the delivery of new affordable housing homes covering the period 2018 - 2026. The proposed capital programme for 2024/25 includes £18.200 million to be invested in additional homes. Expenditure is also expected over the period post 2024/24 through to the end of 2026, which has been accounted for in **Appendix 3** with similar levels of proposed expenditure.

9. HRA MEDIUM TERM FINANCIAL POSITION

- 9.1 Attached at **Appendix 3** is an indication of HRA budgets for two years post 2024/25 and is included to enable decisions for 2024/25 to be made in the context of affordability for the medium term. With the onset of a significant decarbonisation programme and the increasing expenditure required to maintain the aging stock the HRA is placed under significant pressure from 2025/26. Whilst these budgets will be amended in future years, it shows an estimated operating deficit in excess of £1 million. Significant future costs of the Major Repairs Programme and the Decarbonisation requirements will require both revenue and capital programme spend priorities to be reconsidered in accordance with the Corporate Plan priorities.

10. ENVIRONMENTAL IMPLICATIONS

- 10.1 The capital works programme continues to provide more sustainable measures to improve the thermal efficiency of Council housing stock, through more efficient window replacement programmes, insulation, boiler replacements and air source heat pumps. Following the previous work of the Greener Housing Task and Finish Group and the Greener Housing Strategy, the Council is committed to undertaking more sustainable measures year on year to reach the target of all 5,200 properties having a minimum energy efficiency rating of EPC C, which will require in excess of £6 million over the next 3 years to fund the initial phases of the work, and up to a further £9 million by 2030.
- 10.2 In the long-term decarbonisation of the entire stock will begin to take priority over meeting the EPC target, which will require the HRA to fund an additional £115 million of expenditure. This will present significant challenges to the HRA and future priorities and strategic choices will need to be carefully considered. Whilst meeting net zero will require some carbon off-setting in due course the programme will remove several thousand tonnes of carbon emissions each year.
- 10.3 Initially works are targeted at the worst performing properties, which are often off the gas network and in rural areas. As a result, carbon reduction impacts are likely to be higher at the outset of the programme and targeted in specific geographical areas.
- 10.4 All products used in the repair, maintenance and improvement of Council homes are selected to ensure the minimum impact upon the environment, are sourced from recycled materials where possible and at the same time balance the need to improve the energy efficiency of tenants' homes in order to meet the requirement for thermal efficiency under the Decent Homes Standard and meet specified and legal safety standards.

11. CRIME AND DISORDER IMPLICATIONS

- 11.1 Many aspects of work identified in this report will improve the security of tenants' homes.

12. EQUALITY AND DIVERSITY IMPLICATIONS

- 12.1 All equality and diversity implications will be considered at every stage of the process of commissioning and carrying out planned maintenance, improvement and cyclical maintenance works. In addition, any contractor used for works will have been assessed, as part of the process in becoming an approved NFDC contractor, in respect of their adherence to equality and diversity principles.
- 12.2 The HRA funding priorities support the funding and commissioning of necessary works with a view to improving building quality and safety, and the energy efficiency performance of the council stock, which supports vulnerable people reduce household bills at a time of cost of living pressures, and which reduces disrepair and the exposure to damp and mould tackling health and housing inequalities.
- 12.3 The Tenancy Account Team, which incorporates a dedicated support worker, will continue to support and signpost tenants experiencing difficulties paying their rents, working collaboratively with community support networks.
- 12.4 The continued support for the development and acquisitions programme in 2024/25 addresses housing need issues and increases the supply of properties in where there is high demand for social housing, and which supports the Council's aims of tackling homelessness in vulnerable communities.
- 12.5 The continued support for the funding of Disabled Facilities Grants in the Council Owned stock support vulnerable and disabled tenants remain in their own homes, or provides suitable alternative housing options for applicants and existing tenants whose needs cannot be met by their existing accommodation.

13. TENANTS' VIEWS

- 13.1 To be added to the Cabinet report after the Tenant Involvement Group have considered this paper on 18 January 2024.

14. PORTFOLIO HOLDER COMMENTS

- 14.1 To be added to the Cabinet report following the meeting of this Panel and discussion by the Tenant Involvement Group.

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Background Papers:

Published documents as referred to within this report.

APPENDIX 1

HOUSING REVENUE ACCOUNT BUDGET

	2023/24 £'000	2024/25 £'000	Variation £'000	Para
INCOME				
Dwelling Rents	-30,227	-33,396	-3,169	4.2
Non Dwelling Rents	-720	-775	-55	4.3
Charges for Services & Facilities	-849	-1,169	-320	4.4
Contributions towards Expenditure	-60	-60	0	4.5
Interest Receivable	-378	-441	-63	4.5
Sales Administration Recharge	-33	-33	0	4.5
Shared Amenities Contribution	-286	-313	-27	4.5
TOTAL INCOME	-32,553	-36,187	-3,634	
EXPENDITURE				
Repairs & Maintenance				
Cyclical Maintenance	1,640	1,886	246	5.2
Reactive Maintenance - General	3,278	3,400	122	5.2
Reactive Maintenance - Voids	1,178	1,521	343	5.2
General Management	7,190	7,766	576	5.3
Grounds Maintenance and Trees	847	936	89	5.4
Older Persons and Temporary Accommodation	1,174	1,150	-24	5.5
Provision for Bad Debt	150	150	0	
Capital Financing Costs - Interest/Debt Management	4,522	5,137	615	5.6
TOTAL EXPENDITURE	19,979	21,946	1,967	
HRA OPERATING SURPLUS(-)	-12,574	-14,241	-1,667	
Contribution to Capital - Supporting Housing Strategy	9,700	9,700	0	5.7
Capital Financing Costs - Principal	3,024	4,541	1,517	5.8
HRA Total Annual Surplus(-) / Deficit	150	0	-150	
Use of Reserves for Major Projects	-150	0	150	4.3
HRA TOTAL ANNUAL SURPLUS(-) / DEFICIT	0	0	0	

