

NOTICE OF MEETING

Meeting:	HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL
Date and Time:	WEDNESDAY, 18 SEPTEMBER 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 INFORMATION:

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.

Members of the public are welcome to attend this meeting. The seating capacity of our Council Chamber public gallery is limited under fire regulations to 22.

Members of the public can watch this meeting live, or the subsequent recording, on the [Council's website](#). Live-streaming and recording of meetings is not a statutory requirement and whilst every endeavour will be made to broadcast our meetings, this cannot be guaranteed. Recordings remain available to view for a minimum of 12 months.

PUBLIC PARTICIPATION:

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 attend the meeting, or speak in accordance with the Council's public participation scheme, should contact the name and number shown above no later than 12.00 noon on Friday, 13 September 2024.

Kate Ryan
Chief Executive

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

AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meeting held on 17 July 2024 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. DIBDEN GOLF COURSE ANNUAL REPORT (Pages 5 - 26)

To receive an annual report providing an update on the contract with Mytime Active on Dibden Golf Course.

5. NEW FOREST LEISURE PARTNERSHIP ANNUAL REPORT (Pages 27 - 60)

To consider the annual report in relation to the New Forest Leisure Partnership with Freedom Leisure operating five leisure centres in the District.

6. FOOD AND SAFETY PERFORMANCE REPORT (Pages 61 - 76)

To consider the Food and Safety Service Performance report.

7. GREENER HOUSING STRATEGY ANNUAL REVIEW (Pages 77 - 100)

To receive an annual update on the delivery of the Greener Housing Strategy.

8. HOMELESSNESS UPDATE (Pages 101 - 108)

To receive an update on homelessness.

9. 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.

10. PORTFOLIO HOLDER'S UPDATE

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

11. WORK PROGRAMME (Pages 109 - 110)

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

12. MEETING DATES 2025/2026

To note the following schedule of Housing and Communities Overview and Scrutiny Panel meetings for the remainder of the 2025/26 municipal year, all commencing at 6.00pm:-

2025

18 June

17 September

2026

21 January

18 March

13. 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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Dibden Golf Centre Annual Report

1st April 2023 – 31st March 2024



Contents

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3. Who are Mytime Active?
4. What are we aiming to achieve?
5. Financial income
6. KPIs
7. What have we done?
8. Looking forward

Who are Mytime Active?

We are a social enterprise on a mission to improve wellbeing within our staff, our members, and our surrounding community. We want people to get more out of life by socializing, being active and eating healthier to not only improve their physical health but their mental wellbeing.

As an independent charity we reinvest our profit back into achieving our goals. Here at Dibden that is to create a golf centre that can be a hub for the local community, not just for golfers but anyone regardless of age or ability, to offer a wide range of facilities from the driving range to the clubhouse to encourage users of all backgrounds.

Mytime Active currently operate a 30 year contract with the New Forest District Council for the management of Dibden Golf Centre. Over the previous years a strong working relationship has been built between the two parties, Mytime Active is committed to continue this working relationship and achieving our goals.

What are we aiming to achieve?

1. Increase golf participation by 10% to 600 by March '25 – short term goal
2. Increase junior golf participation by 10% to 20 members March '25 – short term goal
3. Increase employee engagement from 33 to 50 by March'25 – short term goal
4. Improve the wellbeing of our communities by making our personal wellbeing factor (PWF) 5% greater than the local community
5. Deliver a sustainable EBITDA at 25%

Financial Income

Although the effects of the Covid – 19 pandemic are slowly disappearing the landscape of the business as a whole is still feeling the effects of the changes.

Key Income Headings	2022-2023 Actuals	2023-2024 Actuals	Variance Annually
Membership	£252,978	£325,360	£72,382
Green Fees & Societies	£415,066	£386,877	-£28,189
F&B	£331,312	£356,078	£24,766
Driving Range	£62,879	£67,376	£4,497

Membership

Membership income has seen an increase to a more pre-covid level, the introduction of a 21-30 membership has seen an increased participation from a younger demographic.

Green Fees & Societies

Green fees & society income is down compared to the last financial year. This is due to several factors. Firstly, due to a very poor winter weather wise, we unfortunately had to close the course for a high number of days, and this meant we couldn't accommodate any societies or casual green fee payers over the winter period. This also affected our ability to get the course ready for the season as the greenkeepers were unable to get machinery out onto much of the course to carry out essential work, reducing the number of green fee visitors.

The increased membership also means there is less tee time space available during peak times, this will also have a negative impact on the green fees and societies.

F&B

Food and Beverage income has increased from last year and very close to pre-covid levels. The introduction of Sky Sports into the clubhouse has seen an increase in usage and the younger demographic of members attracted has also helped the increase of income. Due to only having two full-time chefs from the Covid constraints our kitchen hours are limited so this is an area we look to change to increase revenue and increase the number of events we host.

Driving Range

Driving range income is up and we fully expect this to continue after the pro shop refurbishment and new ball machine, new balls and the introduction of some new range mats which has increased customer experience.

Overall, there is a positive trend across the site, although there is room for improvement and Mytime Active will continue to strive for improvement.

Please see below for key expenditure areas:

Key Expenditure Headings	2022-23 Actuals	2023-24 Actuals	Variance annually
Staffing	£428,471	£486,269	-£57,798
R&M	£53,694	£66,559	-£12,865
Energy	£70,014	£62,734	£7,280

Staffing

Mytime Active has always been very proud of the staff retention at Dibden which remains at 98%. We believe that staff are a huge part of the friendly and welcoming environment we are trying to create. The staffing costs have increased this year which is due to longer opening hours (we have returned to normal following shorter hours during the pandemic) and the pro shop re-opening and becoming separate to the clubhouse has meant more staff are required day to day, but this has improved customer experience dramatically, and this remains in budget.

Repair & Maintenance (R&M)

These costs have increased from last year as we have refurbished the pro shop, which included a new range ball dispenser, an extensive service and repair of all greenkeeping equipment following a very tough winter period has also increased these costs. New kitchen equipment such as a new griddle and maintenance to the walk in fridge are essential to keep F&B income.

Energy

Energy costs have decreased slightly this year but that is purely down to the fact the site has been closed due to poor weather conditions a number of days this year, although the clubhouse and pro shop is open as much as possible to offer F&B and driving range, when the golf course is closed the hours are reduced to save these energy costs and staffing costs, Energy costs are still high and Mytime Active and looking for ways to save in this area, such as replacing lights with LED as and they need replacing.

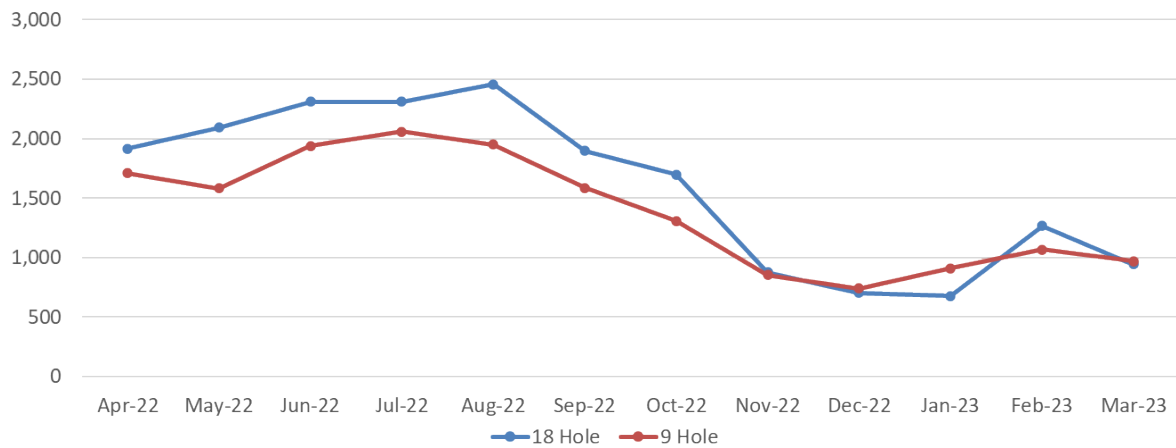
Please see below for total income and expenditure:

	2023-2024 Actual	2023-24 Budget	2023-24 Variance
Income	£1,215,836	£1,209,663	£6,173
Expenditure	£986,241	£911,756	£74,485
Budgeted profit			£297,907
Net profit			£229,595

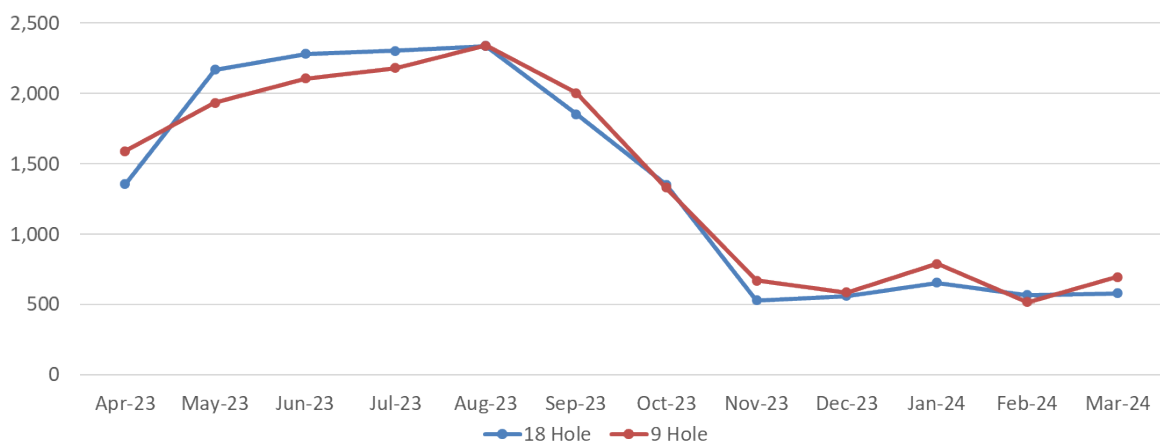
A profitable year overall but we are now in a prime position to capitalise on the increase membership and usage.

KPIs – Roundage

The table below shows the roundage for 22/23 season



The table below shows roundage for 23/24 season



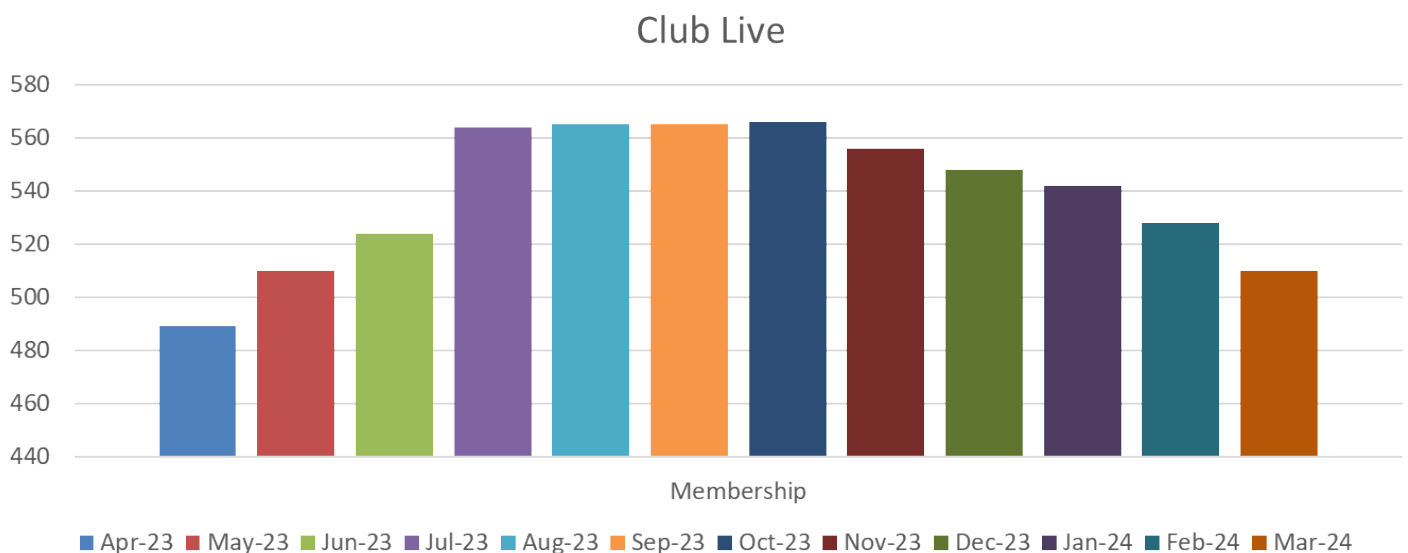
The increase in membership this year has seen a bigger usage in the summer months, but the rapid drop off from August to November is a cause for concern. This winter we have just had was an extreme case, but the future growth of Dibden Golf Centre heavily relies on our ability to sustain wet weather. Mytime will continue to assess and implement course plans with the overall view to make the course more playable and durable during wetter weather.

KPIs Membership

A huge goal for Mytime is to increase the membership at Dibden Golf Centre, although numbers are almost fully recovered from the pandemic the total still hasn't reached its previous peak of 565 with currently 510 members.

The site is targeting 600 members by March '25, to achieve this target we monitor monthly targets on how many new memberships received and how many calls/meetings have been taken during each month.

As the same with the roundage above an issue we have faced is a number of members who cancel monthly payments when it gets to the end of summer or as the weather starts to turn, as shown in the table below.



Setting monthly targets allows us to monitor the busiest months for new members and to track all renewals and cancellations. Our follow up emails and surveys have found the main reason for cancellations and members not renewing there membership is down to course condition.

Thanks to our staff and business values of “show passion, own it and one team” and our centralised marketing, we haven't had an issue with attracting members. Our challenge at Dibden is retaining these members for long periods and keeping them renewing their membership year after year. Together with an improved customer experience teamed with our five-year plan going forward we feel we can achieve this.

What have we done?

Pro shop refurbishment and re-opening, including a partnership with Aces an indoor golf studio – This will improve customer service and enjoyment, many positive comments about the shop opening and offers us a potential added income with more retail opportunities. The indoor golf studio partnership with Aces adds another service to the site and is a key factor when attracting new and junior golfers.

New range ball machine installation – again this improves customer enjoyment and makes the whole service quicker and easier to use. This will also open the opportunity to open the range later to increase revenue.

New kitchen grill – following our asset management plan the kitchen grill was needed to maintain F&B business and the new kitchen layout makes kitchen work much more efficient.

Windows replaced in the function room – Blown windows in the function room have been replaced this will improve customer enjoyment as it will retain heat better in the colder months and stop moisture within the function room.

Redecoration of bar and function room – Events are a big part of the revenue for the clubhouse and redecoration is part of a bigger plan to host more events throughout the year.

Bunker renovations continue (golf course) – bunker renovations continue from last year; four more bunkers are identified as worse and either removed or renovated.

All greenkeeping machinery serviced (golf course) – aligned with our asset management plan all the greenkeeping machinery has had an in-depth service from our greenkeepers to identify which are worth repairing and which machines are higher priority for replacement.

Drainage pipes found and cleared (golf course) – following a tough winter the greenkeeping staff have found existing drainage and cleared as much as possible to help clear the water, this project will be ongoing into this winter.

Purchase of a new greens mower and bunker bike – The bunker bike will help maintain the bunkers and prepare them daily whilst saving greenkeepers valuable time, the new greens mower will help maintain the quality of the greens and having 27 holes on site will help the greenkeeping time cut more often.

Looking forward

The sites long term goals remain the same, which is to be financially stable and generate an EBITDA of 25%, to ensure users are satisfied with the service and to become an integral part of the local community to help with the areas wellbeing. These are the overall benchmarks we aim to achieve in five years' time.

To ensure our long-term goals are met we have identified a number of short term goals to achieve this:

- Membership growth and retention – aiming for 600 members and 75% of these members to return for 3 or more years
- Service utilization – to see an increased number of users from tee times to events
- Food & Beverage performance – increasing customer satisfaction from casual clubhouse users to societies and events
- Junior golf development – see an increase in junior golfer users across all services
- Investment schedule – identify key areas to invest in to achieve our goals

Increased customer service and ease of use and navigation of the site and services will always be a goal for Mytime, through market research of our members, users and the local community we will identify how we can achieve this and all of our short term goals.

Mytime Active (Annual Review)

2023/2024

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We make it simple
for people to
get more out of life

mytimeactive

Who We Are

We are a social enterprise on a mission to improve wellbeing. We make it simple for people to get more out of life by moving more, eating better, feeling positive and making new friends. We understand what it takes to make a positive impact on everyday wellbeing and we are here to make it simple, easy and more fun for everyone in our neighbourhoods to live longer, healthier and happier lives.

Across the generations, from children to grandparents and everyone in between, we help people to get to where they want to be, whatever their starting point. With swimming, gyms, golf, bowling, social and health programmes, our range of wellbeing services ensures we have something for everyone.

As an independent charity, we reinvest our profit back to where it matters – the long-term wellbeing of our local neighbourhoods.



GYM



SWIM



CLASSES



BOWLING



GOLF



DRIVIN
G
RANGE



GOLF
LESSONS



FOOTGOLF

Mytime Active Corporate Update

- **New Senior Leadership Team now in place:**

Chief Executive, Jason Stanton

Finance Director, Neil Whitehead

HR Director, Rhona Mason

Commercial Director, Kelly Stead

Operations Director, Steven May

- **Corporate Plan 2023 and beyond**

1. Increase employee engagement from an average of 33 to 50 by March '24

2. Improve the Wellbeing of our Communities - our members Personal Wellbeing Factor (PWF) at least 5% greater than that of the total local community

3. Deliver a sustainable EBITDA

Dibden Performance Update - Income

Key Income Headings	2022-2023 Actuals	2023-2024 Actuals	Variance Annually
Membership	£252,978	£325,360	£72,382
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F&B	£331,312	£356,078	£24,766
Driving Range	£62,879	£67,376	£4,497
			£73,456

NB – 23/24 trading comparison based on full year 22/23

- Membership up compared to 22-23 showing a slow increase to close to pre covid levels, introduction of a intermediate 21-30 membership has seen an increased participation in a younger demographic.
- F&B is up compared to 22-23 although we are still one FTE chef down the increased membership has seen more people using the F&B facilities
- Green Fees & Societies down annually compared to 22-23 but this is due to increased membership and less space available on the golf course
- Driving Range income moving upward as facilities are improved and more members coming through

Dibden Performance Update - Expenditure

Key Expenditure Headings	2022-23 Actuals	2023-24 Actuals	Variance annually
Staffing	£428,471	£486,269	-£57,798
R&M	£53,694	£66,559	-£12,865
Energy	£70,014	£62,734	£7,280

- Staffing up due to National Minimum Wage Increase across the organisation (Remains in line with budget) Dibden continues to have a full FTE at site. Average staff to turnover percentage is 28%
- Energy costs down due to course closures from a very poor winter weather wise and site opening for shorter hours
- R&M increased spend due to pro shop refurbishment and re opening.
- NB 14% of annual turnover contributed to central support costs.

Dibden Performance Update - Overall

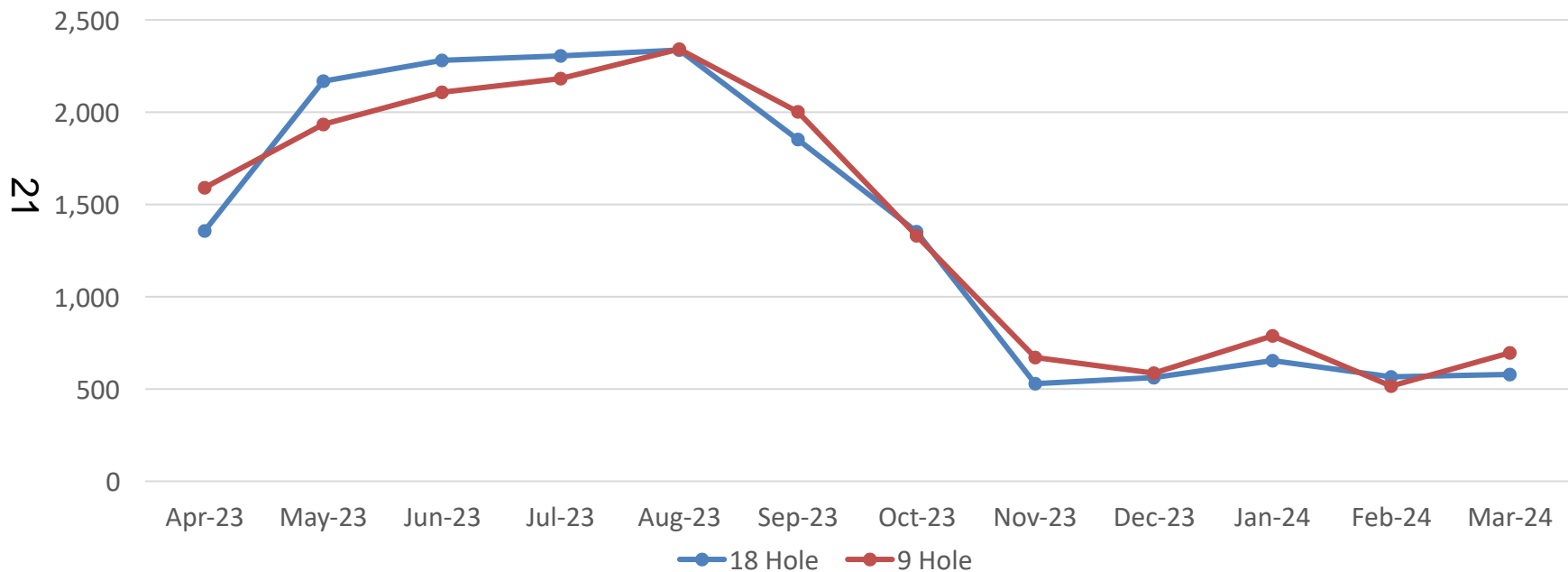
	2023-2024 Actual	2023-24 Budget	2023-24 Variance
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Expenditure	£986,241	£911,756	£74,485
Budgeted profit			£297,907
Net profit			£229,595

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Based on unaudited accounts and includes percentage of annual turnover contributed to central support – Audited accounts to be provided October 2024. Position reflects rent relief. Priority to delivery sustainability through increased income and static payroll costs.