APPENDIX 2

2024/25 - 2026/27 MAINTENANCE BUDGETS			
CYCLICAL MAINTENANCE	2024/25 £	2025/26 £	2026/27 £
External Cleaning and Decoration	500,000		
Appliance servicing (including gas, oil, solid fuel)	987,000		
Lift Servicing	96,000		
Fire Alarm Servicing	75,000		
Portable Appliance Testing	4,000		
Fire Risk Assessments	27,000		
Air Source Heat Pump Servicing	1,000		
CCTC, Laundry & Door Entry Servicing	15,000		
Legionella Testing	23,000		
Automatic Door Servicing	21,000		
Window Cleaning	23,000		
Alarms & Telecommunications	38,000		
Emergency Lighting	76,000		
TOTAL CYCLICAL MAINTENANCE BUDGET	1,886,000	1,943,000	1,981,000
PLANNED MAINTENANCE & IMPROVEMENTS	2024/25 £	2025/26 £	2026/27 £
Heating Replacement Gas	1,455,000		
Electrical Rewiring	842,000		
Sheltered Schemes Minor Works	200,000		
Low Maintenance Eaves	500,000		
External Door Replacements	316,000		
Pitched Roofing	945,000		
Repointing	10,000		
Window Replacements	1,476,000		
Kitchen Refurbishments	1,000,000		
Drainage	50,000		
Insulation Works	76,000		
Structural Works	300,000		
Asbestos surveys and removal	100,000		
Garages	200,000		
Heating Replacements Electric	112,000		
Bathroom Refurbishments	320,000		
Insurance Work	10,000		
Water Main Renewals	35,000		
Miscellaneous	653,000		
TOTAL PLANNED MAINTENANCE & IMPROVEMENT BUDGET	8,600,000	9,000,000	9,000,000
Decarbonisation Projects	2024/25 £	2025/26 £	2026/27 £
Decarbonisation	2,170,000	2,050,000	2,030,000
TOTAL DECARBONISATION PROJECTS	2,170,000	2,050,000	2,030,000
ESTATE IMPROVEMENTS	2024/25 £	2025/26 £	2026/27 £
Provision of estates works and paving	200,000	200,000	200,000
TOTAL ESTATE IMPROVEMENTS BUDGET	200,000	200,000	200,000

APPENDIX 3

MEDIUM TERM FINANCIAL PLAN - HOUSING REVENUE ACCOUNT

	Budget 2024/25 £'000	Forecast 2025/26 £'000	Forecast 2026/27 £'000
INCOME			
Dwelling Rents	-33,396	-33,795	-34,471
Non Dwelling Rents	-775	-786	-802
Charges for Services & Facilities	-1,169	-1,182	-1,206
Contributions towards Expenditure	-60	-60	-60
Interest Receivable	-441	-283	-202
Sales Administration Recharge	-33	-33	-33
Shared Amenities Contribution	-313	-329	-335
TOTAL INCOME	-36,187	-36,468	-37,109
EXPENDITURE			
Repairs & Maintenance			
Cyclical Maintenance	1,886	1,943	1,981
Reactive Maintenance - General	3,400	3,502	3,572
Reactive Maintenance - Voids	1,521	1,567	1,598
General Management	7,766	7,844	8,001
Grounds Maintenance and Trees	936	964	983
Housing Schemes and Temporary Accommodation	1,150	1,185	1,208
Provision for Bad Debt	150	150	150
Capital Financing Costs - Interest/Debt Management	5,137	5,557	5,879
TOTAL EXPENDITURE	21,946	22,712	23,374
HRA OPERATING SURPLUS(-)	-14,241	-13,757	-13,736
Contribution to Capital - supporting Housing Strategy	9,700	9,991	10,191
Capital Financing Costs - Principal	4,541	4,782	4,982
HRA Total Annual Surplus(-) / Deficit	0	1,016	1,437
Use of Reserves for Major Projects		0	0
HRA TOTAL ANNUAL SURPLUS(-) / DEFICIT	0	1,016	1,437

APPENDIX 4

CAPITAL PROJECTS REQUIREMENTS WITH FINANCING		PROJECT REQUIREMENTS £			2024/25 PROJECT FINANCING £				
PUBLIC SECTOR HOUSING CAPITAL PROGRAMME		2024/25	2025/26	2026/27	Grants & Conts.	Cap Receipts / DC's	Internal/External Borrowing	HRA	HRA Reserves
Fire Risk Assessment Works	HRA	1,000,000	0				600,000	400,000	
Major Structural Refurbishments	HRA	1,260,000	0	0			760,000	500,000	
HRA - Major Repairs	HRA	8,600,000	9,000,000	9,000,000				8,600,000	
Decarbonisation Works	HRA	2,170,000	2,050,000	2,030,000	860,000		1,310,000		
Estate Improvements	HRA	200,000	200,000	200,000				200,000	
Council Dwellings - Strategy Delivery	HRA	18,200,000	15,200,000	15,200,000	7,062,000	2,000,000	8,320,000		818,000
Disabled Facilities Grants	HRA	950,000	950,000	950,000					950,000
		32,380,000	27,400,000	27,380,000	7,922,000	2,000,000	10,990,000	9,700,000	1,768,000
									32,380,000

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HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL – 17 JANUARY 2024

PORTFOLIO: HOUSING AND HOMELESSNESS

TENANT ENGAGEMENT STRATEGY

1. RECOMMENDATIONS

- 1.1 That the panel note the Council's updated proposed new draft Tenant Engagement Strategy and consultation outcomes, providing comments for consideration by Cabinet.

2. INTRODUCTION

- 2.1 This report presents the Council's draft Tenant Engagement Strategy. This is a new Strategy produced in response to The Charter for Social Housing Residents – Social Housing White Paper in 2020 and the Social Housing Regulation Act 2023. Due regard has also been given to latest guidance and best practice and it has been co-produced with housing practitioners and tenants. The proposed Strategy is attached at Appendix 1.
- 2.2 The original draft Tenant Engagement Strategy has been reviewed by the Tenant Involvement Group, the Executive Management Team, the Housing and Communities Overview and Scrutiny Panel, and Cabinet in October 2023 to seek approval to launch a formal four-week consultation process.
- 2.3 Consultation is now concluded and the Strategy has been designed with an aim for the Cabinet/Council to formally agree and adopt the Strategy in February 2024.

3. BACKGROUND

- 3.1 The Charter for Social Housing Residents – Social Housing White Paper published in 2020 set out the Government's clear expectations for social housing providers, with 7 clear priorities:
- i. To be safe in your home.
 - ii. To know how your landlord is performing.
 - iii. To have your complaints dealt with promptly and fairly.
 - iv. To be treated with respect.
 - v. To have your voice heard by your landlord.
 - vi. To have a good quality home and neighbourhood to live in.
 - vii. To be supported to take your first step to ownership.
- 3.2 The Regulator for Social Housing has received greater powers to ensure that the highest standards of social housing services are delivered. This is supplemented further by the requirements of the Social Housing Regulation Act 2023, including a revised set of Consumer Standards currently being consulted on and anticipated to be finalised later in 2023, which sets out the detailed regulatory expectations of landlords. The Regulator of Social Housing has also been clear that landlords' focus should not only be on meeting prescribed standards, but also on doing the right thing for their tenants.
- 3.3 The Housing Ombudsman has highlighted the need to 'know your tenants' to truly provide and tailor services important to individuals and communities. To that end the

Council needs to ensure that it is reviewing the data it needs to collect and hold relating to its tenants and their household makeup. There is also a need to ensure that information is relevant to the Council's tenants and services and is easily accessible to enable transparency and accountability.

- 3.4 The Council currently has a traditional model of tenant engagement based around formal engagement with a central group of tenants making up the Tenant Involvement Group (TIG). This Group have been able to influence many aspects of what the Council do. They understand there is more to do to engage with the wider housing communities and enable a wider tenants' voice to influence and inform the Council's Housing Services. The Council need to make available a range of options for tenants to interact with the Council's housing services in ways that suit them and which recognises their diversity.
- 3.5 The Housing Service is committed to improving outward facing communication and provision of information, and ensuring engagement takes place in a way that represents the needs of all tenants, with a data collection exercise informing the design of the engagement approach and future service reviews.
- 3.6 It is clear in the current wider housing landscape the Council can do more to ensure that tenants have a voice that is heard not only by all the Council's front-line housing services, but also across all levels, including within the governance structures of the Housing Service. That 'tenant voice' needs to be representative of the Council tenant population and the communities in which they live.
- 3.7 The effectiveness of the Strategy will depend on good communication between tenants and the Council. There is a need to have a wide range of communication methods and the ability for tenants to hear about how housing services are performing and what is important to them. The Council needs to make it easy for tenants to feed into the key housing activities that affect their lives and feel genuinely involved in a partnership with the Council.

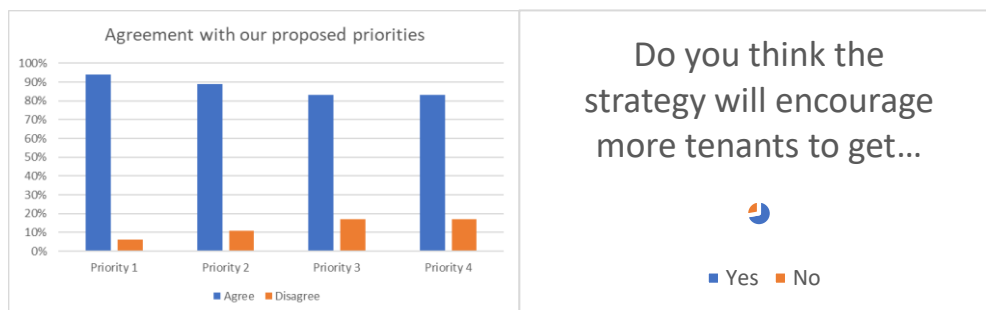
4. KEY COMPONENTS OF THE STRATEGY

- 4.1 The Council are proposing to build a vision and strategy on 4 strategic priorities as follows:-
 - 4.1.1 **Priority One: Listening to our Tenants.** Tenants are best placed to tell the Council what is working well and what can be done better. A wide and diverse range of tenants must have opportunities to have their voices heard regarding the services they receive and any significant changes the Council wishes to implement, with a clear line of sight to the governance structures within the Council.
 - 4.1.2 **Priority Two: Putting Tenants First.** The Council will work with employees to reinforce accountability at all levels of the housing service. The Council wants to work in partnership with tenants to collectively improve services and outcomes for both tenants and teams working within the housing services.
 - 4.1.3 **Priority Three: Knowing our Tenants and supporting engagement.** Record keeping and data management is a crucial part of the Strategy and the Council's tenant engagement approach. The Council needs to know its tenants in order to provide services that are important to them and be able to respond based on the needs of those tenants. The Council also needs to ensure compliance with the requirements of the regulator and Housing Ombudsman expectations.
 - 4.1.4 **Priority Four: How we Communicate with Tenants.** Effective communication is key to the success, not only of the strategy, but for Tenant engagement and

employee buy-in. The Council needs to make it easier for tenants to hold the housing services to account and make the information they are looking for easy to find and transparent.

5. CONSULTATION DETAILS AND OUTCOMES

- 5.1 Consultation ran from 16 October 2023 to 20 November 2023 (a total of 5 weeks) and was promoted via a mix of social media campaigning (3 rounds of posts on Facebook and LinkedIn); posters put up at schemes and distributed via the Tenancy Management Team and online promotion of the ways to take part via our online participation platform, Citizen Lab. We also took the opportunity to actively speak with people at the hubs and encouraging participation via word of mouth.
- 5.2 Tenants, practitioners and stakeholders were all invited to take part in the consultation and were enabled to do so in person at each of our 5 hubs, digitally on Citizen Lab, by phone and email. A total of 18 people took part in the consultation (13 online & 5 in person).
- 5.3 The majority of those that took part in the consultation either strongly agreed or slightly agreed with each of the Councils four proposed priorities and 72% felt the Strategy would encourage more tenants to get involved with the Councils Housing Services, as shown in the charts below:



- 5.4 General feedback via comments was either positive, or focussed on existing performance dissatisfaction, which this Strategy aims to address. However, general comments noted:

"I feel the tenants would engage more, as they would feel they are being listened to and especially if we put the strategy in place and do follows up and ask for feedback".