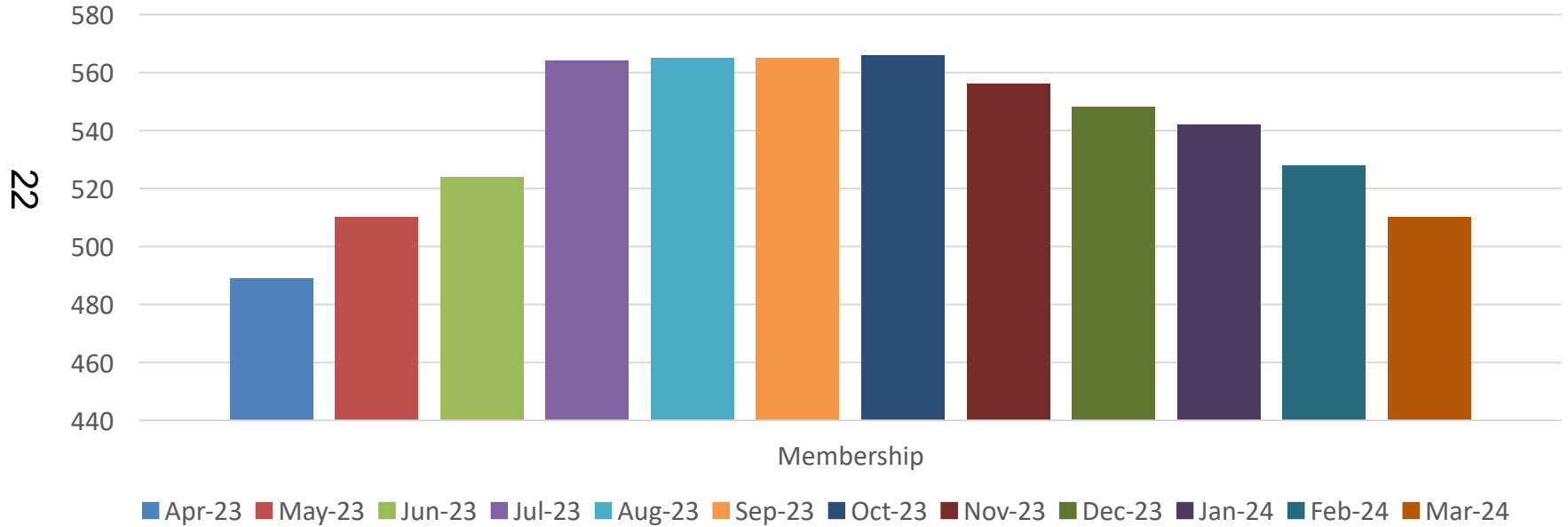
Dibden Participation Levels

Roundage 2023-24



Golf Membership 23-24

Club Live



Completed Works April 23 – Mar 24

- Pro shop refurbishment and re-opening including a partnership with Aces an indoor golf studio
- New range ball machine installation
- New kitchen grill
- Windows replaced in the function room
- Redecoration of bar and function room
- Golf course – bunker renovations continued
- Golf course – All greenkeeping machinery in depth services
- Golf course – Drainage pipes found and cleared
- Golf course – new bunker bike & greens mower

Customer Feedback – Based on You said we Did Strategy.

Dibden Overview – Looking Ahead

Key Aspirational Goals - SWOT

Strengths – Reputation, friendly and welcoming staff, range of facilities on site.

Here at Dibden we pride ourselves on being the heart of the community with most of the staff being long term residents this helps create the friendly welcoming atmosphere. The range of facilities which helps attract golfers of all types is something we look to strengthen to make Dibden a golfing destination for all, re-opening the pro shop has certainly helped with this.

Weaknesses – Drainage during wetter months and lack of course opening during wetter periods, Outreach to the local community

We know areas the we would like to improve with the desired goal to reach more people not only to increase membership but to increase participation in golf.

Opportunities – Targeted engagement in local community to drive membership and facilities, Investment in course and key areas, drive participation in golf through social media & Inreach/Outreach.

Actions – Open ditch work on the 18-hole course, more specifically the back 9 to try and help some of the closure issues from this winter. A growing partnership with Aces to try and increase junior membership and increased participation through quieter periods

Targets – continue to grow membership and participation

Actions – to improve outreach to local community via social media and marketing, improving customer services by moving the pro shop and introducing the indoor studio to attract new members.

mytimeactive

Mission Wellbeing

We make it simple to get more out of life

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New Forest

DISTRICT COUNCIL

July 2023 – June 2024

ANNUAL REPORT 2023 / 2024

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1 Introduction

1.1 Overview

The following report provides detail for the financial year 2023-2024 which was the third full year of Freedom Leisure operating leisure facilities: Applemore Health and Leisure, Lymington Health and Leisure, New Milton Health and Leisure, Ringwood Health and Leisure and Totton Health and Leisure on behalf of the New Forest District Council.

1.2 Strategic alignment



objectives and purpose

Our leisure trust status means it is not all about the finances – our focus is on:

- Increasing participation
- Improving services
- Delivering quality services and experiences for our customers
- Supporting “Active Communities”
- Reducing negative environmental impact
- Delivering for clients and customers
- Developing and rewarding our people

Our strategic objectives cover five key areas, which as a local team we have broken down into four elements to ensure we approach this in the correct fashion for the New Forest community.

	• People	Passionate, bespoke and local
	• Process	Operational excellence / environmentally responsible
	• Customer	Professional trusted partner
	• Product	Innovation & creativity

2. Summary and review of performance for 2023/2024

2.1 Applemore Health and Leisure Centre

Applemore Health and Leisure Centre’s attendance increased significantly after the ‘Covid period’ and several activity areas saw over and above attendance figures compared to pre-Covid. With the introduction of the £200,000+ gym refurbishment after year 2’s £100,000+ installation of a brand new soft play unit in the sports hall, childrens attendance significantly increased and the Venue has evolved into a family friendly destination.

The Healthy Communities activities have continued to grow in popularity and we launched a venue specific ‘Forever Active’ programme that targets physical activity in older adults.

The Centres membership base is now 2,000+ strong and continuing to grow. This demonstrates the success of the gym refurbishment we completed in December 2023 and has grown circa 600 members in 12 months.

2.2 Lymington Health and Leisure Centre

Lymington Health and Leisure Centre’s attendance increased significantly after the ‘Covid period’ and several activity areas saw over and above attendance figures compared to pre-Covid. A continued positive working relationship with Priestlands School has seen ongoing usage of the swimming pool and after long negotiations a shared usage of the sports hall (mainly evening and weekend usage) have been agreed. This has seen community groups and clubs return to the Centre and increased physical participation.

The Venues membership base has grown circa 235 members in the past 12 months and boasts the second largest membership base across the 5 Venues.

2.3 New Milton Health and Leisure Centre

New Milton Health and Leisure Centre’s attendance increased significantly after the ‘Covid period’ and several activity areas saw over and above attendance figures compared to pre-Covid. Arnewood school continue to utilise the sports hall

and swimming pool to deliver their school curriculum and we are actively communicating to maximise opportunities between the two parties.

The Venue boasts the largest Healthy Community programme across all 5 venues (more info can be found on page 15 and 16).

The Venues membership base has grown circa 350 members in the past 12 months following significant investment (circa £200k) into the gym areas in December 2023.

2.4 Ringwood Health and Leisure Centre

Ringwood Health and Leisure Centre's attendance increased significantly after the 'Covid period' and several activity areas saw over and above attendance figures compared to pre-Covid. With the introduction of the £100,000+ installation of an extended soft play area and café area (year 2), childrens attendance significantly increased and the Venue has evolved into a family friendly destination. The Venue achieved a 5* hygiene rating and the café is becoming more popular each month.

A change in our digital marketing strategy has resulted in membership growth from 904 in July 2023 to 1,244 in July 2024.

2.5 Totton Health and Leisure Centre

Totton Health and Leisure Centre's attendance increased significantly after the 'Covid period' and several activity areas saw over, and above attendance figures compared to pre-Covid.

The completion of the FOH refurbishment has modernised the entrance into the venue and improved the customer experience with technical advances in access control (year 2). The FOH improvements included the offering of Costa drinks and catering options so customers can enjoy a variety of food and drinks. The Venue achieved a 5* hygiene rating, and the catering options are becoming more popular each month.

Much like Applemore and New Milton Health and Leisure Centres, significant investment was completed in the gym areas in December 2023 and this has resulted in further membership growth of circa 330 in the past 12 months.

3 People, passionate, bespoke and local:

2023/24 has continued to be an extremely challenging year for the sport and leisure sector as a whole, but Freedom Leisure has worked closely with their local authority partners to provide the best service possible during this difficult time.

3.1 Human resources

Pay and rewards – including pay review and training:

- Reviewed in March 2024, staff pay rewards were delivered to all staff from April 2024 of 3.5%
- ihasco online courses and the freedom internal training programme are being utilised with staff given the ability to complete the training at their place of work or at home (online learning).
- Employees have continued to use discounts from My staff shop, the freedom benefit platform

4 Process, operational excellence/ environmentally responsible

4.1 Summary of significant improvements to facilities or services:

There have been many improvements made to the facilities by Freedom Leisure and New Forest District Council, and these included:

Applemore Health and Leisure Centre

- Upgraded Wet side changing rooms
- Refurbished reception and café area
- Free weights room extension
- Fitness suite full refurbishment
- Sports hall LED lighting replaced
- Pool inflatable
- Various areas decorated throughout the building
- Energy works – ASHP installation (works started in 2022/23 year but will be finalised in 2023/24)

Lymington Health and Leisure Centre

- Full hairdryer replacement
- Health suite upgrades to ensure smooth running of this product
- Fitness suite full refurbishment august 24 (planned for August/ September 2024)
- Group Cycling studio full refurbishment including new bikes (planned for August/ September 2024)



New Milton Health and Leisure Centre

- Wet side AHU (air handling unit) replacement. Significant investment (works started in 2022/ 23 and completed in 2023/ 24)
- Full hairdryer replacement
- Fall arrest upgrade
- Fitness suite full refurbishment November 2023

Ringwood Health and Leisure Centre

- Storage improvements
- New wet side showers
- Energy works – ASHP installation (works started in 2022/23 year but will be finalised in 2023/24)
- Structural steel works upgrades (works started in 2022/23 year but will be finalised in 2023/24)
- Roof surface replacement

Totton Health and Leisure Centre

- Studio upgrade/ extension
- Dry side changing room and toilet upgrade/ extension. Including new shower facilities
- Reception upgrades including turn style updates
- Full hairdryer replacement
- Fitness suite full refurbishment November 2023
- Pool side led lighting replacement (early 2023)

4.3 Incidents:

Below is a summary of 2023/24 accident/incident performance. Headlines are;

	Total visitors	Total accidents	Percentage of accidents
Applemore health & Leisure Centre	362474	59	0.01627%
Lymington Health & Leisure Centre	277112	32	0.012%
New Milton Health & Leisure Centre	271940	36	0.013%
Ringwood Health & Leisure Centre	390782	116	0.029%
Totton Health & Leisure Centre	235053	20	0.00850%

The percentage of total accidents were low across sites this year in line with the total number of visits.

4.6 Environmental Health Office:

The catering facilities across the partnership (Applemore, Totton and Ringwood) all achieved 5-star accreditation.

4.4 Fees and charges:

As part of our annual price review all prices were benchmarked against other leisure operations and inflation.

Secondary spend items were also reviewed in line with supplier and contractor inflation rates, any impact to the customer has been minimised.

Going forward Freedom Leisure will continue to review fees and charges to ensure the service remains excellent value for money while remaining competitive within the market it operates and sensitive to the Council's wishes.

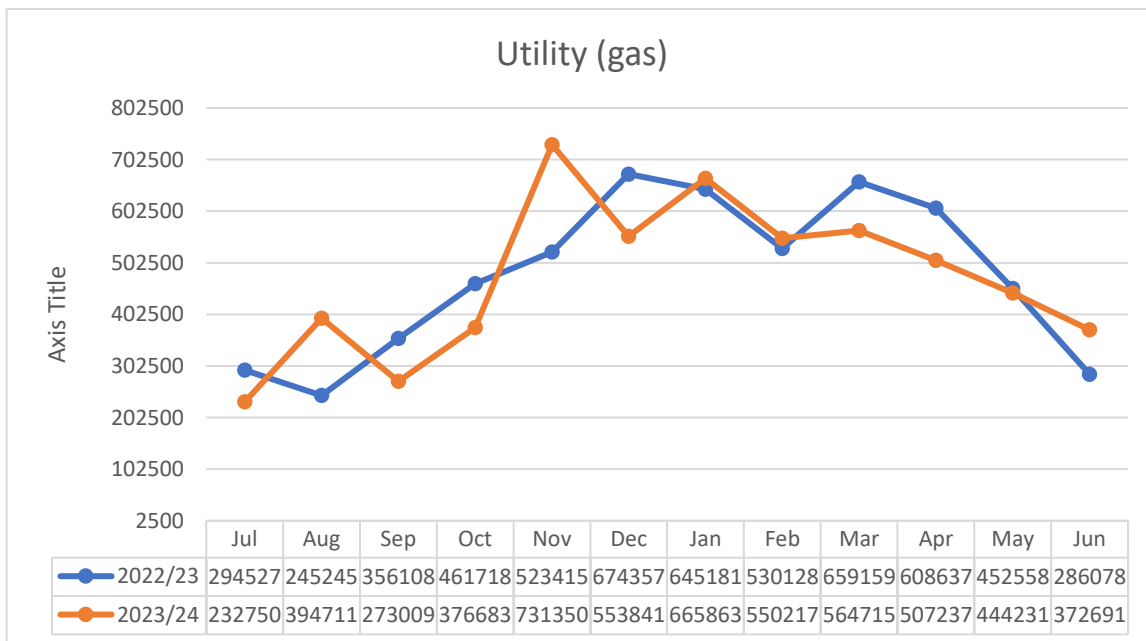
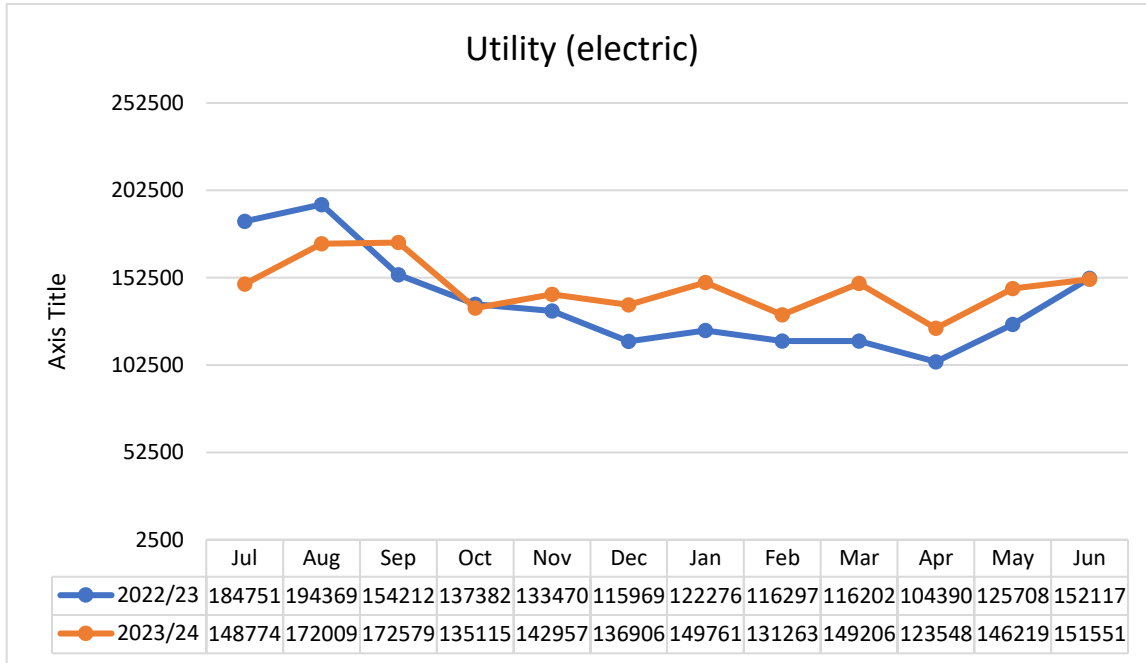
4.5 Environmental:

Freedom Leisure is committed to working with its local authority partners, customers and, crucially, its staff teams to achieve these ambitious targets. A robust sustainability culture is already embedded into the organisation, with the senior leadership team at the not-for-profit trust prioritising environmental management and sustainability as a core business objective in its medium-term plan.

With continuous improvement at the forefront of our minds, we always look for ways to develop, improve and invest in the facilities across the New Forest contract. With our focus being very much on environmental impact, we are also looking at ways to reduce our carbon footprint and continue our journey to net zero emissions.



Utility information:



Key points

- Gas usage down YoY by 69,812 units
- Electricity usage up YoY by 102,745 units
- Continued effort to reduce consumption via staff training and capital projects

Financial impact (July 2023-June 2024)

Total All Sites (gas and electric only)	Applemore	Lymington	New Milton	Ringwood	Totton	Total
Utilities ACTUAL	£185,367	£173,653	£203,274	£191,686	£168,389	£922,369
Utilities BID (3% inflation adjusted)	£94,350	£94,535	£102,623	£81,299	£97,301	£470,108
Difference	£91,017	£99,118	£100,651	£110,387	£71,088	£452,261

5 Customer, profession trusted partner

5.1 Customer satisfaction:

Freedom Leisure is committed to providing excellent customer service. Detail on satisfaction is obtained by the comment cards, email feedback, comments on social media, verbal and surveys. These provide a snapshot in time. Actions are captured using the Efocus system and dealt with as they arise.

5.2 Day to day customer feedback:

Freedom leisure is committed to providing excellent customer service. There are several ways in which it obtains detail on satisfaction. These provide a snapshot in time of current success and areas of improvement. These actions are captured using the Efocus programme and dealt with as they arise. The methods that we will collect feedback are as follows:-

- Online feedback through our website
- Online comments received through social media
- Verbal feedback at site, which is then logged by our colleagues
- Written feedback at site, which is then logged by our colleagues

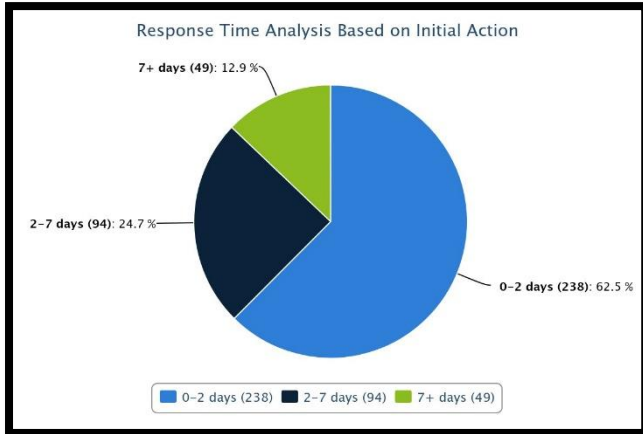


Positive feedback was received this year after significant investment in a number of Venues coupled with improved timetables and customer engagement to shape them.