"More actual interactions face to face NFDC to be in attendance at events and carnivals and perhaps drop in options around the New Forest".

"This strategy is full of good ideas, but the practicalities will show if it works. It will need successful measurements and a want to build trust".

"Rubbish title - would prefer 'tenants have your say. Also need to make sure that individuals don't dominate tenant involvement, and become overpowering".

"This will be good once in place but people struggle with online/zoom etc. so email or phone calls are better in my opinion. This is all very well in theory. It will be good to be implemented".

"Amazing strategy. Hopefully it gets into action so tenants can see and feel they are involved and listened to".

6. CONCLUSIONS

- 6.1 The proposed Tenant Engagement Strategy supports the Council to deliver on new regulatory requirements and expected consumer standards arising from the Social Housing Regulation Act. This will place the tenant, their needs, and importantly their voice at the heart of the Council's Housing Service.
- 6.2 Following recommendations from EMT, the Strategy has been amended to:
 - 6.2.1 Include an earlier reference to the four strategic priorities (within the Foreword).
 - 6.2.2 Give more deliverable timescales within the annexed action plan.
- 6.3 It is proposed that the Strategy now be adopted without further amendments given the support it has received from Involved Tenants, Members, and staff, alongside the positive feedback from the consultation exercise.
- 6.4 The proposed Strategy will be presented to Cabinet in February 2024 with a final report being provided to Council later that month.

7. FINANCIAL IMPLICATIONS

- 7.1 Budgets for the Tenant Satisfaction Surveys and the data collection survey have been approved previously by EMT and Cabinet/Council in 22/23.
- 7.2 There is a likelihood for future implications on existing budgets within the Housing Revenue Account due to an increase in tenant feedback. However, any changes, service redesign and introduction of new and additional processes will be actioned within existing budgets as natural efficiencies are created.

8. CRIME & DISORDER IMPLICATIONS

- 8.1 Whilst there are no direct crime and disorder implications arising from this Strategy, it is anticipated there will be potential indirect and positive impacts on the Council's tenants and neighbourhoods.
- 8.2 Through successful implementation of this Strategy the Council will see an improvement in partnership working with Tenants and local partners, such as the Council's Community Safety Team and the Police in the reporting, investigation and resolution of Anti-Social Behaviour in local communities.
- 8.3 Increased feedback and communication mechanisms may also highlight new and emerging issues relating to crime and disorder which will allow the Council to plan and respond appropriately.

9. ENVIRONMENTAL IMPLICATIONS

- 9.1 There are limited implications and environmental impact arising from this strategy. However, employees will give due regard to positive impacts on the environment when conducting activities that require travel. The introduction of digital engagement methods will reduce travel, production of mail and other publications.
- 9.2 Environment and sustainability will be considered alongside any specific Tenant Engagement project or activity.

- 9.3 Improvements in neighbourhood and community appearance would also be expected as a result of this strategy. Increased engagement and understanding what is important to tenants should lead to estate improvement ideas being raised, considered and implemented – ‘placemaking’ and estate improvement being a tangible outcome that can be measured.

10. EQUALITY & DIVERSITY IMPLICATIONS

- 10.1 There are several actions in the strategy which relate to diversity. The Council is not currently in a fully informed position as to the personal characteristics of its tenants and their household members. Therefore, a key action is to undertake a full personal data survey of tenants to better understand who is occupying the Council’s homes. This survey will also capture additional needs and support required by the Council’s tenants.
- 10.2 This information will be used to better understand the needs of the Council’s tenants and how services should be designed in future to meet these needs and to ensure services and engagement is fully accessible to all.
- 10.3 With full accessibility in mind the strategy supports establishing several methods of tenant communication and engagement. This will include an assessment of fully accessible methods of communication which are available to tenants with disabilities and other characteristics which require barriers to be removed to allow access.

11. DATA PROTECTION IMPLICATIONS

- 11.1 The collection, retention and deletion of Tenant data is governed by GDPR and associated guidance. The Housing Ombudsman has also given a clear direction on expectations for data collection and data handling. There are clear and legitimate reasons for the Council to hold and process data and sensitive data relating to tenants to enable delivery of the services that are provided. However, all data will be collected and maintained in line with the required legislation.

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Background Papers:

Published documents

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Tenant Engagement Strategy

2024-2028



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Joint foreword

A joint foreword by Cllr Steve Davies, Alex Elliot, and Alaine Willis.



Cllr Steve Davies, Portfolio Holder for Housing and Homelessness, says:

I very much know from my own role as a New Forest District Councillor that the emphasis on engagement and co-creation of strategies, services and policy design with tenants has changed significantly over the last few years, quite rightly culminating with the Charter for Social Housing Residents 2022 and the subsequent Social Housing Regulation Act 2023.

I am very keen that this new legislation, not only bolsters our Tenant Engagement Strategy, but renews the Council's commitment to delivering positive engagement, in all forms, with our tenants, leaseholders, staff and other stakeholders.

The housing sector has had to learn the hard way from both tragedy, and the feedback of tenants across the country. We have always been ambitious and passionate about a continuous journey of improvement for our housing service, so I am very supportive of a clear strategy that sets the tone of a renewed engagement approach and is a real driver for cultural change in delivering on our strategic promises, in partnership with our tenants.

This strategy aims to put our tenants at the very heart of our Housing Services, setting out how they will have a clear role in engaging with, shaping, and scrutinising our services – holding us to account and ensuring the best outcomes for our tenants, the communities in which they live, and for the Council's housing services.

I am pleased that our strategic priorities of **'listening to our tenants'**, **'putting tenants first'**, **'knowing our tenants'**, and **'how we communicate with tenants'**, have been co-produced with tenants, and our staff, to ensure everything we aim to achieve is supported by the tenants' voice, and those who will implement the actions.

In my role as Portfolio Holder for Housing and Homelessness, I am excited to see how we encourage new tenants to get involved, what new feedback we receive and how we use that feedback to continually improve our service. An exciting journey lies ahead.



Alex Elliot, member of Tenant Involvement, says:

Staff at NFDC work day in, and day out to deliver good, high quality housing services to tenants who live within our district. However, in the past tenants haven't always had a big enough say in how the council delivered those services. I'm excited this published tenant engagement strategy shows how seriously NFDC takes what their tenants have to say and to put them on an equal footing alongside staff members. Social housing regulations are changing all the time, but tenants and their voice will continue to be needed to be heard, no matter what changes, so I would urge any of my fellow tenants to get involved.



Alaine Willis, member of Tenant Involvement, says:

It's great to be part of the effort New Forest District Council makes to engage with their tenants in a respectful and caring manner. Whilst many things have changed over the years, this has always been for the better and I feel that now is another opportunity to continue our journey, with tenants being involved in implementing the changes. As we used to say... We have a voice... and it is good to know that we have been heard.



National context

National Housing regulations and nationally responsible bodies such as the Regulator of Social Housing and Housing Ombudsman prescribe that a decent and safe home for tenants, receiving quality services that are important to them and their communities should be at the core of any social housing service. Yet, over the last few years national news headlines have prominently featured many tragic cases of those living in Social Housing experiencing apathy and, in the very worst cases, fatal consequences of poor housing conditions, or a failure to act on critically important feedback or a call to action from tenants.

As a result, there has been intense scrutiny and resulting government policy, guidance and legislation that are all relevant to this strategy and beyond. Fire safety, damp and mould, social housing stigma, inequality and racism, lack of engagement, skills and experience, and traditional and unhelpful views on what it means to be a 'social housing tenant' have all been called out in recent years, highlighting a need to change, to do better, and to evolve with a modern and diverse world.

Via the Regulator of Social Housing the Government took charge, publishing 'The Charter for Social Housing Residents – Social Housing White Paper' in 2020 which set out the Government's clear expectations for social housing providers.

In it they set out 7 clear priorities:

1. **To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
2. **To know how your landlord is performing,** including on repairs, complaints, and safety, and how it spends its money, so you can hold it to account.
3. **To have your complaints dealt with promptly and fairly,** with access to a strong ombudsman who will give you swift and fair redress when needed.
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.
7. **To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.

The Regulator has received greater powers to ensure the highest standards of housing and services are delivered, which are further bolstered by the Social Housing Regulation Act 2023, and a revised set of Consumer Standards to be finalised later in 2023 setting out the detailed regulatory expectations of landlords and revised electrical and Decent Homes Standards, along with the legal requirement to have senior decision-making officers qualified to designated levels.

The Housing Ombudsman Service has also strengthened their approach and now their responses to failings and best practice feature prominently. The stronger relationship they have with the regulator closes feedback loops, with failings identified by the Ombudsman leading to real change expected by the Regulator.

The introduction of a new Tenant Satisfaction regime from April 2023 requires data collection against 10 management performance measures, and surveying of tenants for their views against 12 perception measures. Tenants will be asked about how well landlords engage, listen, and respond to them.

Landlord performance data will be published in the Autumn of 2024 in national league tables allowing for meaningful comparisons to be made across the sector for the first time.

However, The Regulator of Social Housing has been clear, our focus should not only be on meeting prescribed standards– it remains firm on landlords doing the right things for their tenants.



Local context

Our tenants and the communities they live are an ongoing priority for this council, which is supported by the themes in our new Corporate Plan 2024-2028. We are keen to promote opportunities to gather feedback from our tenants as we look to continually improve and evolve our services.

We have previously operated a very traditional model of tenant engagement, based around a formal engagement with a central group of tenants, which is in need of review and a refresh. Through a very narrowly focussed offer to become involved with the Council our tenants may be unaware of the possibilities and opportunities to get involved, so we need to ensure we make available, and publish, a range of options for tenants to interact with us, in ways that suit them and make them want to work with us.

The Housing Ombudsman has highlighted the need to 'know our tenants', to truly provide and tailor services important to individuals and communities.

Whilst we need to improve our outward facing communication and information, we also need to ensure we engage with tenants who represent the diversity of all of our tenant needs and backgrounds, with a data collection exercise informing the design of our engagement approach and future service reviews.

NFDC already have an engaged, enthusiastic, and well represented Tenant Involvement

Group (TIG). However, the members of the TIG have told us that there is more to do to engage with our wider housing communities and enable a wider tenants voice to influence and inform our Housing Services.

Alongside this, it is clear in the current wider housing landscape, we can do more to ensure that our tenants have a voice that is heard not only by all our front-line housing services, but also across all levels, including in the governance structures, of the Service. That 'tenant voice' must be representative of the NFDC tenant population, and the communities in which they live.

Both the Ombudsman and Regulator make it clear that one of our priorities needs to be focused on knowledge and information management. Not only do we need to review the data we need to collect and hold, concerning our tenants and their household makeup (to enable a true understanding of our tenants, and ensure services are accessible and meet their needs) - but we also need to ensure that information is relevant to our tenants and services, and is easily accessible to enable transparency and accountability. It is important to stress that NFDC do not need to hold information that is not relevant – however, data which can inform our community makeup, will help drive and build better services for our tenants, and will enable us to measure the success of engaging with those communities to ensure fair and transparent representation.

In turn, this will enable effective communication between our tenants and teams, acknowledging that times and expectations have changed. We need to have a wide range of communication methods and the ability for tenants to hear about how we're performing and what's important to them. We need to make it easy for tenants to tell us about those important subjects, feed into our key activities that affect their lives, and feel genuinely involved in a partnership with NFDC.

The following key priorities will influence our approach to tenant engagement over the next 4 years and will be measured for success based on the 'key measures of success' highlighted on page 25 – reviewed annually (and periodically during each year).