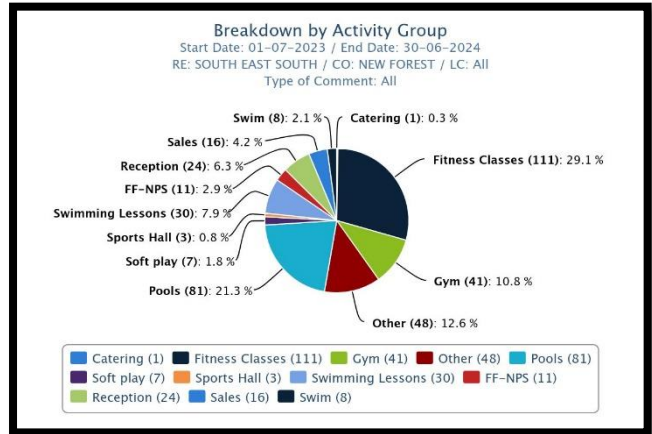
Please find summary of our Efocus feedback received and the timeframe in which we have responded, throughout the year below.

Partnership detail

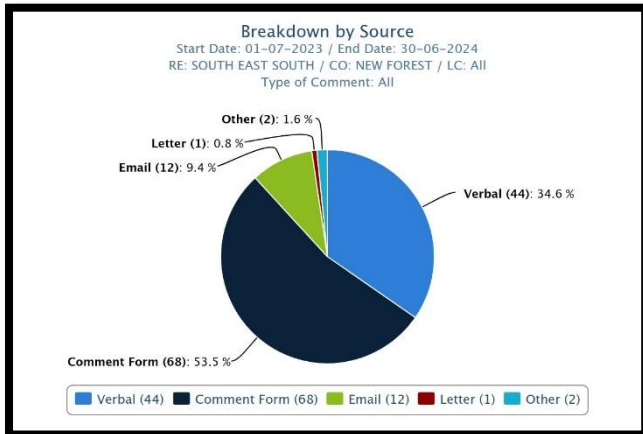
Response time



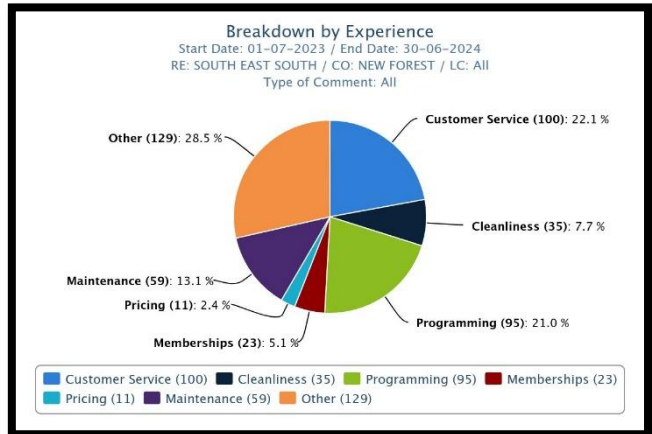
Breakdown by activity



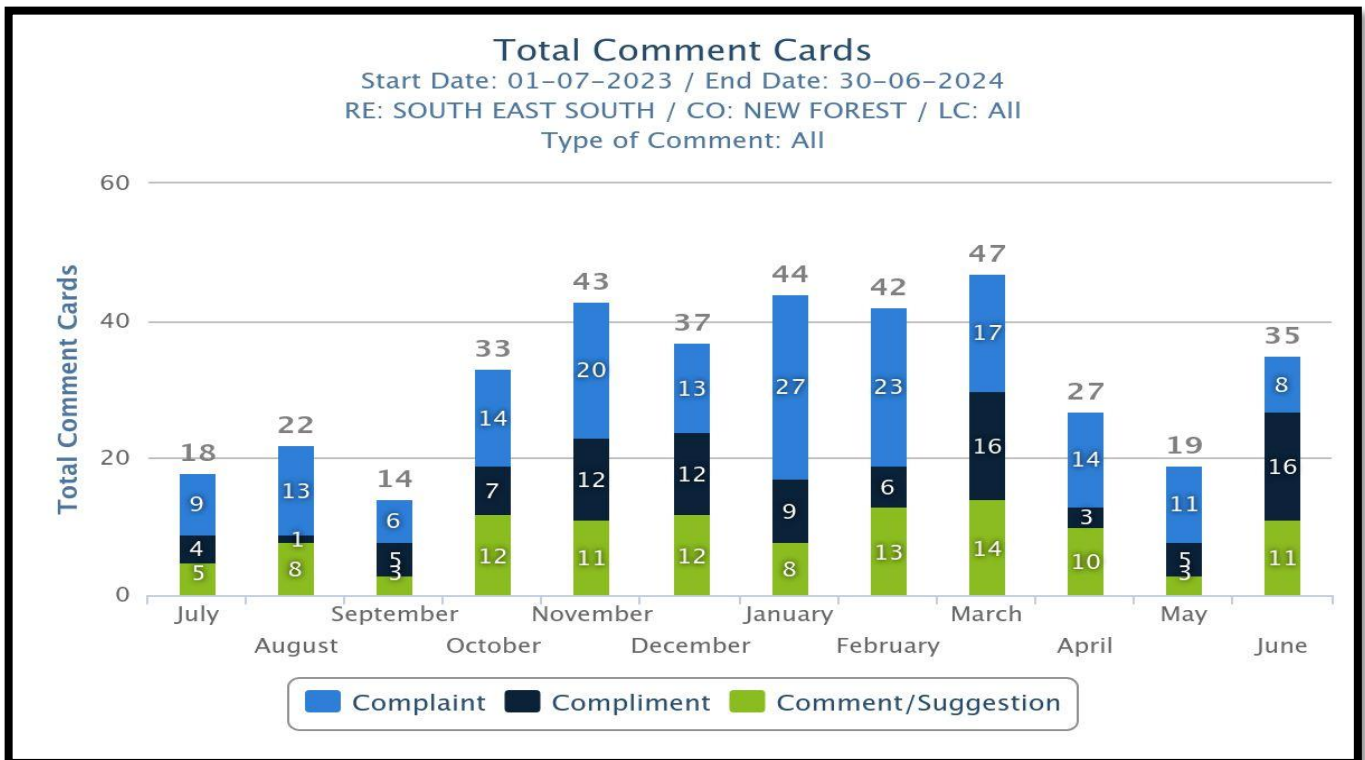
Breakdown of source:



Breakdown of experience:



Comments/ complaints/ compliments



6 Product, innovation and creativity

6.1 Healthy Communities/ sports development:

Our Forever Active programme continues to grow with activities now in place at every venue with the introduction of Chair Pilates. We are now offering 11 Forever Active sessions across the week giving older adults a variety of sessions per week to keep active, in a friendly and casual environment. Tackling loneliness remains a priority for these groups and we often see participants in the cafes enjoying a tea or coffee after their session.



We have faced many challenges this year in gymnastics, mainly due to the national shortage of qualified gymnastics coaches. As a result of this we are no longer running our gymnastics club at Lymington, whilst New Milton has undertaken a re-launch with a fresh team of coaches. We run two sessions per week, both close to capacity. The aim for next year is to increase our offering and continue to build on our base of qualified coaches.

We have introduced an ante-natal membership to our offering which gives pregnant women the opportunity to take out a swim membership for £20 for the year. This is to encourage pregnant women to keep active in a safe way through their pregnancy and encourage them back post birth. Alongside this we now offer parent & baby sessions within our soft plays which are designed to encourage new parents to come along and have

vital interaction with other new parents as well as socialisation and play for the babies, again tackling loneliness within our community.

We also run monthly 'Swim Bike Run' events in partnership with British Triathlon which offers an introduction to triathlons for beginners. This is a casual session with only guidance and suggested distances to cover. The sessions are family friendly and welcome children from 12 years old to attend.

6.2 Holiday Activity & Food:

This year we have continued to offer HAF programmes through external providers which gives low-income families the opportunity to free childcare as well as a balance meal and activity provision during the school holidays.

We have also expanded our internal offering of holiday activities with mini bounce sessions and the introduction of our inflatable aqua runs which have proven to be very popular in the holidays. Especially in the colder months.

As we look forward to next year our aim is to provide internally run holiday camps which will offer children the opportunity to keep active throughout the school holidays, as well as offer essential childcare for families during the school holidays.



6.3 Wellness and GP referral:

Our exercise referral programme has continued to grow this year with 462 members on the scheme with an average of 72 referrals per month. Due to demand, as of August 24 we have recruited two new exercise referral instructors who work across Applemore, Lymington & New Milton which has allowed us to introduce a further 30 hours per week of provision. This has allowed our waiting list for appointments to reduce from 3 weeks to just a few days. We have continued to work closely with NHS partners, including Prehab Services, Stroke Team and pulmonary and cardiac phase III classes. We continue to seek new partnership opportunities with links with southern health perinatal teams as well as NHS balance teams.

We continue to have very strong participation figures with our exercise referral classes. Across the year we have introduced 3 additional Steady & Strong classes as well as the introduction of Cycling Against Joint Pain. These are classes based on our stationary bikes which offers a low intensity class perfect for those suffering with joint pain or living with osteoarthritis. Research has shown that cycling is an ideal low impact form of exercise which benefits those with hip or knee pain. We currently have one class per week at Ringwood and New Milton, which both sessions running at 95% capacity.

Smoking cessation clinics have been introduced at Applemore, Lymington & Ringwood in partnership with Smokefree Hampshire. This service is designed to help those who would like to quit smoking and offers advice and guidance throughout their journey. As Freedom Leisure we can support this service and encourage a healthier and more active lifestyle for the local community we serve.

Health referral class	Participation 2023/2024
Health Circuit	5,061
Pulmonary Rehabilitation	2,223
Cardiac Rehabilitation	1,888
Steady & Strong (Falls prevention)	4,441
Chair Yoga	1,658

6.4 Marketing and Information technology:

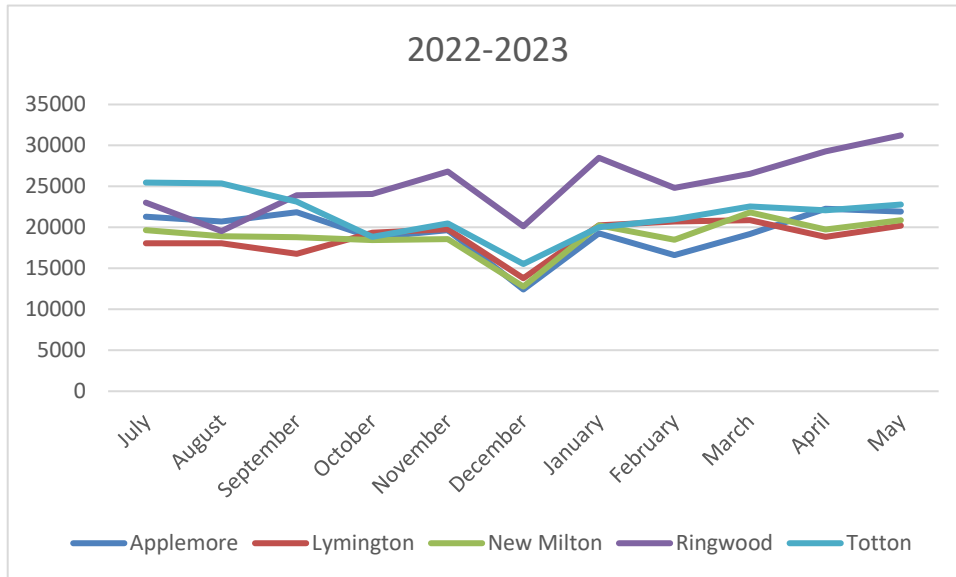
In 2023-24 we utilised the following channels to promote activities: websites, social media: Facebook, Instagram, Google, Brief Your Market email newsletters, text messaging plus internal video screens, banners, posters and leaflets.

Work was also carried out during 2023 to onboard the Freedom Leisure booking app. MyFit App provides access to the centres' online bookings, website and social media plus enhanced features such as news items and push notifications.

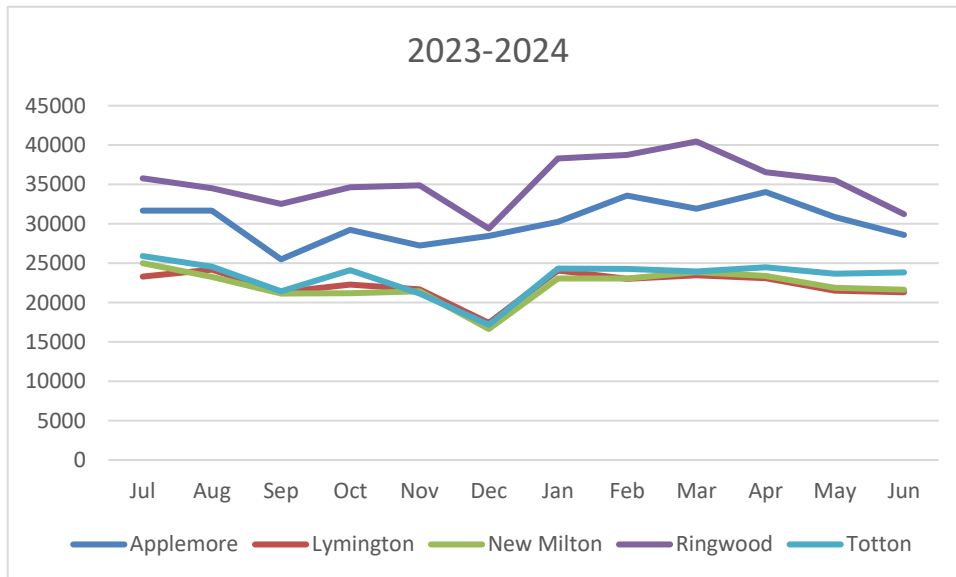
6.5 Participation:

The graph below provides a summary of overall participation rates for activities.

Partnership participation 2022/3 vs 2023/ 24:



2022/3 Total participation = 1,261,268



2023/4 Total participation = 1,596,488

Up 325,220 Year on year.

6.6 Financial

Year 3 of the contract was challenging for Freedom Leisure financially, however the hard work and capital investment completed during year 2 and 3 has seen significantly improved financial performance in the New Forest. The sector is still finding it extremely challenging to cover the huge energy cost increases, whilst still operating in the context of a post pandemic recovery and a cost of living crisis. Year 2 we reported a £1,482,553 loss in the New Forest vs a £320,410 loss in year 3. This is an improvement of £1,162,143 year on year.

Freedom Leisure New Forest Contract Summary							
July 2023 to June 2024	Actual 12m		Bid 12m		Bid 12m		
Income	£8,095,561		£7,917,704		£7,917,704		
Expenditure	£8,415,971		£7,917,704		£7,917,704		
Total Surplus / (Deficit)	-£320,410		£0		£0		
Total All Sites	Applemore	Lymington	New Milton	Ringwood	Totton	Active Communities	Total
Total Income	£2,139,385	£1,368,343	£1,359,287	£1,770,086	£1,458,460	£0	£8,095,561
Total Expenditure	£2,216,763	£1,420,107	£1,419,495	£1,796,560	£1,561,754	£1,291	£8,415,971
Surplus / Deficit	-£77,378	-£51,765	-£60,208	-£26,474	-£103,294	-£1,291	-£320,410

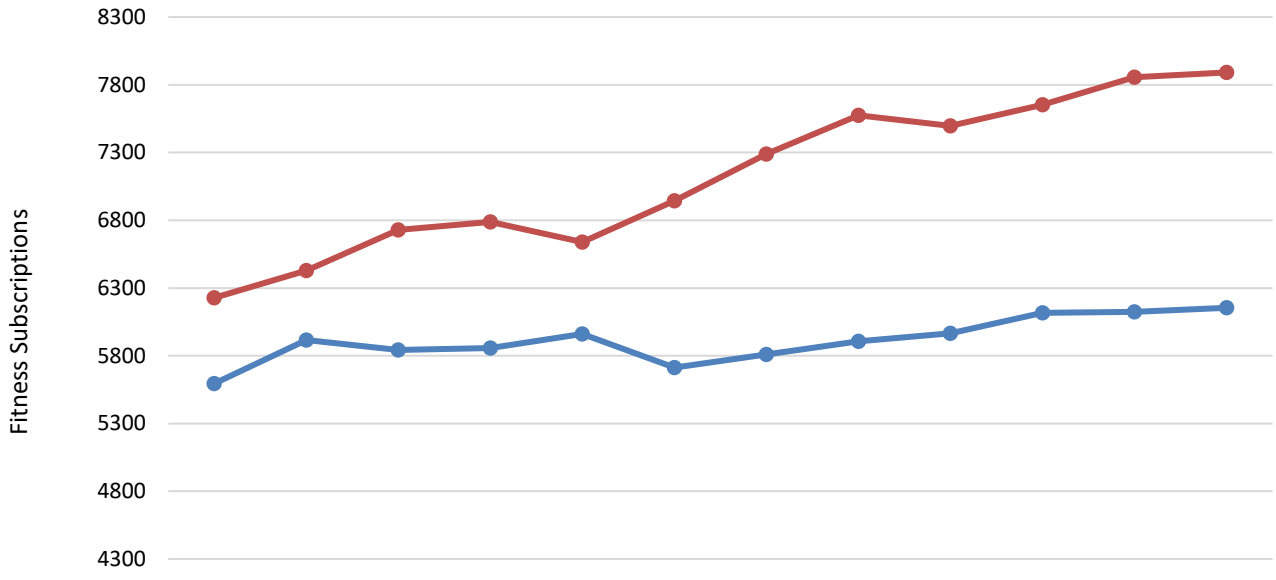
Area Manager Conclusion

2023 – 2024 proved a significantly positive year for all leisure Centres. Following further investment into the Centres we have seen increased participation, sales, income and significant membership growth. As a partnership we have taken huge steps towards delivering the financial bid commitments and based on trends and continued investment, I predict year 4 will see the partnership deliver a small surplus.

I am positive that the partnership is now in a stronger position due to the difficult decisions made in year 2 and this will allow for the partnership to be better placed to offer the very best service and standards moving forward.

An example of this confidence can be demonstrated below:

Health & Fitness Memberships



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
● 2022/23	5595	5916	5844	5858	5962	5713	5810	5907	5966	6118	6123	6154
● 2023/24	6228	6429	6728	6789	6639	6943	7289	7575	7498	7654	7855	7891

New Forest Leisure partnership report

July 2023 – June 2024

45

“ improving lives
through leisure ”



New Forest Partnership – Strategic Objectives and Purpose

46



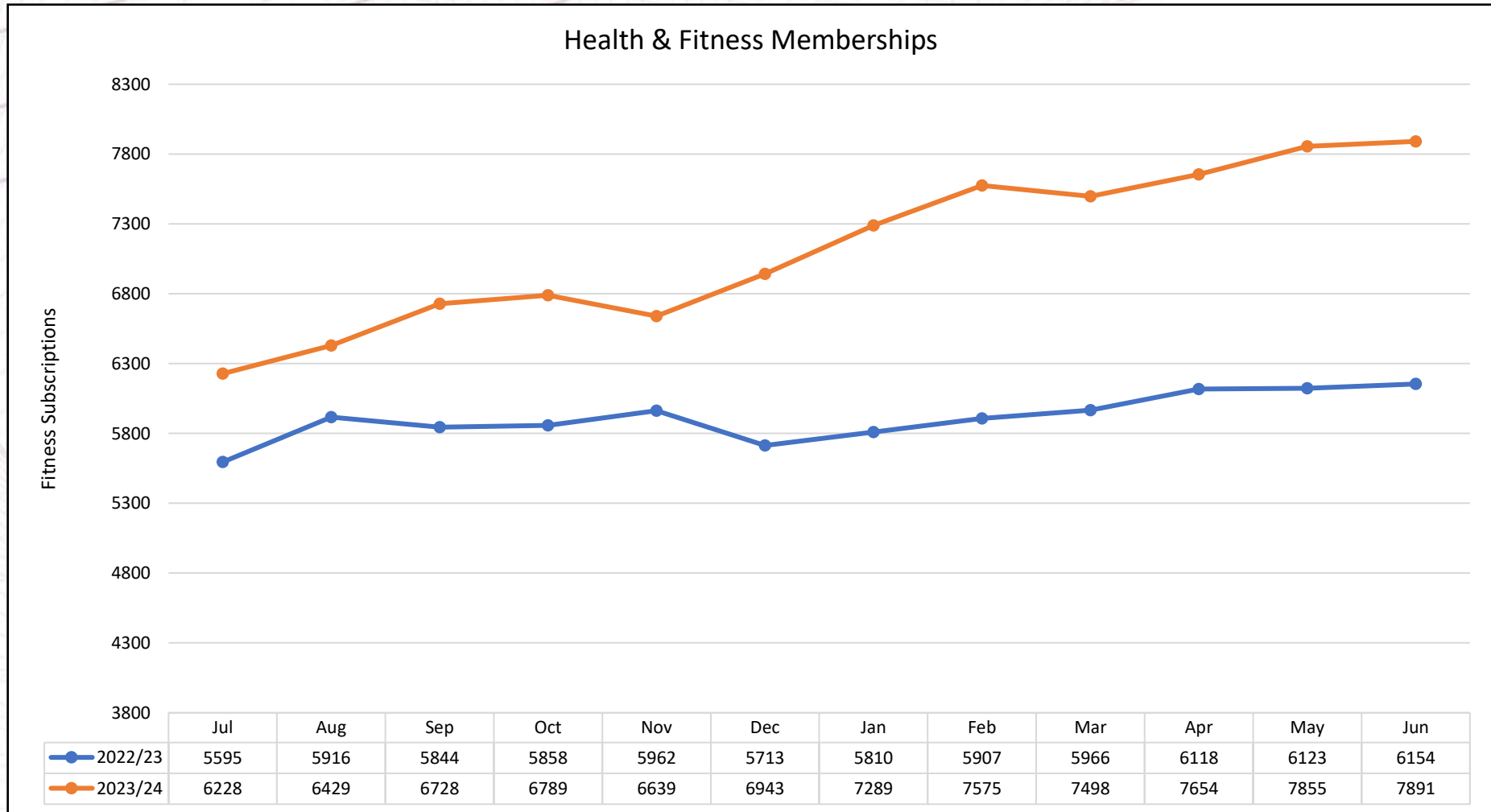
objectives and purpose

Our leisure trust status means it is not all about the finances – our focus is on:

- Increasing participation
- Improving services
- Delivering quality services and experiences for our customers
- Supporting “Active Communities”
- Reducing negative environmental impact
- Delivering for clients and customers
- Developing and rewarding our people

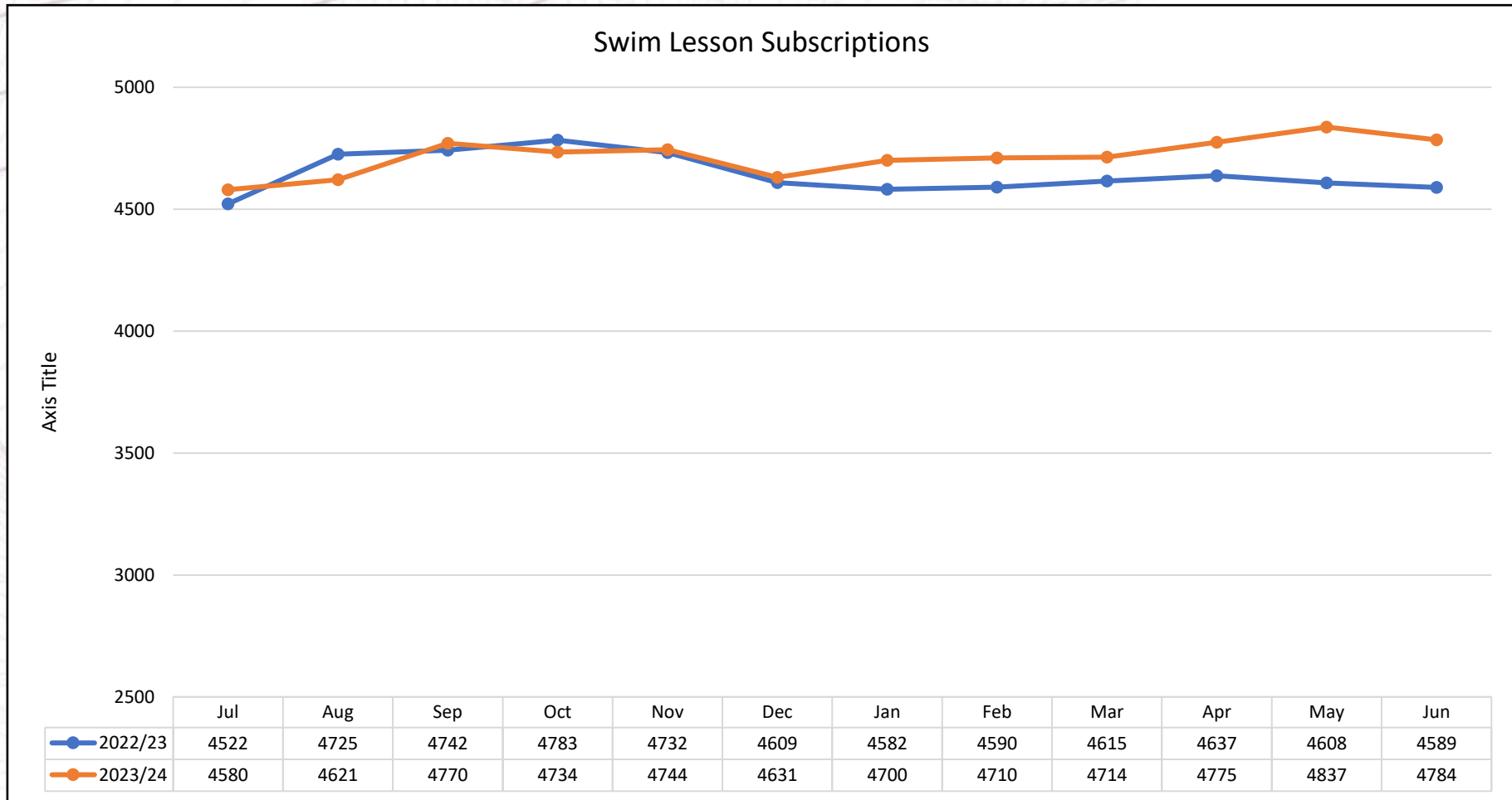
New Forest Partnership Key Performance – Fitness Memberships

47



New Forest Partnership Key Performance – LTS Memberships

48



Utilisation approx. 79%

New Forest Partnership Capital Projects - Applemore

49

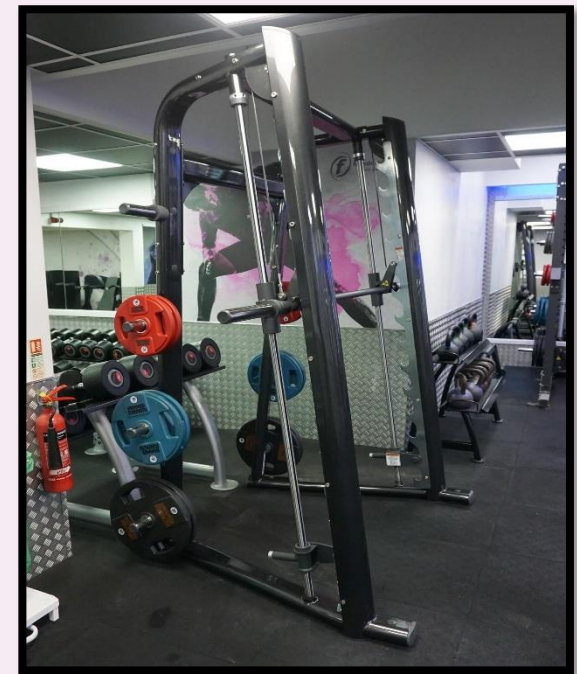
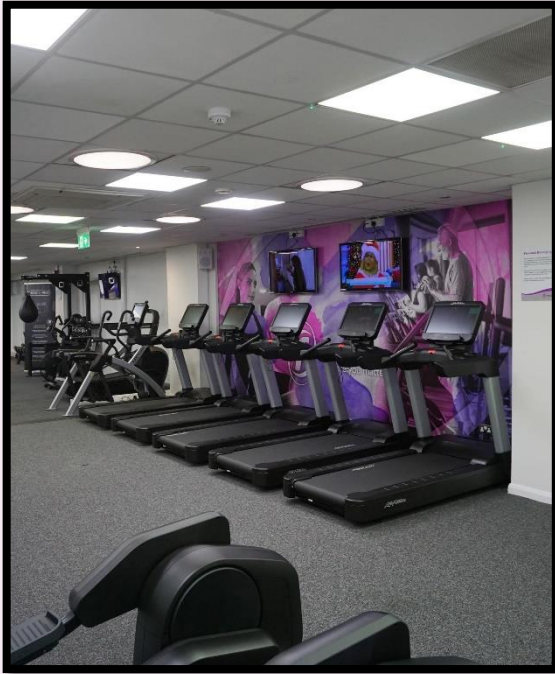


Key project:

Gym refurbishment and free weights extension.

- Resulting in membership growth of 600 over the past 12 months
- Increased fitness instructor resource resulting in improved retention and customer experience

New Forest Partnership Capital Projects - Totton



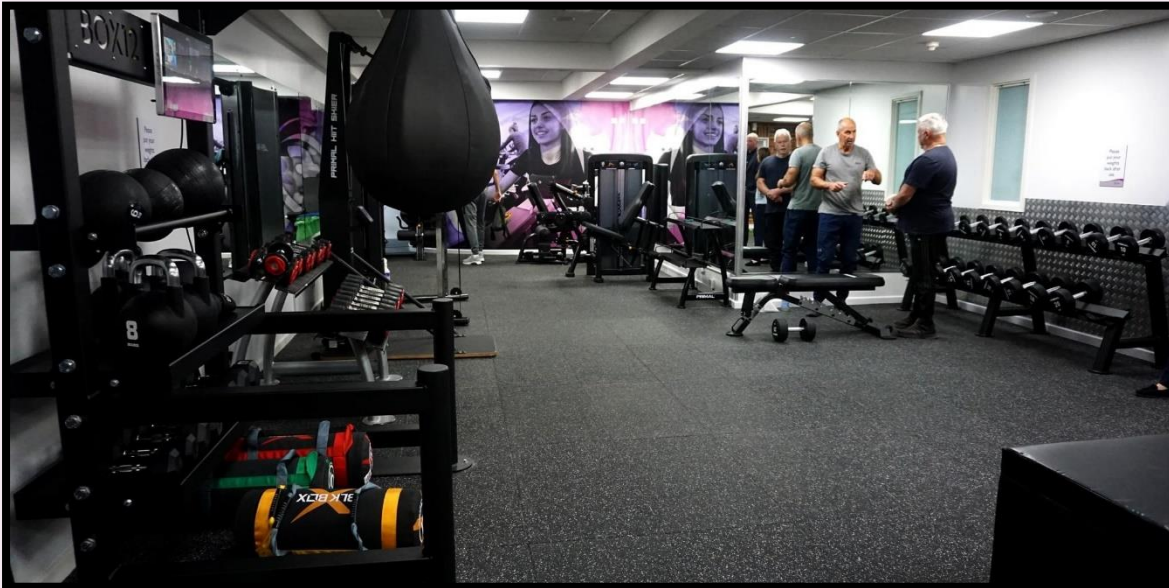
Key project:

Gym refurbishment.

- Resulting in membership growth of 330 over the past 12 months
- Increased fitness instructor resource resulting in improved retention and customer experience

New Forest Partnership Capital Projects – New Milton

51



Key project:

Gym refurbishment.

- Resulting in membership growth of 350 over the past 12 months
- Increased fitness instructor resource resulting in improved retention and customer experience

New Forest Partnership Capital Projects

52

**Total capital spend =
£3,863,022**

New Forest Partnership – Healthy Communities

Key information:

Our exercise referral programme includes the following:

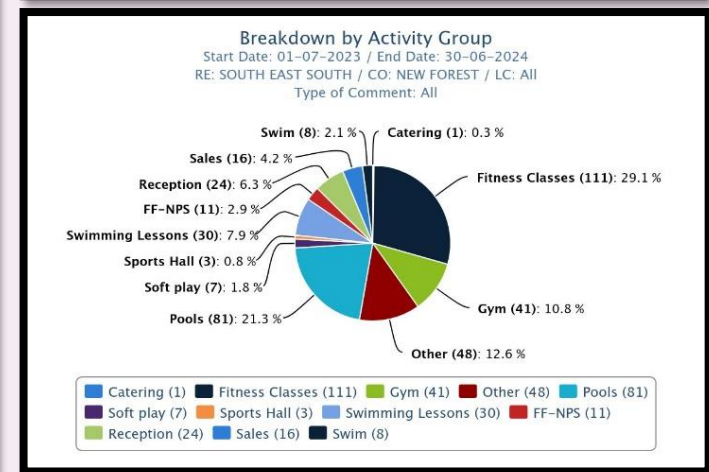
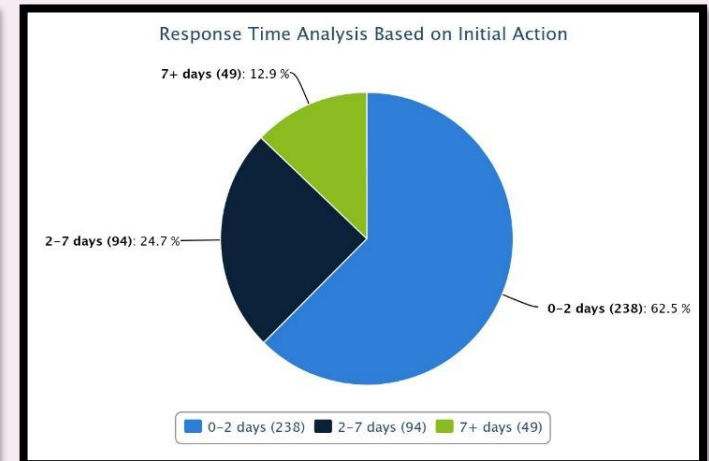
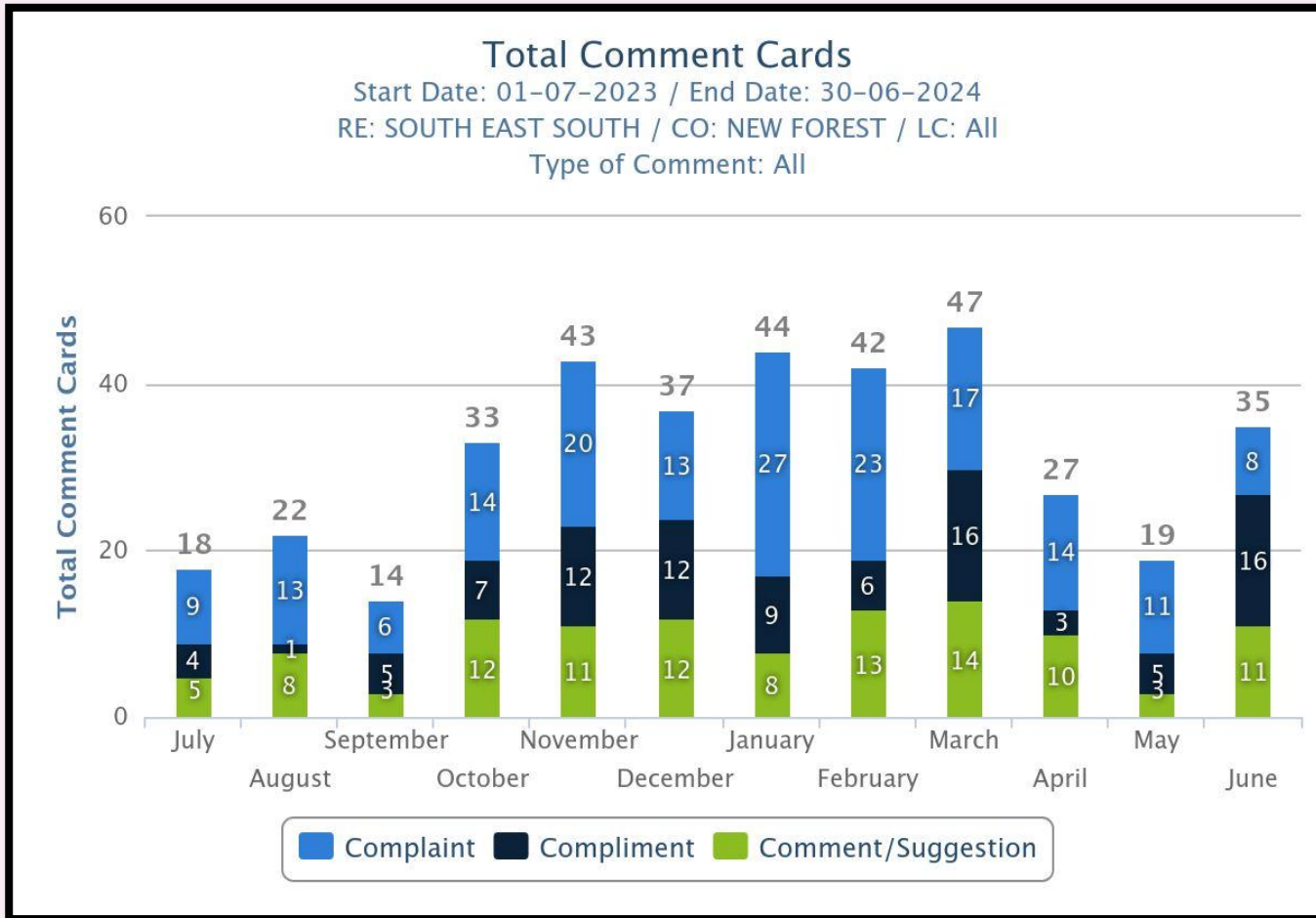
- 3x 1:1 'touch points' with instructors during initial 12-week period
- Additional 12 week 'graduate' membership option for those who complete the initial 12 weeks
- Phase 4 pulmonary rehabilitation classes
- Phase 4 cardiac rehabilitation classes
- Falls prevention classes
- Chair Yoga classes
- Health Circuit classes
- Level 4 Cancer qualified instructors
- Introduction of Ante-natal membership*

Total participation in 2023/ 24 = 15,241 (up 2,614 YoY)



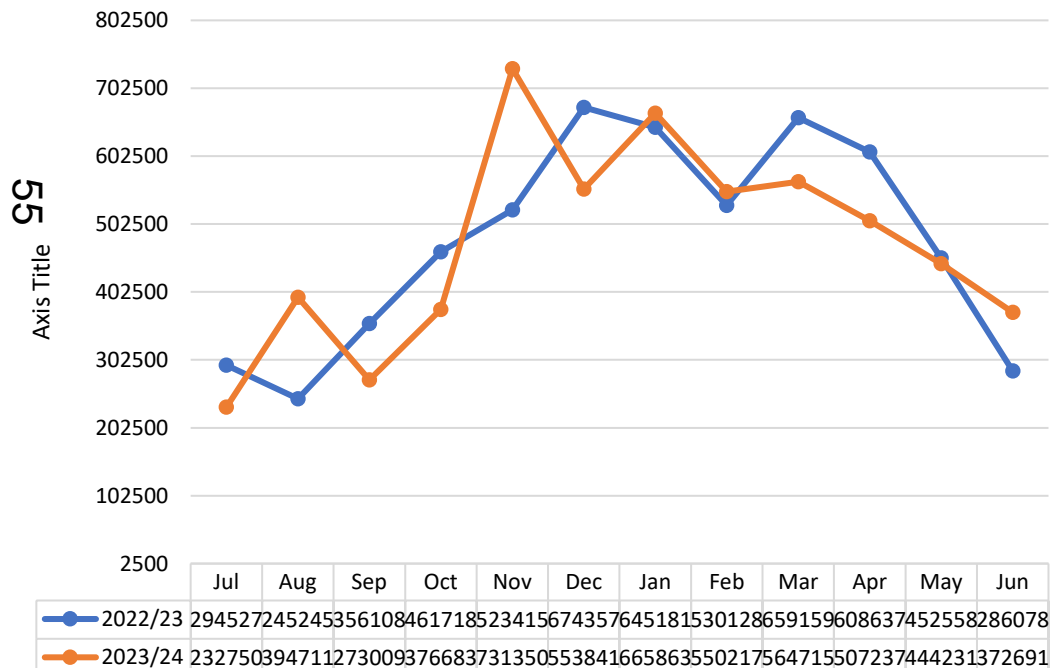
New Forest Partnership – Customer Experience

54

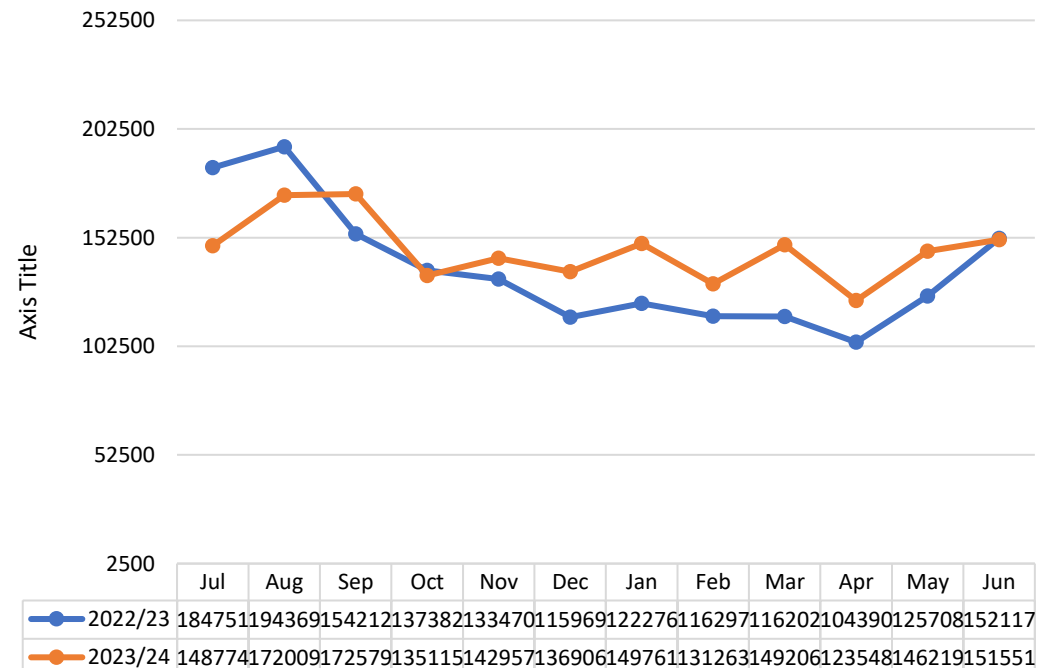


New Forest Partnership Utility – Successes and Impact

Utility (gas)