Our vision and strategy are built on 4 strategic priorities.

These priorities are aiming for real, meaningful impact for both tenants and NFDC services. Our priorities will be reviewed regularly/annually by both tenant and colleagues to make sure we're on the right track and can be dialled up and down depending on what our tenants tell us as we progress with implementation.

Every tenant will be enabled to have a voice – but not every tenant wants to be part of a focus group or give up their time. We'll make it easy for our tenants to work with us,

whatever their circumstances or needs. Enabling tenants to shape and improve our services through effective implementation of our priorities.

Within this strategy references to 'tenants' includes general rented and leaseholders. And for the avoidance of doubt, this strategy is specifically for the tenants of New Forest District Council, as a landlord, and their communities.

Achievements to date

The Social Housing Regulator made it very clear not to wait for the SHR Bill to become law before acting on the changes required. Equally the Council has not waited for the implementation of this strategy before embarking on the delivery of key actions, which have been:

- a renewed focus on Scrutiny of our services, with the Tenant Involvement Group (TIG) being able to challenge and review our services through a monthly Service Manager's update.
- the introduction of a new Tenant Engagement Manager role to continue to drive a focus on the tenant voice and support New Forest District Council to meet the requirements of the Social Housing Regulation Act.
- a Governance and Scrutiny Review completed by the TIG, feeding directly into the proposals within this strategy.
- implementation of a new Housing Management system – allowing us to better record and report on our customer data.
- all housing teams given regular briefings on the Tenant Satisfaction Measures and new regulatory regime – to increase awareness and in preparation for renewed focus.
- the procurement of a digital platform that will allow digital participation and consultation on NFDCs project. Enabling and supporting co-production and to support listening to tenants' views.
- a group of our involved tenants participated in the consultation on both the proposed Tenant Satisfaction Measures and Decent Homes Standard review.
- tenants helped us review our Void Standards and policy, plus monitored our progress against the policy by carrying out spot checks of our empty homes.
- tenants helped us review our new Mobility Scooter Policy.
- established new surveys to obtain tenant satisfaction with the handover of properties and completion of repairs.
- supported one of our TIG members join the national Social Housing Quality Residents' Panel.
- ensured leaseholders are consulted regarding the procurement of contractors ahead of maintenance schemes taking place in their respective buildings.

- introduced 3 new Building Safety Officer roles to provide a renewed focus on the upkeep of blocks of flats, whilst allowing for tenant feedback on safety issues to be recorded.
- developed a dissatisfaction and tenant feedback process using the new housing management process.
- published our self-assessment against the Housing Ombudsman Complaints Code.
- developed a range of performance and budget information to be published in an annual report.
- improved the level of safety information provided to tenants.
- increased the use of social media and press releases to make our residents aware of housing service initiatives.
- ensured tenants received effective engagement during major works projects, involving decanting to alternative accommodation at Compton House, Sarum House and Robertshaw House, as well as during the installation of 120 Air Source Heat Pumps.



Strategy priority 1

Listening to our tenants

Our tenants are best placed to tell us what's working well and what we can do better. A wide and diverse range of tenants must have opportunities to have their voices heard regarding the services they receive and any significant changes we wish to implement, with a clear line of sight to the Governance structures of the Council.

We will establish a clear offer to tenants on how their voice can be heard, by establishing a menu of engagement opportunities to encourage a diverse set of feedback. This will include:

- establishing a structure for Individual tenants, groups, or tenant associations to feed into formal scrutiny and decision-making processes.
- a review of the functions of our operational teams to ensure we have a presence in our communities and neighbourhoods.
- neighbourhood, rural and community outreach sessions.
- street and village meets.

- activities that support breaking down barriers and provide community cohesion, whilst providing opportunities to capture tenant feedback as a secondary aspect to the event.
- digital forums and surveys.
- transactional surveys, for example following a repair completion, or closure of an ASB case.

We will also:

- establish a protocol for appointed tenants to work alongside the Portfolio Holder, appointed Members of the Housing & Communities Overview & Scrutiny Panel, and senior officers to support co-creation, scrutiny, and feedback on performance.
- ensure tenants are aware of their local Councillors and Portfolio Holder for Housing and Communities and their ability to raise issues with them regarding the services they receive.
- implement a clear structure for active tenant accountability and feedback, with recruitment of specialised project groups to scrutinise and co-produce/co-create policies and strategies.
- establish tenant involvement in the procurement of housing services and contractors that affect tenants and ensure the same principles of tenant engagement are embedded and monitored within those procured services.
- encourage a diverse and well represented collective tenant voice.
- ensure service feedback and dissatisfaction provided by tenants is recorded electronically and escalated appropriately for action and long-term change.
- ensure information to support tenants to make corporate complaints and report repairs and ASB is easily accessible.



Strategy priority 2

Putting tenants first

We will work with our employees to reinforce accountability at all levels of our service. We want to work in partnership with tenants to collectively improve services and outcomes for both tenants and our teams.

We will:

- encourage ownership and accountability of services and actions required by our employees - from the top down – ensuring this is a focus for Members and Directors/Service Managers through the design of strategies and policies, regular briefings, and the inclusion of feedback in service design.
- ensure that tenant feedback is a standard agenda item for tenant facing services (through team meetings, toolbox talks and 1:1 meetings).
- ensure the tenant engagement team are involved in projects and policy/service re-design that will affect tenants.
- provide regular training, webinars and/or briefings to staff, to ensure good practice and relevant legislation is embedded within our Housing Services.

- continue to drive a culture of equality and fairness through data driven feedback, policy design, staff inductions and training. We will challenge negative perceptions and prejudice through education and highlighting 'the lived experience' of engaged tenants.
- establish a partnership approach with tenants where we actively build relationships and empower tenants, our staff, and Council Members to work together and pro-actively challenge poor service.
- build on a culture of collective accountability by encouraging cross-department working.
- establish partnerships with key agencies in the district who will support us deliver key priorities and deliver on their own strategic priorities for the benefit of our tenants.