Utility (electric)



Key successes:

1. Gas usage down YoY by 69,812 units
2. ASHP capital projects completed
3. SPSF achieved in partnership with NFDC

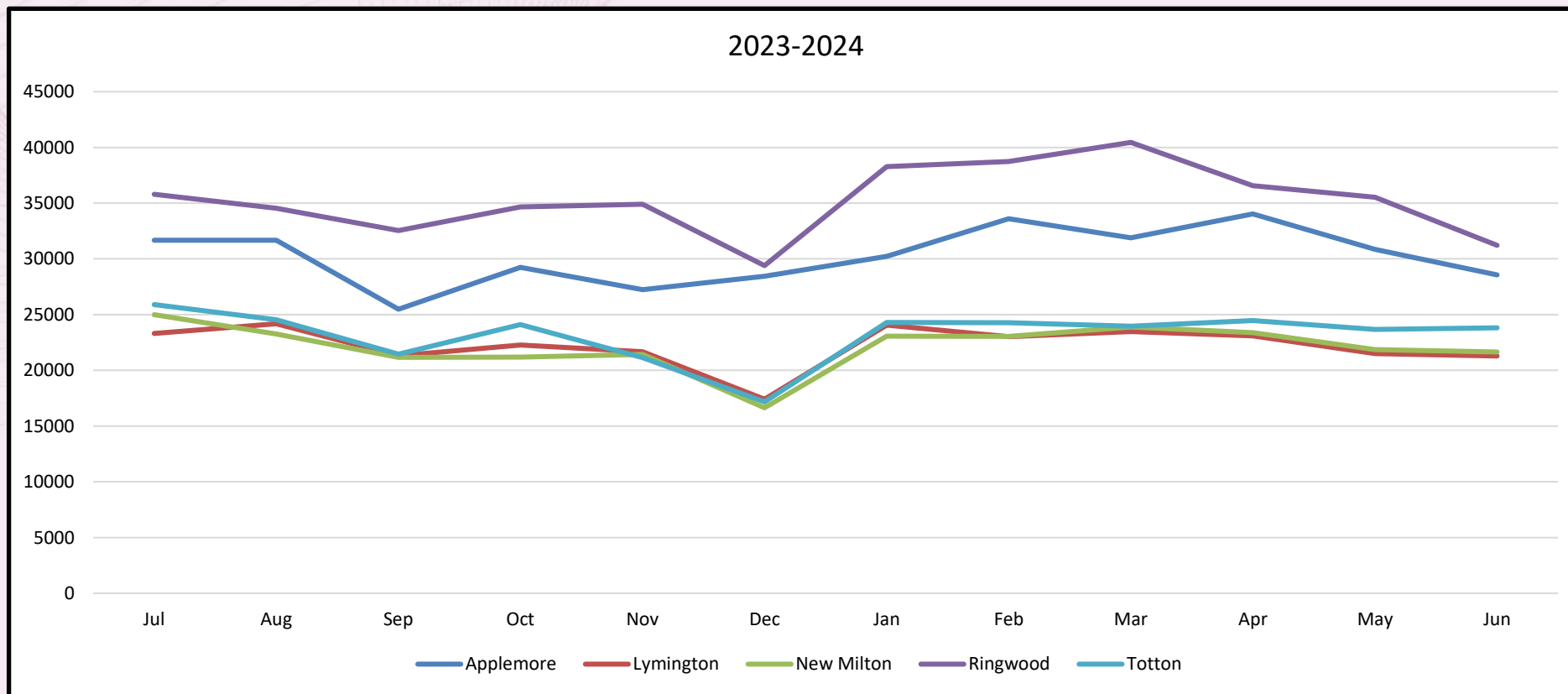
Impact (gas and electric only):

1. Actual cost = £922,369 (down £353,135 from 2022/23)
2. Bid forecast = £470,108
3. Variance = **£452,261**

New Forest Partnership – Participation



Total participation



56

Total 2021 - 2022	74375	54314	84154	87824	98758	71287	99325	96137	106157	95354	101776	103966	1073427
Total 2022 - 2023	107573	102562	104510	99484	105303	74645	108301	101666	110993	112197	117031	117004	1261268
Total 2023 - 2024	141678	138207	121946	131455	126349	109076	139931	142664	143660	141535	133447	126540	1596488

New Forest Partnership – Charity work

57



- Key successes:**
- Over £2,500 raised for 'Wear it Pink' campaign. (Breast Cancer)
 - Over 1,000 Christmas presents donated to children spending Christmas in hospital
 - Working in partnership with the New Forest Basics Food Bank and Youth & Families Matter in Totton over 200 Easter Eggs were donated

New Forest Partnership – Financial Performance

Freedom Leisure New Forest Contract Summary							
July 2023 to June 2024		Actual 12m		Bid 12m		Bid 12m	
Income		£8,095,561		£7,917,704		£7,917,704	
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Total Expenditure	£2,216,763	£1,420,107	£1,419,495	£1,796,560	£1,561,754	£1,291	£8,415,971
Surplus / Deficit	-£77,378	-£51,765	-£60,208	-£26,474	-£103,294	-£1,291	-£320,410

New Forest Partnership – 2023/ 24 Key Objectives

Key Objectives for 2024/ 25

- 1. Gym refurbishment at Lymington. Planned for September 2024**
- 2. Grow participation by a minimum of 10% YoY**
- 3. Grow LTS programme to 5,000+ membership base**
- 4. Grow Fitness membership base to 8,500+**
- 5. Upgrade our customer facing LMS system to the latest software**



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where you matter



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Housing and Communities Overview and Scrutiny Panel – 18 September 2024

Food Safety Performance Report

Purpose	For Review
Classification	Public
Executive Summary	<p>This report details the performance of Food and Safety Team in the delivery of the food safety activities in 2023-2024.</p> <p>It informs the panel of the food safety work undertaken across the district, with the resources available and by taking a risk-based approach to prioritisation of work.</p> <p>The report also sets out the service priorities for the 2024 – 2025 year.</p>
Recommendations	<p>It is recommended that the Housing and Communities Overview and Scrutiny Panel:</p> <p>1) Note the performance of the Food and Safety Team for 2023-24 and support the work plan for delivery of food controls in 2024–25.</p>
Reasons for recommendation(s)	<p>It is a Food Standards Agency requirement that local authorities provide an update to a relevant member forum.</p> <p>This report ensures that the panel is aware of and in support of the proposed work plan, and the Council’s use of its limited resources in the delivery of the service.</p>
Ward(s)	All
Portfolio Holder(s)	Cllr Dan Poole
Strategic Director(s)	Richard Knott – Strategic Director of Housing & Communities
Officer Contact	<p>Ben Stockley Food and Safety Team Manager 023 8028 5348 Ben.stockley@nfdc.gov.uk</p>

	Joanne McClay Service Manager – Environmental and Regulation 023 8028 5325 joanne.mcclay@nfdc.gov.uk
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Introduction

1. The Food Standards Agency (FSA) Food Law Code of Practice for England dated June 2023 requires Local Authorities to produce a plan on how it, as a Competent Authority, intends to deliver and resource official food controls and how it will work towards addressing variances where the outcomes in the plan may not be met.
2. The Code of Practice also requires the performance to be reviewed at least once a year and for it to be documented.
3. This report meets the FSA requirements by providing Members of the Housing and Communities Overview and Scrutiny Panel with a summary of the Food and Safety Teams performance during 2023-24 and identifying how food law controls will be delivered in 2024-25.
4. The work plan takes a risk-based approach to food interventions, which ensures that resources are targeted where they will have greatest impact in protecting and improving the health of residents and visitors to the New Forest.

Background

5. The Food Standards Agency Food Law Code of Practice sets out a framework and guidance that Local Authorities must follow when enforcing food law.
6. It requires the Council as a Competent Authority to set up, implement, maintain and carry out food controls in accordance with documented plans, policies and procedures. These documents ensure that the Authority appoints competent, authorised officers to carry out the full range of official food controls including an intervention programme, investigation of incidents, alerts, complaints, outbreaks, undertaking sampling and taking follow up action or enforcement when required.
7. The intervention programme which is part of the work plan has been drawn up in line with the Code of Practice to ensure inspections and interventions are effective, appropriate and consistent. All food businesses are categorised and given an inspection frequency, based

on the size and scale of the business, types of food handled, and the standards observed during the inspection.

8. A category A business is classed as high risk, due to a combination of either poor standards observed at inspection, high risk foods being handled or sizeable scale of operation. These businesses receive frequent inspections (every 6 months). Whereas category E businesses are smaller scale and lower risk – for example a home-based cake maker and receive less frequent inspections (3 yearly).
9. Following an inspection, businesses also receive a food hygiene rating, between zero and 5, which is a measure of the food safety standards found during the inspection. This score is available on the Food Standards Agency website and is designed to allow the public to make informed choices on where they may wish to eat and shop.
10. Whilst most businesses receive an inspection by an officer, the code of practice does provide some flexibility of approach to interventions, enabling targeting of resources at business of greatest risk, whilst providing a lighter touch approach to lower risk businesses.
11. The Food Standards Agency is currently developing a new modernised food hygiene delivery model to assist Local Authorities in undertaking their role. This is considering options such as national level regulation for the largest food businesses, enhanced registration of businesses, the extension of the roles of regulatory support officers, as well as the use of remote inspections and triaging certain types of businesses. Once this approach has been tested and agreed, it will be implemented into future work plans.

Work Performance in 2023 – 2024

12. In 2023/24 the team required to carry out food safety inspections consisted of four full time Environmental Health Officers and one part time Environmental Health Technical Officer. The team carry out a wide variety of functions in addition to food safety, which includes other high priority work such as health and safety enforcement, animal welfare licensing, skin piercing and caravan licensing.
13. The total time spent on food safety work last year was equivalent to approximately 2.2 full-time equivalent staff, with a contractor, funded by vacancy savings, also employed for 4 months to carry out food inspections.
14. The team carried out a total of **636** food hygiene inspections in 2023/24 which were prioritised on risk, compared to **472** inspections in 2022/23. In addition to these, **125** low risk premises were reviewed via visit, telephone call or email. A greater number of

inspections were completed last year by fewer officers, due to the FSA Code of Practice published in June 2023 giving a greater flexibility of approach with interventions.

15. Of the total number of inspections carried out, **100%** (111) of the highest risk due inspections were completed. This included all high-risk category of A and B (food manufactures and care homes) as well as all poor performing businesses, which are those with a food hygiene rating of 0, 1 or 2.
16. Almost all, **99%** (169 of 171 due) category C medium risk inspections were completed. The two which were not inspected were closed based on being seasonal businesses.
17. In addition, **81%** (267 of 330 due) category D lower risk inspections were undertaken.
18. A total of **26%** (214 of 818 due) lowest risk E rated interventions were undertaken – some were inspections of new low risk businesses, and some a review of existing businesses. It should be noted that many of these E rated food businesses are temporary businesses and have ceased trading since their previous inspection without notifying the Council. Officers are reviewing these businesses as part of their ongoing actions.
19. The performance of the Council in completing E rated interventions is broadly in line with other similar local authorities in Hampshire.
20. During the year, 248 new business registrations, across all ratings, were received, and of those 160 (**65%**) received an inspection. Upon registration, all newly registered businesses are sent a questionnaire which is used to determine the priority schedule of inspection, based on the food safety activity taking place. Lower risk businesses are aimed to be inspected within 4 months of operating where resources allow, so there is always likely to be a disparity in the number of registrations, compared with inspections.
21. A total of 436 food related complaints and requests for service were received during the year, as well as 345 notifications of infectious disease to investigate. This is slightly higher than in the previous year where we received 391 food related complaints and 213 infectious disease notifications.
22. In addition, 130 food samples were taken and to supplement these samples, over 200 indicative swabs were taken during food inspections to indicate standards of hygiene in the business. Sampling is carried out in higher risk premises, in manufacturers where there may be higher risk processes and as part of national and local campaigns based on emerging issues.

23. A total of 15 hygiene improvement notices and 1 imported food detention notice was served in 2023/24. The notices were served due to food businesses not implementing food safety management systems, some having no wash hand basins and for the illegal import of organic food. Food business operators are given a set time to comply with the notice and officers revisit after this time, to ensure the work has been completed.

The Work Plan for 2024 – 2025.

24. The Food Safety Service priorities for 2024-25 are detailed in Appendix 1. This aligns closely with priorities set within the Food Standards Agency Food Law Code of Practice and the Council's Corporate Plan objective - to protect and improve the health and wellbeing of our communities, through implementation of the Food Service Plan.
25. The work plan again prioritises high priority enforcement work according to risk, which will protect the consumer but also support trade and the export of goods.
26. All due high risk or poor performing businesses will be inspected in the year; approximately 12 A and 65 B category businesses, and 24 businesses with a poor 0, 1 or 2 food hygiene rating. (see appendix 2) These are similar numbers to the previous year.
27. All due category C food businesses (122) will receive an inspection or audit, and officers will systematically work through the 288 D rated premises undertaking an appropriate intervention.
28. A total of 749 E rated food businesses are due inspection in the 2024-25 year. Whilst the priority is to inspect higher risk premises, the team will use alternative strategies to work through the large number of lower risk businesses. These alternative strategies involve a lighter touch enforcement approach which could include questionnaires or intelligence gathering visits rather than a full inspection.
29. Appendix 2 highlights the strategy being employed to effectively and flexibly deliver the food safety controls and what measures are being implemented to review and where possible, increase resources.
30. The programme will be monitored by the Service Manager on a quarterly basis and will be reported to the Strategic Director of Housing and Communities and the Portfolio Holder for the Service.

31. The Food Standard Agency also continues to monitor local authorities' delivery of food controls against expectations set out in the Code of Practice through bi-annual data returns and where required, local authority audits. The FSA will intervene where Local Authorities are not delivering official food controls in line with their statutory duties. They have written to Chief Executives and Finance Officers setting out concerns about resourcing and delivery, reminding them of the statutory role when setting budget allocations. Performance managers are allocated to underperforming local authorities, to develop an improvement plans to address the issues.

Corporate plan priorities

32. **Theme:** Empowering our residents to live healthy, connected and fulfilling lives.
33. **Corporate Plan Objective:** Protect and improve the health and wellbeing of our communities.
34. **Service Objective:** Implementation of the Food Safety Service Plan.

Consultation undertaken

35. This report has been reviewed by the Council's Executive Management Team, and the Portfolio Holder prior to drafting this report for panel.

Financial and resource implications

36. The delivery of the Food Safety Service Plan is currently met within the existing Service budget, however further work is being undertaken to address the recruitment and retention challenges faced by the Council, and which is a situation mirrored across the Country. Failure to meet the FSA's standards could result in fines levied against the Council.

Legal implications

37. The Food Standards Agency monitors local authorities' delivery of the food service and will take appropriate measures to improve those which are underperforming.

Risk Assessment

38. The Food Safety Service is delivered on a risk-based approach, with resource directed towards poorer performing businesses and those with greater food safety risks.
39. Failure to carry out our statutory duties in the food safety work programme, will result in a greater risk to public safety and reduced public confidence in food standards across the district.

Environmental / Climate and nature implications

40. There are no direct climate implications arising from the report. Where appropriate alternative enforcement techniques are used to reduce visits and therefore travel, to lower risk businesses.

Equalities implications

41. The service plan and new delivery model is designed to modernise food standards delivery, using local intelligence, and making the system fit for purpose. The aim is to make it easier for businesses to provide safe and trusted food, targeting resources at areas where there is greatest risk to protect the health of all consumers.

Crime and disorder implications

42. To effectively deliver the Food Safety Service Plan, officers may carry out enforcement of the legal provisions, to ensure that the public are not put at risk and there is compliance with the law. This will range from provision of advice, support and guidance for businesses, through to formal enforcement notices and prosecutions.

Data protection / Information governance / ICT implications

43. There are no known implications arising from the recommendations.

Conclusion

44. The report and appendices explain the strategy that the service will take in delivery of food controls to safeguard the health of residents in the New Forest. This will be achieved by targeting resources to ensure that appropriate action is taken to support and control poor performing and higher risk food businesses, whilst making full use of flexibility provided in the Food Law Code of Practice to address lower risk food businesses.

Appendices

Background Papers:

Appendix 1 – Service Plan Priorities None
Appendix 2 – Service Workplan

Appendix 1

Food and Safety Team - Work Plan 2024 – 2025

Introduction	
<p>The food and safety team is responsible for a range of functions, including undertaking food safety regulation, the monitoring and enforcement of workplace health and safety and a range of licensing functions, including animal activities, caravan sites and skin piercing and for operating the event safety advisory group (SAG).</p> <p>This workplan is a summary of those priorities within the team's overall service plan relating to the delivery of the food hygiene and safety service.</p> <p>The aim of the food service plan is to protect the public from potentially dangerous foods and poor food hygiene practices.</p>	
High Priority	
1	To inspect all poor performing, high-risk or approved food businesses due inspection – that is those businesses with a food hygiene rating of 0, 1 or 2 (i.e., non-broadly compliant), or businesses with a risk rating of A or B, and all approved businesses.
2	To promptly inspect newly registered food businesses triaged as high risk, due to foods proposed, scale, frequency and any specified processing.
3	To also inspect lower risk newly registered businesses within 4 months of commencement.
4	To support the operation of the national food hygiene rating scheme by providing businesses with and publishing their rating following food hygiene inspections, and by offering businesses safeguards, including the opportunity to be re-inspected and provided with a new food hygiene rating.
5	For businesses due an inspection, with a risk category of C which are broadly compliant, to alternate between an inspection/audit or another defined action which takes less time and is less burdensome on the business.
6	To engage in and support the Food Standards Agency's review of the delivery of food control in England and Wales.
Lower Priority	
7	To carry out an appropriate intervention on due D rated food businesses, as well as complete outstanding D rated food businesses inspections – this may be either inspection/audit, or another 'official control', or another action which may be undertaken by new or unqualified staff.
8	To continue to carry out alternative enforcement action on lower-risk E rated establishments. This may be an inspection if there have been substantial changes to the business, but in many cases will consist of gathering information on the business.
Business as usual – reactive service	
9	To respond urgently to appropriate notifications to safeguard residents. This may include responding to 'Food Alerts' as directed by the Food Standards Agency, taking local action where it may be necessary to withdraw, seize or detain food, due to notification of food incidents or food hazards, or through the closure of a food business where an imminent risk to health is identified
10	To respond to and when appropriate to investigate complaints and requests for service such as food complaints and premises complaints.
11	To undertake the sampling of food and food business environmental sampling to support work locally and nationally. To investigate where unsatisfactory results are identified.
12	Infectious Disease: To investigate all GP notifications of notifiable food-borne infections and suspected food poisoning outbreaks. Take any necessary actions arising from the investigation and to report outcomes to assist in national surveillance.
13	To continue to offer support to businesses through the Primary Authority partnership scheme.
14	As directed and by agreement with Hampshire Trading Standards or the Food Standards Agency, to inspect some primary production businesses, particularly those for which enforcement may be shared. This may include fishing vessels, deer larders and fruit farms.

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Appendix 2:

Work Plan for 2024-2025

Environmental & Regulation: Food & Safety Team

This work plan explains the proposed delivery of food controls which will be carried out by the Food and Safety Team in the year 2024 – 2025. The Food and Safety Team is responsible for several key activities:

- The responsibility for enforcing food hygiene and food safety legislation in all food premises in the district.
- Carrying out proactive inspections and interventions of food businesses, investigating food and premises complaints, as well as cases of suspected food poisoning and water borne diseases.
- Programming the frequency of inspections of the 2000 food business in the New Forest area; this number remains relatively stable, despite new businesses opening, and some businesses ceasing trading.

Whilst inspection and support of food businesses is the single largest area of work for the Food and Safety Team, it is also responsible for many other work areas including workplace health and safety regulation and caravan and animal welfare licensing.

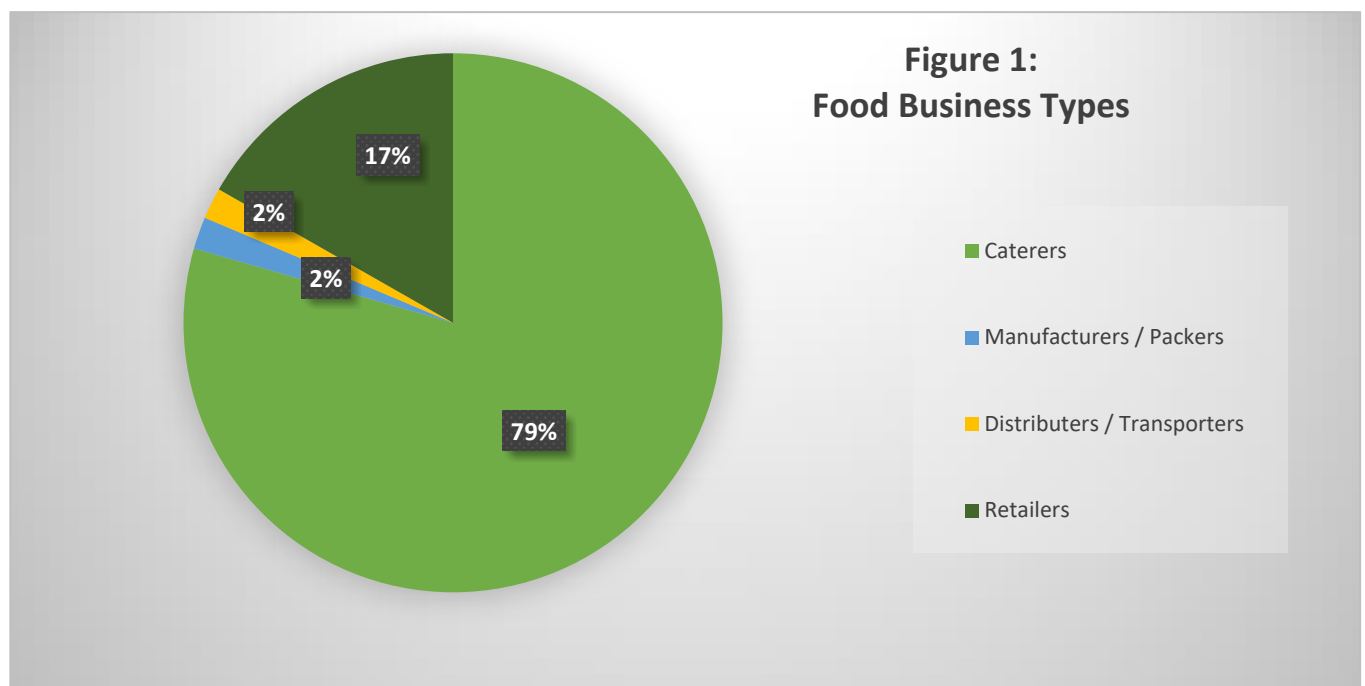
Food Businesses in the New Forest

There are currently 2,038 food businesses in the district, with the majority **96%** being either caterers (**1610**) or retailers (**346**). The remaining 4% of businesses are manufacturers / packers, or distributors / transporters. This is illustrated in Figure 1.

The 79% of businesses which are caterers can be subdivided into 270 restaurants, 140 pubs, 111 takeaways, 53 bed and breakfasts and 38 hotels.

There are **12** approved premises (manufacturers of dairy, meat or fish products) which are subject to enhanced controls, as well as **23** businesses which are primary food producers and include fishing vessels, fruit farms and deer larders.

Of the caterers, most are restaurants (270), public houses (140) and takeaways (111). The remainder are hotels, leisure settings, event caterers and Bed and Breakfast businesses.



Risk profile of food businesses

All businesses generally receive unannounced visits, and at the end of the food hygiene inspection, the business is scored and given a risk rating which dictates when the next routine inspection will be due. This risk rating is based upon the scale of the business, the types of food handled, whether the business undertakes any specific high-risk processing or primarily serves vulnerable groups, and how well the business is performing.

The risk categories are A, B, C, D and E, where A and B are often larger or poor performing businesses, C and D are mainly caterers, and E rated are often small-scale home-based businesses. Figure 2 shows the current profile of businesses in the New Forest.

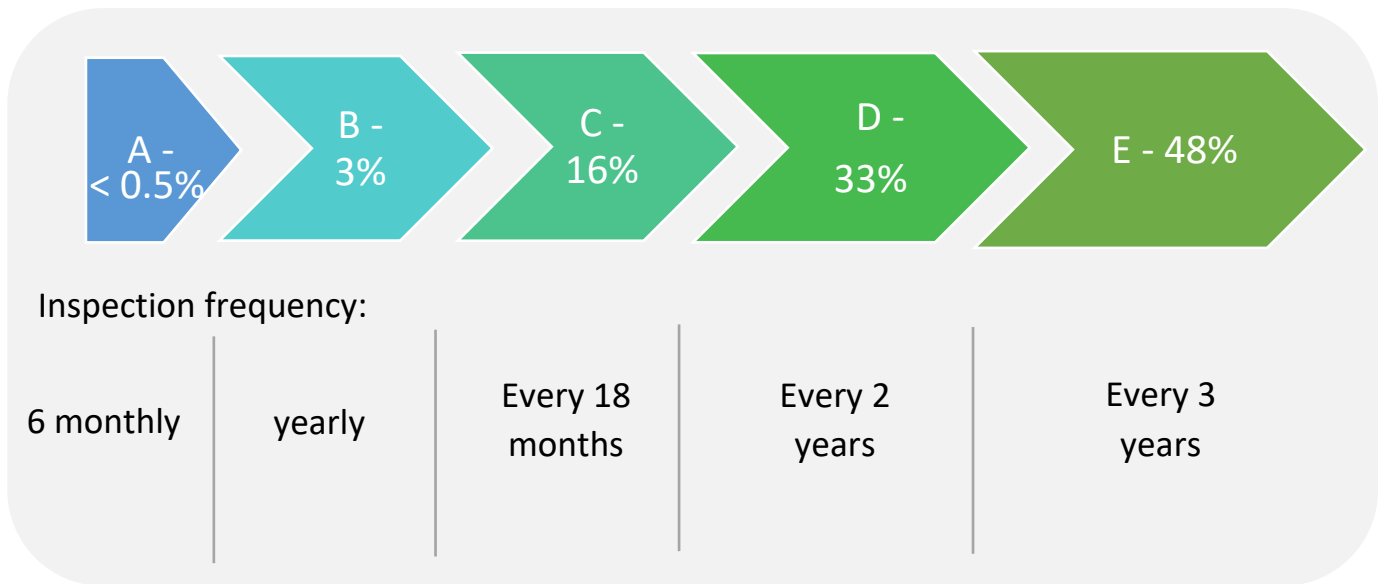


Figure 2 – Profile of food businesses in the New Forest

The purpose of the risk rating is to ensure that local authority resources are effectively targeted towards businesses requiring assistance, whilst reducing the burden on lower risk, compliant businesses.

Almost half of all businesses are lower risk – often domestic cake makers, childminders, and small retailers, and these are contacted and/or visited less frequently, usually every 3 years. Officers' time is prioritised on the almost 20% of premises which are a higher and medium risk (A, B and C rated premises).

It should be noted that not all higher risk A and B rated businesses are of a poor standard. They could be rated higher risk, due to being large food manufacturers producing large quantities of high-risk food or they may be premises serving vulnerable groups (care homes) which require more frequent inspections.

Food Inspections and Interventions due in 2024-25

Figure 3 shows the interventions due in 2024-2025 by risk category. Given that A category premises are inspected at least once every 6 months, should any businesses be scored as an A, these may also become due during the year. Figure 3 does not include businesses which will request a re-inspection – see below for more information.

These interventions consist of both inspections for 2024 – 25 and those outstanding from the previous year.

The 'unrated' column consists of newly registered food businesses which have not yet received an inspection (60), and the estimated number of new registrations likely to be received based on previous year's data.

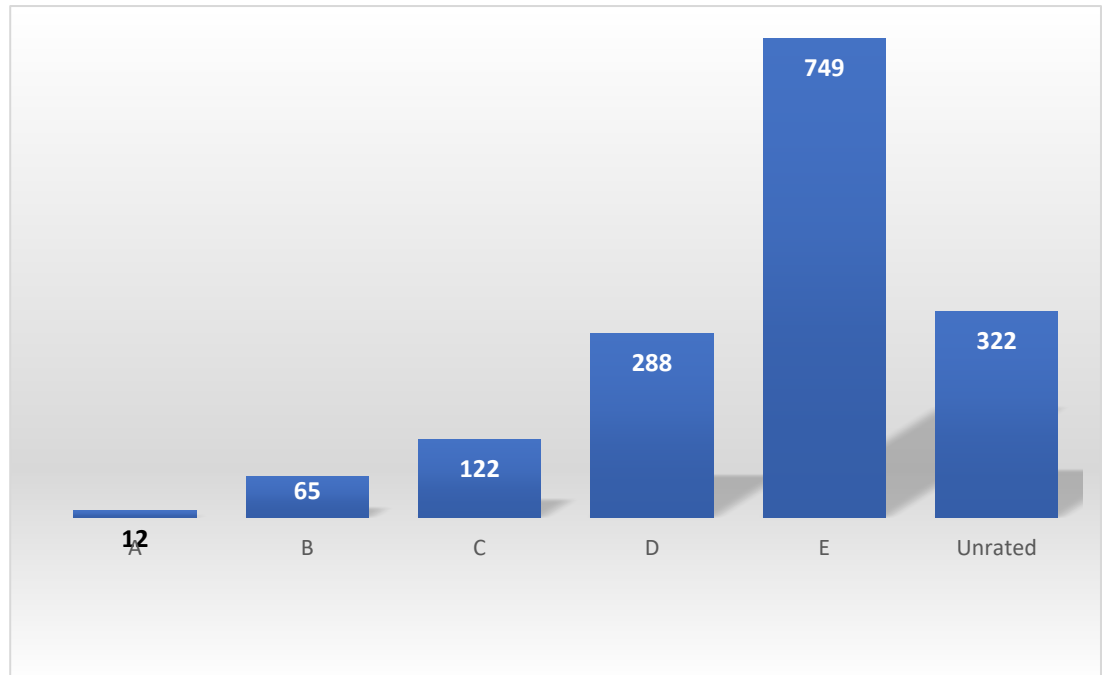


Figure 3 – interventions due by risk category

Food Hygiene Rating Scheme



In addition to the risk rating generated following a food hygiene inspection, businesses will also receive a food hygiene rating. This national scheme is designed to allow consumers to make informed choices on places where they eat out or shop for food whilst encouraging businesses to improve their hygiene standards.

The ratings range from 5, (very good) to 0, (urgent improvement necessary). A business is given a window sticker which displays the rating and the score awarded. In England, businesses are not obliged to display their rating, however all ratings are available for the public to view on the Food Standards Agency website.



The majority of businesses in the New Forest have received a rating of 3 or above.

Currently 98% of businesses have a rating of 5 (very good) 4 (good) or 3 (satisfactory) – against the national average of 97%. Only a 2% minority of businesses currently have a rating of 2, 1 or 0 requiring improvement, urgent improvement or very urgent improvement – against a national average of 3%. These businesses are given actions to carry out and a revisited to ensure standards improve or further enforcement action is taken.

The rating is kept by the business until the next inspection, unless the owner applies and pays for a re-inspection. An officer will then carry out a further inspection and a new rating is issued.

Figure 4 – distribution of food hygiene ratings

There is a fee of £226 for a re-inspection, as this is a discretionary service. Many businesses recognise the importance of having a good rating and the team are seeing an increase in requests for re-inspections (in 2023-24, 41 businesses applied for a re-inspection).

Official and non-official controls

Risk Category of premise	Frequency of intervention	Type of intervention
A	Every 6 months	Inspection or audit
B	At least every year	Inspection or audit
C	At least every 18 months	Alternate between inspection and another 'official control' where the business is broadly compliant. Official controls are normally verifying an aspect of the business or monitoring the business.
D	At least every 2 years	Alternate between inspection and another 'non-official control'. A non-official control could be information gathered not by qualified staff (apprentices)
E	At least every 3 years	Flexible strategy which may include an official or non-official control.

Figure 5 – official and non-official controls

Figure 5 shows the range of controls which are given to local authorities when a food business becomes due an inspection. Whilst high risk premises must receive an inspection or similar, lower risk premises may be subject to lesser controls which enable resources to be targeted towards areas of higher risk.

Investigations and Advice

Across all areas of responsibility, the Food and Safety Team receives over 1,400 requests and complaints each year. Of those, typically, around half relate to food matters, including infectious disease. This figure has been relatively stable for a number of years.

Generally, a third of these are complaints made by members of the public about food purchased or consumed, or standards of hygiene observed at a premise. They also receive complaints from people claiming that food they have eaten has made them ill and although difficult to investigate where there is no physical evidence, further investigations are carried out where more than one complaint is received. The team are notified of over 300 cases of infectious disease per year, most of which are as a result of food poisoning bacteria, such as salmonella and campylobacter. Their role with these cases, is to determine how the individual became unwell, whether a food business could be implicated and if it is a single isolated case or a potential outbreak.

Food Sampling

The Food Standards Agency places considerable emphasis on the importance of sampling as part of the delivery of a local authority's food service. Sampling can be used as both a means to support business, to verify that they are producing safe food and also to emphasise when their food safety controls are inadequate. Local high-risk businesses are sampled, such as manufacturers, especially those carrying out specific processing, including sous-vide foods, butter manufacture, fermentation, or aseptic packaging.

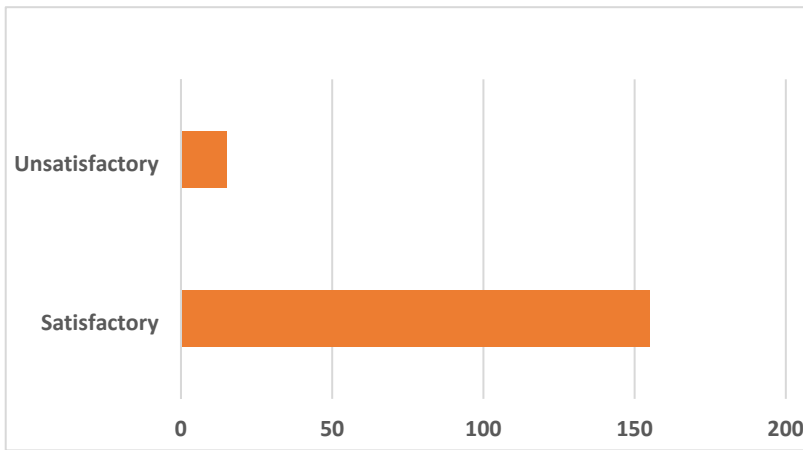


Figure 6: Samples to be taken

The Food and Safety Team also participates in national and local Hampshire wide sampling projects which are identified by emerging issues and epidemiological data. In the coming year, it is planned that the team will participate in studies of pasteurised and unpasteurised cheese, raw shell eggs, and hygiene swabbing in

Last year 130 food samples were taken and sent for analysis and a similar number is planned to be taken this year. Whilst the majority of samples taken are satisfactory, last year 10% were found to not meet food safety requirements.

In these cases, officers support the businesses in investigating what went wrong and will re-sample where necessary to demonstrate that any additional measures put in place by the business have been successful. The role of the team is to ensure that measures are taken to prevent unsafe food from being placed on the market.

Primary Authority



The Primary Authority (PA) scheme allows businesses to form a statutory partnership with a single local authority (or group of authorities) to access assured, robust and reliable advice at a reasonable cost (currently £81/hour). The advice can be on food hygiene and safety, health and safety or licensing and gives companies greater consistency particularly where they have outlets operating across several areas. We currently have two Primary Authority Partnerships which provide a modest cost recovery income, one with a care home provider and the another with a fish products manufacturer.

Primary Authority partnerships are reviewed yearly and can be withdrawn by either party.

As resources allow, the service will consider entering into new partnerships upon request.

Strategy for delivery of the food service

Local Government is facing significant workforce and recruitment challenges which is particularly evident in the environmental health field. The food and safety team are currently operating at a reduced staff capacity as a result of the challenging recruitment market, which has an impact on the number of inspections and other interventions undertaken. Interventions are always prioritised based on risk and in addition the following strategy has been adopted to assist in the effective delivery of the food safety programme and work towards increasing the number of lower risk interventions.

1. Ensuring that interventions are undertaken based on risk and using the full flexibility in delivery of food controls outlined in the Food Law Code of Practice, i.e., undertaking partial inspections, targeted audits, information gathering instead of full inspections in all premises.
2. Triaging newly registered food businesses, identifying those undertaking high risk activities and requiring immediate inspection, from those which are lower risk and are not such a high priority.
3. Reviewing our business systems to ensure that they are as efficient as possible, and that time taken to undertake individual inspections is optimised. For example, providing inspection reports and rating stickers on site for 4 and 5 rated businesses to reduce time in sending inspection paperwork after the visit.

4. Undertaking a recruitment and retention review of Environmental Health Officer and Technical Officer posts, benchmarking salaries across Hampshire and supporting career grading of posts. Once completed, a further recruitment campaign will take place.
5. Appointing and training apprentices through a 4-year degree course to become qualified Environmental Health Officers. Whilst not qualified to undertake inspections, these team members are able to carry out sampling, complaint investigations etc. which frees up the time of authorised staff.
6. Flexible working and overtime for Environmental Health Officers to enable them to inspect businesses during their operating hours which includes evenings and weekends.
7. Appointing qualified agency staff on a short-term basis when available to cover the current vacant posts within the team.

By applying this strategy, the Food and Safety Team aim to complete all high and medium risk A, B, C rated premises and then prioritise the D rated inspections and use alternative inspection strategies with the E rated premises. It should be noted that with current resources not all D and E rated inspections will be completed.

Progress is reviewed on a quarterly basis, by the Service Manager, to ensure that this strategy is effective in best utilisation of resources to delivering the statutory food safety function. Feedback will also be provided to the Strategic Director and Portfolio Holder on a quarterly basis through Service dashboards to enable them to monitor progress.

Housing and Communities Overview and Scrutiny Panel - 18 September 2024

Greener Housing Strategy Annual Review

Purpose	For Review
Classification	Public
Executive Summary	<p>This is the second annual report providing an update on progress toward achieving the aims of the Greener Housing Strategy (2022 to 2032).</p> <p>From September 2023 to August 2024, the Council has worked to progress each of the 4 key priorities, raising awareness of available funding streams to support private homeowners, lobbying government to push for change while improving the data held by the council to improve the energy performance of its stock and reduce fuel poverty.</p> <p>The significant costs associated with decarbonisation means the council should continue to take a balanced approach, taking advantage of current funding where it makes financial sense.</p> <p>Officers will continue to stay informed of advancements in technology and the proposed changes to energy performance certification.</p> <p>In recent years, extra resources have been made available to strengthen the Council's approach to Greener Housing. This work is being firmly embedded within the day-to-day work and culture of the Council's Housing Services.</p>
Recommendation(s)	Panel Members to note the progress made from September 2023 – 31 st August 2024 to deliver the priorities and actions in the Greener Housing Strategy 2022-32.

Reasons for recommendation(s)	<p>The Greener Housing Strategy supports the Council’s Climate Change and Nature Emergency Action Plan.</p> <p>The Greener Housing Strategy is a key document within the corporate plan, which prioritises a reduction in carbon emissions for Council’s own Housing Stock, private sector housing and the wider district.</p> <p>It outlines the high costs and reputational risk associated with decarbonisation to meet government legislation to achieve net zero carbon by 2050, identifying improvements and helping plan for interim targets.</p>
Ward(s)	All
Portfolio Holder(s)	Councillor Steve Davies – Housing and Homelessness
Strategic Director(s)	<p>Richard Knott – Director of Housing and communities</p> <p>Paul Thomas - Assistant Director – Housing and Communities</p>
Officer Contact	<p>Sophie Tuffin</p> <p>Service Manager – Housing Maintenance Programmes and Servicing.</p> <p>02380 285 992</p> <p>Sophie.tuffin@nfdc.gov.uk</p>

Introduction and background

1. The Green Housing Strategy details the 4 main priorities and actions the Housing Service will deliver on over the next 10 years. These are:
 - i. Strategic Priority 1: Reduce Carbon Emissions in the Council’s Housing Stock
 - ii. Strategic Priority 2: Council Housing New Build Standards
 - iii. Strategic Priority 3: Private Sector Housing Decarbonisation

iv. Strategic Priority 4: Housing Service Operations

2. Through delivery of the strategy the Council seeks to improve the energy efficiency of existing council homes, develop new council homes which do not require future retrofit, take action to address decarbonisation of the housing stock, and reduce the impact on the cost of living associated with cold inefficient homes. The strategy incorporates renewable energy generation and support for sustainable transport across the district.
3. This is the second annual report providing an update on progress toward achieving the aims of the Strategy. A table of agreed actions from the strategy, with progress reports can be viewed at Appendix 1.
4. The first annual report gave councillors the context to why the council has a Greener Housing strategy, an overview of the delivery challenges it faces and the regulations which set targets for the housing sector in achieving these improved energy efficiencies for the 5,200 homes to meet 2030 and 2050 targets. The last 12 months has been a challenging time for the UK's aging housing stock as the number of homes being retrofitted remains low, while the cost to improve homes using qualified trades has increased through inflation and skills shortages, whilst pilot schemes aiming to utilise domestic hydrogen, failed to deliver.
5. In July 2024, a new government set out plans to meet net zero by 2050. Committing £6.6 billion to retrofitting homes and supporting green energy production through GB Energy. Continued support of schemes like the Social Housing Decarbonisation Fund (SHDF) will run until March 2028.
6. The Clean Growth Strategy 2017 continues to set timescales for achieving energy performance certificate (EPC) Band C by 2030. The strategy requires the installation of thermal improvements while taking a pragmatic approach to decarbonisation to protect households from the effects of fuel poverty.
7. The Greener Housing Delivery Manager joined the council in November 2022, mobilising the 4 strategic priorities of the strategy to raise the profile of decarbonisation and energy improvements. A Restructure of housing services in May 2024 appointed Sophie Tuffin the incumbent Greener Housing Delivery Manager to Service Manager, Housing Maintenance Programmes and Servicing.