Strategy priority 3

Knowing our tenants and supporting engagement

Record keeping and data management is a crucial part of listening, understanding, and responding to our tenants, whilst also informing service design. When we get this right, our tenants will receive a quality service that will be trusted. We need to know our tenants to provide services that are important to them and be able to respond based on the needs of those tenants. Without quality data, we can neither respond well, nor can we develop a truly tenant first approach – and at worst, risk being non-compliant with several regulatory expectations.

We will:

- undertake an initial review of our customer data, making sure it is both up to date and relevant - recording data on protected characteristics and housing needs.
- undertake a survey of tenants and their households to collect information relevant to future service design, including personal characteristics and household needs.
- only collect data that is meaningful, up to date, and relevant. To this end, we will periodically review the data we hold, and complete data cleansing exercises where needed.

- embed a data integrity ethos with customer facing teams, which also follows data retention schedules.
- ensure our performance framework adopts the ability for service and tenant feedback to help shape improvements and outcomes for tenants.
- aim to focus engagement activities in community areas and on specific services where needed.
- ensure that all customers have equal access to engagement opportunities and having their voice heard.
- understand the needs of both our own tenants, and other residents in our neighbourhoods and communities to help shape improvements that matter to them and in the places where our tenants live.
- embed how tenant characteristic data and performance data feeds back into service design and improvement.
- make it easy for our teams to use, share and update data that is relevant to their roles, to support effective customer service.



Strategy priority 4

How we communicate with tenants

We know that effective communication is key to the success of not only this strategy, but for tenant engagement and the effective delivery of our services and compliance against regulations. If we do not make it easy for tenants to hold us to account, or make the information they are looking for easy to find and transparent, or we make it difficult for our employees to close feedback loops – then we will be challenged to make any of our tenant engagement priorities work.

We will engage a range of communication methods that meet customer need including:

- outreach in our communities, such as community hubs.
- a digital platform to increase the number of consultation opportunities, project engagement and feedback.
- online communication channels via social media/Digital communication.
- increased access to customer facing teams through an increased presence of staff in our communities, neighbourhoods, and buildings.
- invitations to feedback on services received, such as reactive repairs.

- annual surveys and Tenant Satisfaction Measure perception surveys.
- improved website information and self service.
- publications and subject related guides and leaflets.
- this will include an assessment of fully accessible methods of communication which are available to tenants with disabilities and other characteristics which require barriers to be removed to allow access.

We will also:

- be consistent with our communication style/brand. This will be non-judgemental or 'stigma creating', that promotes equality, diversity and inclusion.
- keep tenants updated on the services that are important to them, using channels that tenants have told us works for them.
- promote positive outcomes and good practice, including positive tenant feedback – building trust with our tenants and teams.
- agree customer standards for response times to phone calls, email, and other feedback.
- acknowledge complaints and tenant correspondence within specified targets and keep tenants informed on the progress of their enquiries.
- communicate relevant Health and Safety information, tenant responsibility and building specific information to the residents that live there.
- communicate effectively with new tenants before they become our tenants and early on in their tenancy to ensure expectations are understood and tenancy support identified.
- ensure our services are responsive to communicating new and emerging issues, for example damp and mould.
- where issues arise or things go wrong e.g., communal boiler breakdowns, contact all affected tenants following a new agreed response and feedback plan.
- ensure that all Leasehold Section 20 consultations are undertaken where required, and that these are effective and compliant both legislatively and following best practice.

- communicate effectively with elected Members and/or other advocates working on behalf of tenants to help resolve matters raised. Where it is not possible to meet their expectations, we will explore alternative options and be honest with what we can achieve or provide.



Implementation and delivery

To meet these four priorities, we will take a flexible approach to tenant engagement – with a range of options to engage that can flex based on customer need. We will outline our formal approach to meeting these priorities in our action plan in Annexe 1. We will implement this with a mix of proactive, responsive, and structured engagement to achieve ‘diversity of voice’, and we’ll make it easy to engage however and whenever suits our tenants.

Proactive engagement

- Outreach
- Surveys
- Online consultation
- Service reviews
- Day to day Housing activities

Responsive engagement

- Complaints

- Dissatisfaction
- Tenant or Community specific issues

Structured engagement

- Tenant Advisory Board/Tenant Gateway
- Panels
- Groups
- Performance reporting
- Partnerships with communities and other agencies

Outcomes and actions

Our engagement activities and commitments in Priority 1 – Listening to Tenants will raise an increased level of feedback from tenants, leaseholders, residents, partner agencies, staff, and Members. It will be important to collate this feedback and ensure this learning is used to continually evaluate services and the actions within this strategy.

As a landlord the Council will be held accountable for its positive contribution to local neighbourhoods. It is therefore important that this strategy not only commits to engagement with tenants, but also residents, other landlords and agencies with a responsibility in local communities, such as the Police, Community Safety and the County Council.

In line with our values, we aim to deliver the following outcomes against the Council's values by the end of the strategy term:

We trust each other & reinforce this with mutual respect - our tenants will trust us and will work with us to inform and improve our services, and we will put things right when they go wrong. We know how important our tenants' homes and communities are - we're in this together and for a common goal of quality homes and services.

Communication is key & your voice will be heard - we will talk, listen, and understand each other. We will make it easy to hear each other and respond to things that matter. Our aim is to ensure an equitable tenant voice, with no group or individual being underrepresented or excluded (no one's opinion/thoughts is amplified over others) - every tenant has a voice if you want or need to be heard.

Measure of success

Monitoring and governance: key measurements of success

The outcomes of the strategy and the work programme will be under continual monitoring and review. Updates to Members and the Council's Executive Management Team will be provided at least annually.

The tenant perception surveys carried out each year will provide valuable insight in to how satisfied our tenants are. It is accepted that there are some quick wins that can be implemented, whilst other changes will take time. Annex 1 allows us to flex our approach and timescales, but the aim will always be to achieve the priorities in this strategy before the end of 2028. The priorities that our tenants tell us mean the most to them will be our focus.