8. Reconising the importance of a dedicated role for greener housing, the existing Housing Asset Manager role will be amended to become Decarbonisation and Planned Manager from September 2024. This change is nessessary to fully integrate the Council’s approach to retrofitting with day to day repairs and planned works.
9. In 2023 the Housing Asset Manager, through the delivery of planned maintenance schemes was responsible for the upgrade of 277 council homes to EPC band C. In 2024-25 the budget for planned works is £8.6 million. It is expected that a similar number of homes will reach EPC band C. Therefore, aligning the priorities of the Greener Housing Strategy within the housing asset manager role and planned works teams is essential to long-term delivery.

Corporate plan priorities

10. The Councils new corporate plan 2024 – 2028, includes the Greener Housing Strategy as priority 3: Meeting the Housing Needs.
11. This strategy supports the wider objectives of the corporate plan through, People, Place and Prosperity themes. These are further underpinned by the Future New Forest transformation programme and our corporate LEAF values.

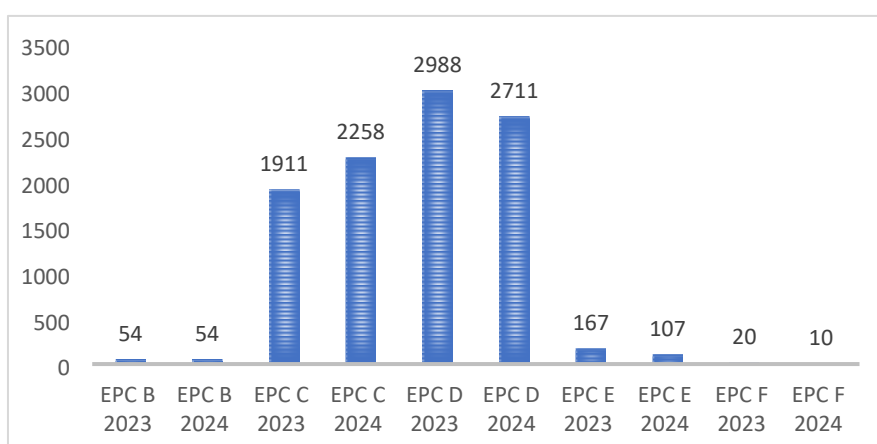
Strategic Priority 1 – Reduce Carbon Emissions in the Council Housing Stock

12. Improving the efficiency of the worst performing properties by raising the energy performance rating to a C by 2030 and for the council’s properties to reach net zero carbon emissions by 2050 continues to be the main focus of this strategy.
13. In February 2024 the council completed its stock condition programme, improving the information held against each home which included new energy performance certificates for its domestic housing stock. This information will give the Council accurate information on the quality, condition, and energy performance of every home. It will inform future government funded bids and benefit future procurement activities.
14. Further improvements were made in June to improve the accuracy of data held for energy efficiency. The asset management database (Keystone) now captures incremental improvements, such as those gained from new window and door installations. A points system increases the energy score until a home reaches EPC Band C. This

triggers a new energy certificate and removes homes from separate more costly retrofit programmes.

15. In 2023 a total of 347 homes reached EPC band C reducing the total number of homes requiring retrofit to 2,828.
16. To inform the improvement plans to 2030, the Council purchased a specialist software tool which was initially used to model stock condition data. This information helped inform the 30-year housing revenue account (HRA) business plan and Council’s medium-term financial strategy of 10 years. From October, it will be used to capture the incremental improvements to update performance data for individual addresses, leaving only the remaining improvements to reach 2050 net zero.
17. Continued use of this software is helping identify and prioritise levels of district-wide fuel poverty, along with the viability of solar photovoltaics (PV) to allow efficient targeting of resources and to where possible access the benefits of PV for all council own homes and not only those with suitable roofs.
18. Figure 1; Displays the current EPC performance for the council homes in 2023 and 2024. A total of 347 homes had recorded improvements. 70 of these homes received Social Housing Decarbonisation Funding (SHDF) at a cost to the council of £545,000. While 277 reached EPC C through day-to-day repairs and planned work.

Fig.1 Housing stock data improvements 2023 – 2024.



19. Figure 1 shows a significant reduction in homes with the lowest energy performance ratings and highest fuel poverty. The remaining homes are heated by oil or solid fuel, they will continue to remain a priority for improvement.

20. 4,537 council homes are heated by gas central heating. Full implementation of the retrofit packages required could see total carbon emissions reduced to 2,433 tonnes / year, representing a 79.5% reduction in emissions. Once modelled in October we will start to receive data on the reductions in carbon from 12 months energy improvements.
21. Planned changes by government will introduce the 'new home energy model'. This will change the current scoring system assigned to gas and electrical technology in homes. Calculations could see, new electric technology like Infra-red, receive more generous scores, in turn achieving higher EPC values.
22. A flexible approach to technology will include heat pumps, solar PV, battery systems, infra-red heating, and thermal hot water stores. For communal buildings feasibility studies are continuing to explore ground source heat pumps and other technologies.
23. Careful planning and communication with the District Network Operators (DNOs) continue to ensure adequate supplies of electricity, supporting the move away from gas.
24. The Decarbonisation and Programme Manager will continue to implement a whole house approach, on a fabric first basis which will combine planned, decent homes and cyclical replacement programmes. This will include increasing ventilation to improve air quality and reduce damp and mould, whilst repairing property defects and improving insulation to minimise heat loss. This will reduce heating related fuel consumption, keep homes cooler in summer and meet longer-term decarbonisation goals.
25. Whole house monitoring was piloted at Penman House in October 2023 to monitor the benefits of increased thermal performance and renewable technology. The results will be shared in March 2025. From June, a small number of homes being retrofitted are being offered environmental monitors. These systems monitor humidity, inadequate ventilation, and poor air quality. This latest system includes 10 years of data along with a resident app, helping tenants better understand the causes of damp and mould.
26. Lime Tree House, Lymington received new hot water thermal stores in October 2023. Residents have fed back their satisfaction with the technology and associated costs. Along with replacement heating and windows these flats all reach hold EPC band C. This feedback has previously been shared with councillors, along with resident surveys and feedback on ASHP installations.

27. Upskilling Council employees continues to be a priority. In 2024, 11 employees are undergoing a range of courses that will enable the Council to effectively upgrade its buildings and service new technologies. In addition, monthly surveyor training and toolbox talks continues to inform the team of changes in standards and technology. These sessions improve knowledge with the aim of improving customer services.
28. Three members of the housing team have secured places to study level 5 Diplomas in retrofit coordination and risk management. These qualifications continue to be central to the successful management of retrofit programmes to the Government's required standard PAS 2035.
29. The Decarbonisation and Programme Manager will continue to explore all external sources for potential grant funding. In May 2024 the council was awarded £90,000 in funding to retrofit water saving technology as part of its kitchen and bathroom replacements through the nutrient and water mitigation fund.
30. Under the Social Housing Decarbonisation Fund 2.1 (SHDF 2.1), the Council was awarded £545,000 of funding, which was matched by the council to improve 70 homes within the district to EPC band C. Unlike other waves of funding, wave 2.1 focused on multiple improvements in a whole house approach. Many of these 70 homes have received 4 different types of works including cavity wall insulation, ventilation, new windows, loft insulation and ASHP. This two-year scheme was completed within 12 months, indicating good levels of preparation to take advantage of grant funding. Additional funding was offered by our consortium, the South West Net Zero Hub, in May. It is anticipated the additional £900,000 funding will be shared between consortium members on a first come first serve basis. The council will improve 100 more councils' homes using this funding to reach EPC band C by March 2025.
31. SHDF Wave 3 is anticipated to be released in September. Like previous waves, the bid window is likely to open for 8 weeks and will require the same matched funding capped at £7,500 regardless of building type and age. ASHPs continue to attract funding of £7,500 for off gas homes. Careful planning and procurement process is underway to ensure homes put forward within the scheme are cost effective. Changes to the scheme standards under PAS2035:2023 will start in March 2025. The additional requirements may actually erode funding benefits, meaning that a bid is not actually viable for our better standard of property. Where costs increase, officers will take a cautious approach, prioritising value for money over participation in the scheme and carefully track improvements, possible through day to day in house activities.

32. The Council's digital tenant engagement platform has been an effective tool enabling customers to be informed at each stage of their retrofit journey. Working with our retrofit contractor, a new digital resident brochure has been created to inform residents of their personal retrofit journey.

Strategic Priority 2 - Council Housing New Build Standards

33. Implemented in July 2022 the Housing Development Plan sets out the Council's development standards for additional affordable housing, and its commitment to delivering high quality and sustainable housing. However, due to the different procurement routes involved, the standards within the plan have to incorporate flexibility to allow for different delivery scenarios.
34. In terms of homes that are designed, commissioned, and built for the Council, the Plan confirms that unless exceptionally agreed otherwise, homes are to be built to meet the proposed Future Homes Standard that is due to be introduced in 2025.
35. The Future Homes Standard is expected to become mandatory during 2025 and aims to ensure that new homes built thereafter produce 75% to 80% less carbon emissions than under recent building regulations.
36. To meet increased U values and reduced carbon emissions the key elements of the Future Homes Standard include:
- No gas, so all electric
 - Air Source Heat Pumps and/or equivalent space and water heating technologies.
 - Increased fabric insulation and triple glazing
 - New levels of ventilation and air tightness
37. Prior to the introduction of the Housing Development Plan, the Council had already commenced a Future Homes Standard pilot scheme at the site of the old Testwood Club, Salisbury Road, Totton (now 'Penman House'). Penman House completed in January 2024 and the homes are now occupied.
38. To learn from the pilot and to ensure that our Tenants optimise the benefits of homes built to this standard, seven of the twelve flats at Penman House have been fitted with monitoring devices to map energy consumption, temperature, and humidity. Additional support

is being given to our Tenants, so they are clear about how best to heat their homes and manage the technologies within them.

39. Other new Council developments at Moore Close, New Milton, and Hythe Hospital are being built to the proposed Future Homes Standards. Homes at Salisbury Road, Totton will also meet the standard where work is to commence shortly.
40. Recognising the innovative nature of the scheme, the Council's Future Homes pilot scheme at Penman House has been short-listed for a national housing award to be determined later this month.

Strategic Priority 3: Private Sector Housing Decarbonisation

41. The Council continues to hold a unique position of responsibility to engage with the wider New Forest district. The Domestic Minimum Energy Efficiency Standard (MEES) Regulations means that, subject to certain requirements and exemptions, all privately rented homes must hold an EPC of E or above. Those that don't meet this level of efficiency, cannot be let without an exemption certificate.
42. The Private Sector Housing Team continues to work with local landlords, letting agents and partner landlords who lease their properties via the Council's Private Sector lease (PSL) scheme. Through the Council's Landlord Forum and regular visits to Letting Agents, officers continue to promote opportunities to upgrade homes and access funding. The April forum welcomed key speakers to talk about damp and mould and landlord responsibility for gas safety and water hygiene. The Greener Housing Manager gave an update on changes to retrofit and funding opportunities.
43. The council launched 'Cosy Homes New Forest' in October 2023, which aims to help owner occupiers and landlords improve the thermal performance of their homes. This interactive tool receives between 50 and 100 users monthly. Households with a new forest postcode can simulate home improvements. The link, available through the council webpages gives additional funding advice along with links to Trustmark, the only government endorsed list of approved contractors for retrofit.
44. The Council has worked hard to develop key relationships taking part in working groups to improve supply chains and establish good working practices and shared experiences through the Retrofit Hub Steering and as a member of the Retrofit Academy, Social Housing Retrofit Accelerator and Southwest net zero Hub events,

45. The Council continues to work with local advice centers like the Environment Center who offer help and advice to those on low incomes or struggling with fuel poverty. Where individuals meet a certain criterion, they are signposted to Warmer Homes, a Consortium led funding scheme through Portsmouth City Council and Agility Eco, and which the Council is a member, which received £44.4 million to improve energy efficiency of vulnerable and low-income households that do not have gas central heating, via the Home User Grant wave 2 (HUG2). The scheme has made efforts to increase householder eligibility by increasing qualifying household income to £37,000.

Fig.2 The Number of private homes within the New Forest district which received energy improvements under HUG2. funding.



46. The council has received a further £4,500 funding to fund software and promote HUG2 funding within the community with remaining funding being used to promote the scheme through social media, leaflets, and posters to increase take up of this funding stream.
47. In 2023 a statement of intent was published on the Council’s website for ECO4 Flex. This household referral mechanism sits within the wider ECO4 scheme, which enables Local Authorities to widen the eligibility criteria to allow more people suffering cold and fuel poverty to gain funding for installing measures to their homes. A revised statement of intent is awaiting approval from Ofgem, which adds the Great British Insulation Scheme (GBIS) to ECO, further helping households within the district.
48. Another scheme being promoted to private homeowners is the new Boiler Upgrade scheme (BUS). Funding increased in September 2023 from £5,000 to £7,500 and is designed to encourage households in England to switch to an ASHP, GSHP or biomass

boiler through upfront grants. A total of £1.5 billion has been allocated. The scheme will part fund the installation of up to 200,000 renewable heat sources over the next four years.

Strategic Priority 4 - Housing Service Operations

49. The Housing Service continues to embed initiatives outlined in the Greener Housing Strategy working with the Climate Change and Sustainability Manager to reduce the carbon emission impact of its operations.
50. Sustainable procurement: The tender evaluation process now includes climate change and sustainability as a core priority for successful bids, allocating a % scoring. In the coming 12 months, Officers will undertake a review of our supply chains requiring procurement to increase recycling of packaging and embedding sustainability into Key Performance Indicators (KPIs).
51. Paperless operations and communication: In June 2024 the Housing Service started a year-long project to replace two core software packages replacing its repairs software system (Uniclass) and its repair scheduling software (DRS). Housing Teams will be able to benefit from the latest technology to transform existing paper-based activities and improve customer self-services. Integrating with the recently implemented Locata Housing Management system, which has provided additional digital resident contact methods, will further improve the customer journey.
52. After a successful procurement exercise Officers are leading a project to capture additional resident data, including contact information for all tenants to improve the ability to communicate digitally and reduce the Housing Service's carbon footprint where appropriate.
53. Tenant Engagement Software: The Housing Service introduced a 12-month pilot of a new digital engagement tool to help gain useful tenant feedback on a range of services. The software has been used for two key pieces of resident consultation. The service charge consultation and Tenant Engagement Strategy. Their success has led to the council purchasing a corporate licence to increase our digital communication effectiveness.
54. Electrification of the vehicle fleet: Officers are working with vehicle fleet managers across the Council and other local partners to establish an approach to introduce and utilise existing charging facilities within the district to facilitate the move to replacing the existing 61 vehicles in our fleet.

55. A full stock condition of the council garages was recently procured. The information will be used to inform future decision making and opportunities in the next 12 months.

Financial and resource implications

56. The greener housing budget for 2024 - 2025 is £2,170,000, The Southwest Net Zero have offered remaining capital funds to members who fulfilled their bid requirements early and who are able to match a further funding award. An additional 100 homes have now been surveyed to receive energy improvements through this windfall SHDF 2.1 grant by March 2025.
57. The budget setting process for 2025/26 will take account the number of homes requiring improvements by 2030, the available government funding opportunities to include SHDF Wave 3 and existing capital and revenue housing budgets, while continuing with the Council's future commitments to development budgets and other financial burdens in the medium and long term.
58. The Housing Revenue Account Greener Housing Budget will need to take account of projected additional spend of £9,332,000 required to upgrade homes by 2030 and an additional £125m to decarbonise the stock ahead of 2050. These figures will be adjusted once the data for 244 incremental property improvements and 70 complex property retrofits has been remodelled in October.
59. In addition, the delivery of decarbonisation will include internal staff time, procurement, health & safety, legal, planning and building regulations and customer facing roles adding additional cost due to the complex multi-measure whole house approach required. External Impartial retrofit roles, resident engagement and other compliances and specialist surveys and repairs will increase the cost associated to achieve 2030 and 2050 targets. These will be factored into budget setting at the appropriate time.

Legal implications

60. Government funding agreements require legal oversight. Future changes and available funding will consult appropriate experts to minimise risk to the council.

Risk assessment

61. Retrofit projects and funding schemes all have individual risk assessments ahead of works starting and will be monitored throughout, to align with the Council's corporate health and safety risks.

Environmental / Climate and nature implications

62. The strategy is closely linked to the Council's climate change and nature emergency action plan 2023, and Priority 2 of the new corporate plan, Protecting our Climate, coast and natural world.

Equalities implications

63. The measures associated with greener housing aim to have a positive impact on vulnerable residents of the district by helping to alleviate fuel poverty and make services greener and less polluting, benefiting both health and the environment.
64. Tenant and resident engagement remain a key component of delivery, to reduce any negative impact on residents through development schemes or significant change to their homes or the local environment or neighbourhood. Therefore, Offers will seek views and concerns through specific engagement exercises and equality impact assessments.

Crime and disorder implications

65. Housing providers must ensure that statutory safety work is assessed and carried out to required standards. Renewable technology and complex fabric improvements can have a detrimental effect on building safety. Poorly performing landlords can be fined or prosecuted for failing to take the necessary measures to protect tenants.

Data protection / Information governance / ICT implications

66. Individual projects will require bespoke planning and seek support from internal experts and council processes to comply with individual standards and internal governance.

New Forest National Park / Cranborne Chase National Landscape implications

67. Through presentations and meetings with the New Forest National Park, we are building good working relationships with teams to share knowledge on retrofitting homes in this area and share knowledge of new technology and advances in energy to promote nature, biodiversity and maintain traditional building aesthetics.