Our key measures of success will be quantitative:

- Improved satisfaction performance year on year following on from the initial set of Tenant Satisfaction Survey Perception Surveys in 23/24.
- Improved satisfaction performance from service surveys year in year.
- Reduction in the number of stage 1 and 2 complaints received from tenants compared with the 23/24 financial year.
- Reduction in the number of disrepair claims compared with the 23/24 financial year.

Our key measures of success will also be qualitative:

- By December 2028 there will be a clear direct line of sight from tenants to the Portfolio Holder for Housing. Tenants will tell us that they are able to directly influence and scrutinise our services (measured by feedback from our Tenant Governance Structure and tenant surveys).
- Tenants will have access to/be provided with accessible meaningful data to judge our performance.
- Our teams and tenants will tell us our tenant data is up to date and accurate.
- Learning from complaints will be embedded into service design and re-design.
- Tenant feedback will tell us where we are not getting things right. Our aim will always be to listen, understand and resolve complaints though to a mutually agreeable outcome.

- We will see and be able to demonstrate a diverse mix of proactively engaged tenants which represents our wider tenant makeup. If part of a formal group, we will be able to measure this via our tenant data and tenant population. However, we will also accept anecdotal feedback (for example if we are completing an online consultation and tenants are not required to provide specific personal data).
- Customer facing teams will tell us/be able to demonstrate improved services or tangible outcomes from tenant engagement activities – be that individual, or community based.
- We will be able to publish success stories and positive feedback from tenants (you said, we listened).
- Tenants will have access to digital portals to give and receive feedback. This may include our own website or a hosted site. The measurement of success will be take-up, engagement in projects, or website 'footfall'.
- Streamlined processes, reduced incoming queries – better operational quality will be demonstrable.

Annexe 1: Strategy Action Plan

Priority 1, listening to our tenants.

Create our offer to tenants, our engagement structure.

Lead officers

Tenant Engagement Manager, Tenant Engagement Team, TIG.

Target date

March 2026.

Establish 'outreach' programme or face to face engagement.

Lead officers:

Tenant Engagement Manager, Tenant Engagement Team

Target date

March 2025.

Establish protocol for appointment and terms of reference for tenants and governance.

Lead officers

Tenant Engagement Team.

Target date

March 2025.

Recruitment of 'Involved Tenants'.

Lead officers

Tenant Engagement Team.

Target date

March 2025.

Creation of panels (such as procurement, complaints, ASB, neighbourhoods)

Lead officers

Tenant Engagement Manager, Tenant Engagement Team

Target date

March 2026.

Priority 2, putting tenants first.

Produce a programme of manager and councillor briefings - agree rollout.

Lead officers

Tenant Engagement Manager, Tenant Engagement Team

Target date

August 2024.

Ongoing – Tenant Engagement Manager update at monthly meetings or toolbox talks.

Lead officers

Tenant Engagement Manager

Target date

Ongoing.

Consider and implement Engaged Tenant shadowing opportunities.

Lead officers

Tenant Engagement Manager, Tenant Engagement Team

Target date

March 2025.

Plan and implement Tenant Engagement Roadshow opportunities with other partners or stakeholders.

Lead officers

Tenant Engagement Manager, Tenant Engagement Team

Target date

March 2026.

Priority 3, knowing our tenants and supporting engagement.

Initial data review and data collection project to ensure current tenant data is up to date and accurate.

Lead officers

Tenant Engagement Manager

Target date

April 2024.

Data review programme - ongoing programme for front line teams and services.

Lead officers

Tenant Engagement Manager, Housing Business and Customer Manager.

Target date

April 2024 and ongoing.

Review and act of feedback – rolling programme.

Lead officers

Tenant Engagement Manager, Tenant Engagement Team

Target date

Ongoing.

Establish measures for success through feedback.

Lead officers

Tenant Engagement Manager

Target date

December 2028.

Priority 4, how we communicate with tenants.

Promote our visibility on estates.

Lead officers

Tenant Engagement Manager, Housing Estates Manager.

Target date

March 2025.

Utilise and report on the success of Citizen Lab.

Lead officers

Tenant Engagement Manager, Greener Housing Manager

Target date

April 2024.

Review and create a Tenant Engagement page on our website and consider increasing social media presence.

Lead officers

Tenant Engagement Manager, Tenant Engagement Team

Target date

September 2023 and ongoing.

Review Hometalk – ensure relevant.

Lead officers

Tenant Engagement Team

Target date

Summer 2024.

Create feedback culture – set up pulse surveys for services.

Lead officers

Tenant Engagement Manager

Target date

March 2025.

Priorities 1, 2, 3, and 4.

Tenant perception surveys – collection and reporting.

Lead officers

Tenant Engagement Manager

Target date

April 2024.

Review new Consumer Standards and complete gap analysis.

Lead officers

Tenant Engagement Manager, Tenant Engagement Team

Target date

April 2024.

Ensuring scrutiny through involved tenants.

Lead officers

Tenant Engagement Manager, heads of service, managers.

Target date

December 2028.

Priorities 1 and 4.

Organise an attractive and fun event(s) to encourage tenants to participate alongside neighbours or fellow tenants and celebrate being a NFDC tenant.

Lead officers

Tenant Engagement team.

Target date

Summer 2025 and potentially ongoing.

HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

WORK PROGRAMME 2023/2024

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
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20 MARCH 2024			
Housing Strategy/ HRA Property development and acquisition update	To receive an update on the progress of the Housing Strategy and HRA property development and acquisition	Update to Panel	Tim Davis
Homelessness Update	To receive an update on homelessness	Update to Panel	Chris Pope
Health and Wellbeing Action Plan	To receive an annual update	Report to Panel	Joanne McClay / Jamie Burton
Housing Maintenance Compliance Update	To receive an update on the progress made against the Council's compliance policies	Report to Panel	Ritchie Thomson
Cost of Living Action Plan	To receive an update on the progress made on the Cost of Living Action plan.	Report to Panel	Ryan Stevens

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