Appendices:

Appendix 1 – Strategy Action Plan

Background Papers:

[Greener Housing Strategy 2022-32](#)

APPENDIX 1

GREENER HOUSING STRATEGY ACTION PLAN - SEPTEMBER 2024

Priority	Action Required	Progress Achieved	Target Completion Date
Strategic Priority 1 – Reduce Carbon Emissions in the Council Housing Stock	Produce a business case to seek approval for a Greener Housing Project Manager to lead and manage the Council’s approach to net zero in Housing Services.	Greener Housing Delivery Manager commenced employment on 27 November 2022. May 2024, A review of the Greener Housing Delivery Manager role, promoted a change in structure. A Decarbonisation and Planned Asset Manager will fully integrate retrofit into day-to-day work streams giving better oversight to create a more holistic whole house approach to building improvements.	November 2022 COMPLETE Change 2024
	Complete 100% Stock Condition Surveys of the Council Housing stock by January 2024.	An external contractor was appointed to undertake both stock condition and energy performance certificates (EPC) to 100% of the stock.	January 2024 COMPLETE
	By April 2024 establish the model of retrofit packages to install in all property archetypes and dwelling types to meet net zero 2050, particularly regarding the criterion for the installation of: <ul style="list-style-type: none"> • Photo Voltaic (PV) panels on individual house roofs • Heating and hot water 	A range of archetypes and technologies have been used to build a costed decarbonisation forecast within the proposed HRA business plan. To include the phase out of gas heating installations from 2035.	April 2024 AWAITING APPROVAL
	Commission an internal working group to establish an appropriate alternative heating source(s) to off gas heating systems by April 2024, ahead of the EPC C target date of 2030.	Gas operatives completed Manufacturer ASHP training in October 2023. 5 x Gas operatives are completing a certificate in water regulations and OFTEC qualification in	April 2024 ON-GOING

	<p>Agree an action plan by April 2024 to retrain the gas servicing operatives on new and replacement technologies</p>	<p>Installation, commissioning, and servicing of Air Source Heat Pumps.</p> <p>3 x Electricians are completing their LCL Level 3 Award in the installation and Maintenance of Small Scale Solar Photovoltaic systems.</p> <p>1 x Supervisor is completing their legionella Risk Assessment and Control of hot and cold-water systems (L8).</p> <p>3 x Surveyors are completing their Level 5 Diploma in retrofit coordination and risk management.</p> <p>. Operatives will learn the latest technology in a local, state of the art training facility.</p> <p>Regular manufacture and new technology training continues offered to improve knowledge.</p> <p>This ongoing training evidences a commitment to colleagues while shielding the council from local trade shortages.</p>	
	<p>Target all Council Housing Stock with an EPC of lower than C with individual plans to improve energy efficiency to achieve EPC Band C by 2030:</p> <p>Programme retrofit actions to 2030 by November 2023</p> <p>Review the new Greener Housing budget annually to ensure it meets cost projections to 2030.</p>	<p>The council has seen a reduction in homes with EPC E, F and G homes from 187 to 117. All homes with these low EPC's have been offered retrofit through the SHDF wave 2.1 programme. Those with low EPCs will be contacted yearly offering thermal improvements. Records will be held within the Housing Management System.</p> <p>A review of the greener housing budget commits £2,170,000 to improve the EPC performance of</p>	<p>Sub Action November 2023 COMPLETE</p> <p>31 December 2029</p> <p>ON TRACK</p>

		the Council's own homes for the next 3 years, which runs alongside current SHDF funding ending in 2028, where viable homes will utilise funding. 2025-2026 budget planning underway and ongoing yearly.	
	Establish a cost ceiling level where existing stock may be classed as unviable to retrofit. Establish an options appraisal for stock meeting these criteria. Combine this with natural depreciation costs and future maintenance/replacement projections to produce a report to Cabinet seeking approval for disposal, if required	Underway, meeting with internal and external stakeholders to establish homes which fit this criterion. This will enable a considered long-term plan to be considered. The councils 240 non-traditional constructed homes have been identified. Recent retrofitting of two homes in a pilot project cost £140,000. These are useful case studies to inform future asset-based decisions.	November 2023 ONGOING
	Combine Asset Management strategy/replacement programmes with the total retrofit requirements to ensure property works are planned efficiently by April 2026 Combine replacement years and plan geographically to provide value for money and limit carbon emissions.	Work commenced. Consideration of wider impacts to teams to include increases in resident engagement, budget, and other regulatory requirements. Improved record keeping of incremental repair and planned work improvements will benefit stock data and minimise costs associated with retrofit.	April 2026 ON TRACK
	Align Asset Management Strategy with HRA Business Plan and Development Strategy by November 2023.	Awaiting sign off	November 2023 AWAITING APPROVAL
	Continue to canvas the Government for national and regional funding to support retrofit schemes toward net zero.	The council continues to be an active member of the District Council Network (DCN) discussions.	ONGOING

		<p>A member of HCOG and the Retrofit hub steering group, which aims to address local skills shortages.</p> <p>Attendance at several events over the summer. Social Housing Retrofit Accelerator, Southwest net zero Hub round table event, and member of the Retrofit Academy.</p> <p>Retrofit hub now RISE – run by Turner & Townsend running networking events and retrofit advice linking other local authorities.</p> <p>In June 2024 the council was awarded £90,000 to retrofit water saving fixtures and fittings into its homes, integrating further energy savings into the existing kitchen and bathroom programmes.</p>	
	<p>Explore consortium approaches to funding on all Government funding schemes</p>	<p>Continuing to explore all funding routes. Officers are continuing to build relationships with other HAs with housing stock in the areas.</p> <p>Attending regular consortium meetings to continue to build relationships locally and benefit from industry best practice.</p>	<p>ONGOING</p>
	<p>Affordable Warmth Programmes – Educate and promote energy efficiency to tenants and residents to reduce fuel poverty and carbon emissions.</p> <p>Link with local partners – Citizens Advice/HCC</p> <p>Promote initiatives and measures in each Hometalk magazine.</p>	<p>Through a replacement of the Council’s repair scheduling system (DRS) and repair database (Uniclass) advancements in technology will allow customer self-serve and removal of current paper based practices.</p> <p>A resident page giving advice on retrofitting of homes is available through the Council’s digital platform Citizen lab (now called Go Vocal). This</p>	<p>ONGOING</p>

		<p>gives a range of user manuals, videos and help and advice on the process and technology for residents having retrofit installed.</p> <p>A new retrofit brochure is available to residents giving a step-by-step guide to their improvements and contact numbers to help improve our resident journey.</p> <p>Hometalk will continue to be used to raise awareness of SHDF, wave 3 in 2025.</p>	
	<p>Assess the Housing Services' wider carbon footprint by April 2026</p> <p>Embodied carbon in retrofit and demolition activities</p> <p>Material production, delivery, and installation.</p>	<p>Innovative solutions continue to be investigated including carbon credit release for retrofit programme and the potential purchase of shares in remote offshore wind and solar farms.</p> <p>We are continuing exploring the benefits of procuring a long term retrofit partner while looking at our internal expertise and existing supply chains, creating partnerships that truly benefit the local supply chains and invest in social value which will benefit our local community.</p> <p>As part of the Council's contract with supplier Travis Perkins a small pot of money is made available each year to provide the local community with goods or services that benefit social value. In 2024 this has paid for new benches, renewed gardening equipment and will provide St Georges Hall with a range of new resources to include a communal notice board. In addition, a greening project will pilot flower and tree planting at Blackwater Drive, introducing</p>	<p>April 2026 ON TRACK</p>

		<p>plants, trees and flowers which attract biodiversity and improve carbon capture, but are designed to encourage people outside.</p>	
	<p>Commission an internal working group to establish an appropriate alternative heating source(s) to gas fired boilers by April 2027, ahead of the 2035 installation cut off.</p>	<p>There continues to be progress on the phasing out of fossil fuels within council homes.</p> <p>Officers are looking at the feasibility of emerging solutions to renewable technology, for instance. Wind and PV cooperatives.</p> <p>Adopting a flexible approach to electric and renewable solutions as technology is rapidly evolving.</p> <p>A phased approach to staff qualifications will balance the need to maintain gas homes and introduce ASHP and PV.</p> <p>While gas continues to be cost effective, the Council must balance fuel poverty and removal of gas central heating with its wider decarbonisation goals.</p>	<p>April 2027 ON TRACK</p>

Strategic Priority 2 – Council Housing New Build Standards	Complete the Future Homes Standard 2025 pilot scheme (Penman House) by 2023.	.	October 2023 COMPLETED
Strategic Priority 3 – Private Sector Housing Decarbonisation	Fully support the Warmer Homes Consortium led by PCC to promote LAD 3 and HUG funding in the district through to March 2023 with a joint communications and marketing plan.	<p>The HUG 2 and other schemes have been communicated at several events: The New Forest Show Ellingham and Ringwood show Landlord Forums</p> <p>Through social media, Council website, Cosy homes and through leaflets and advertised on hand outs like recycled pencils.</p>	Scheme Extended ON GOING
	Train Housing Standards Officers on energy efficiency measures, alternative methods of heating and energy provider switching services by October 2022, to provide advice and assistance to landlords and residents as part of ongoing activities.	Ongoing training is being provided to housing colleagues to help increase knowledge and customer support.	Original Date October 2022 COMPLETED ONGOING
	<p>Promote Affordable Warmth Programmes and activities.</p> <p>Educate and promote energy efficiency to tenants and residents to reduce fuel poverty and carbon emissions from July 2022</p> <p>Link with local partners – Citizens Advice/HCC/NFDIS and foodbanks</p> <p>Establish a communication campaign alongside the Council's new Climate change Manager by August 2022 and refresh annually.</p>	<p>Cosy homes New Forest, was released in October 2023. The tool has been promoted at a range of events and social media. The App friendly retrofit plan builder tool is providing property specific information for homes with a New Forest postcode.</p> <p>Cosy homes also provides up to date funding advice to help people realise their retrofit plan. Longer term, the brand Cosy Homes new forest, will be a way to communicate trusted help and advice and develop future campaigns.</p>	August 2022 ONGOING

		In 2023, The Greener Housing Development Manager met with other councils to present the NFDC retrofit journey and share lessons learnt. These were successful in building relationships and in sharing best practice.	
	Continually identify, where available, and bid for funds to promote energy efficiency and tackle fuel poverty for private owners and landlords.	Funding was awarded to the council in partnership with Community Energy South, to tackle climate action. £40,000, will be used to start a volunteer training programme which will provide energy saving advice to people within the district. Officers procured new software, to help model homes within the district that are eligible for funding. This will allow the Council to take a targeted approach, linking with the cosy homes tool to increase the take up of retrofit and maximise funding.	ONGOING
	Attend, support and enhance the existing New Forest Partnership Forum of Voluntary agencies. Target fuel and food poverty Provide specialist training and integrate the new Local Campaigns Manager with Council workstreams where appropriate by March 2023.	Work underway with private sector housing teams. Attendance at Cost of Living Steering Group. Funding awarded under HUG 2 will enable further targeting of food banks and other public buildings and services.	March 2023 ONGOING

	<p>Attend, support and enhance initiatives and activities of the Home Energy Efficiency Programme (HEEP – including HCC and other Hampshire Local Authorities) to develop regional initiatives which benefit residents of the New Forest.</p> <p>Consider an initiative to create a ‘Safe’ Contractors list of appropriately certified local installers and support them link with residents.</p>	<p>Attendance to the HEEP group continues.</p> <p>The introduction of a ‘safe contractors’ list has not been established. Instead, the council will sign post to the Trustmark website. The links to these are made publicly available through Cosy Homes and the councils webpages. This reduces the time and resource spent making sure contractor information and accreditation is correct.</p>	<p>March 2023 COMPLETED</p>
	<p>Through Housing Standards work continue to ensure landlords are compliant with the Minimum Energy Efficiency Standards (MEES) regulations, reviewing performance annually.</p>	<p>The Council purchased a software package that includes data linked to homes with F and G EPC data. We can contact these household giving advice on funding and MEESE regulations.</p>	<p>ONGOING</p>
	<p>Hold a standing Greener Housing agenda item at each Landlord Forum</p>	<p>The Landlord forum is increasing in popularity covering a range of topics and key speakers and a chance for letting agents and private landlords to network. September’s meeting will include updates on funding and changes to legislation. We will cover new technology to include thermal stores and remote environmental monitoring systems.</p>	<p>ONGOING</p>
Strategic Priority 4 – Housing Service Operations	<p>Quantify the operational carbon footprint of key activities by April 2026.</p>	<p>Work underway to be completed by 2026.</p>	<p>ON TRACK</p>
	<p>Through 2022 monitor the energy usage of communal areas across the social housing stock to assess:</p> <ul style="list-style-type: none"> ○ Peak demands ○ Average usage ○ Reason for use ○ Alternative provision which reduces costs and carbon emissions. <p>and set service charges for 23/24</p>	<p>Underway. Officers understand the energy usage for NFDC communal blocks for gas and electric and the split between personal and communal usage. This will form the basis of consultation to set future charges.</p> <p>This information will in turn influence future renewable technology and changes to heating sources.</p>	<p>November 2022 ON TRACK</p>

Homelessness Update

Housing Options

September 2024



Homelessness Update



Emergency Support and Prevention

- The use of Emergency Accommodation is constantly reviewed with the needs of the household a priority. 59 households needed emergency accommodation in August.
- Homeless Prevention remains a priority. Finding solutions to complex situations is always a challenge. During August:
 - 6 households secured accommodation for 6 months or more,
 - 3 were housed for 12 months or more, and
 - 2 were able to remain in their existing accommodation for 12 months or more.
- Key reasons for evictions and homelessness remain rent increases in the private sector, affordability and needing to leave family accommodation.

Families with children in EA

- In the NFDC area, this number has remained stable, despite fluctuations and increasing numbers nationally.
- Ages between one month old and 18 years, though some households have adult children living with them.
- Whilst we try to limit the use of EA, it is needed, and we try to keep this as short a period as possible.

Current households with children in Emergency Accommodation

	1 child	2 children	3 children	4 children	5 children	6 Children	Total
Female	6	2	2	1	0	0	11
Male	0	0	0	0	0	0	0
Couple	1	5	1	1	0	1	9
Total	7	7	3	2	0	0	20

Homelessness Update



Budget

- Considering national budgetary concerns, NFDC are currently within expected spending targets and is closely monitored
- Spending on Emergency Accommodation averages around £121,000 per month, though has reduced compared to recent years due to owning more stock for this use.
- Spend monthly around £7000 for in rent in advance and £4000 for rent deposits to help secure private sector tenancies for households to alleviate homelessness. We receive some of this back when households receive their Universal Credit or Housing Benefit payments which reduces the burden.

Rough Sleeping

- Work under the Rough Sleepers initiative is ongoing, with funding due to end in March 2025.
- The number of verified rough sleepers fluctuated throughout the year, with consistently low numbers of around 1 to 3. However, at today's date there are no verified rough sleepers across the district.
- Recent successes with longer term rough sleepers moving into Council accommodation.
- The annual physical count will be undertaken in the autumn with the numbers fed back to government.

Emergency Accommodation

Total Households in Emergency Accommodation End of the Month (Snapshot)

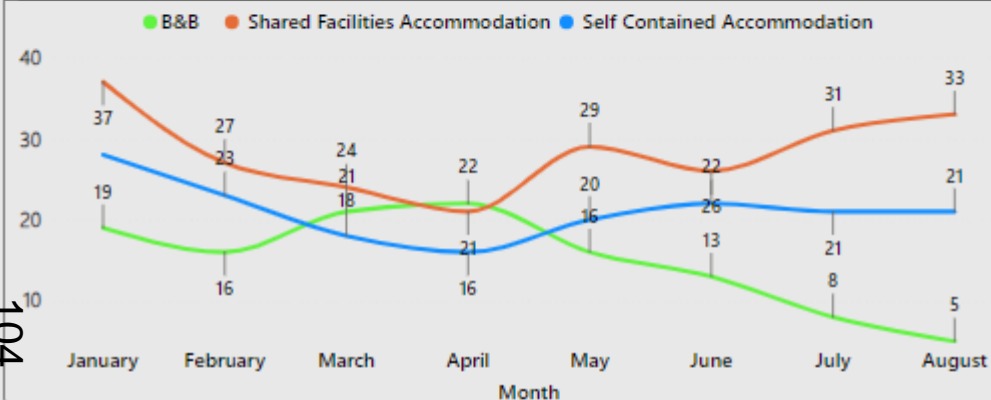
59✓

Last Month: 60 (+1.67%)

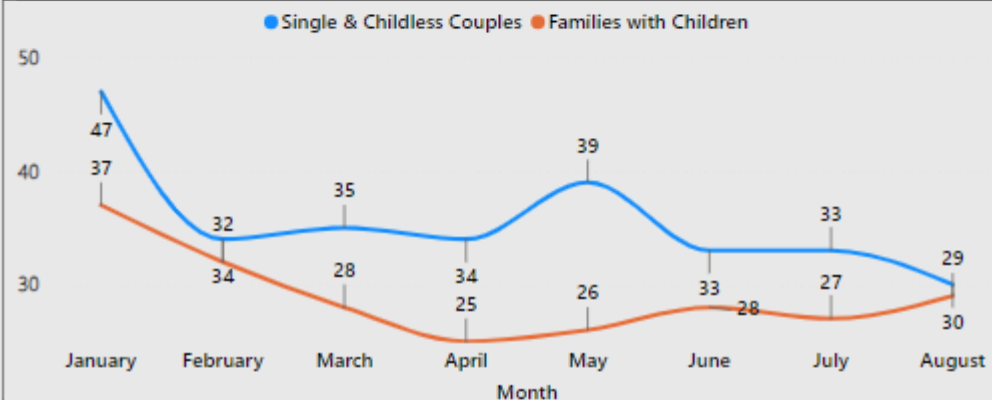
Current Month

August

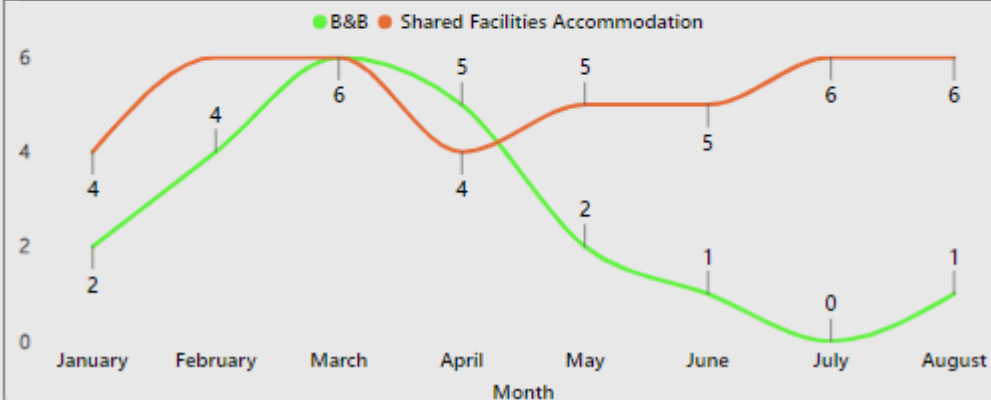
Households in Emergency Accommodation



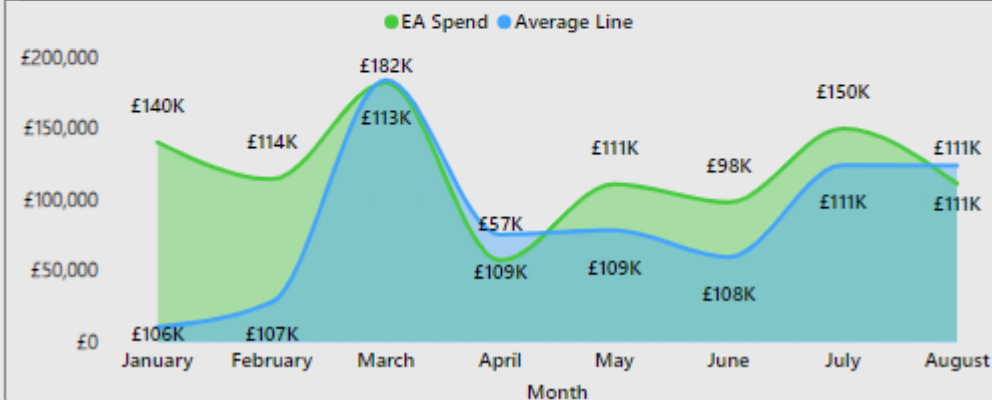
Household Type



Families in EA for 6 Weeks or more



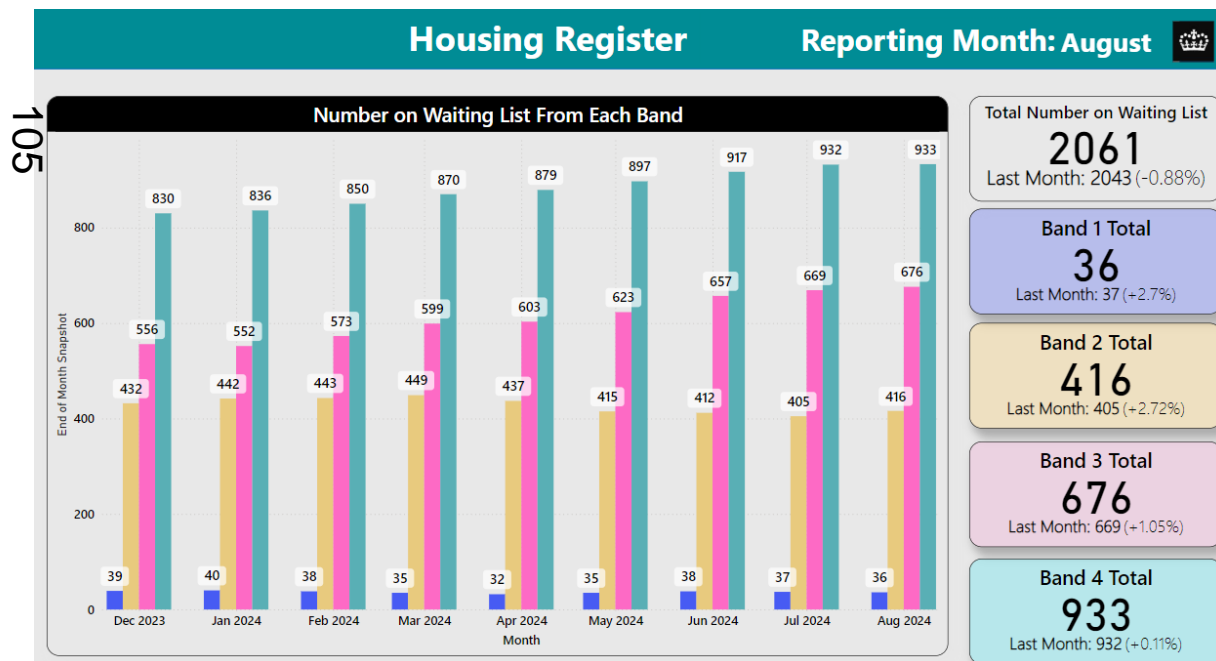
EA Spend



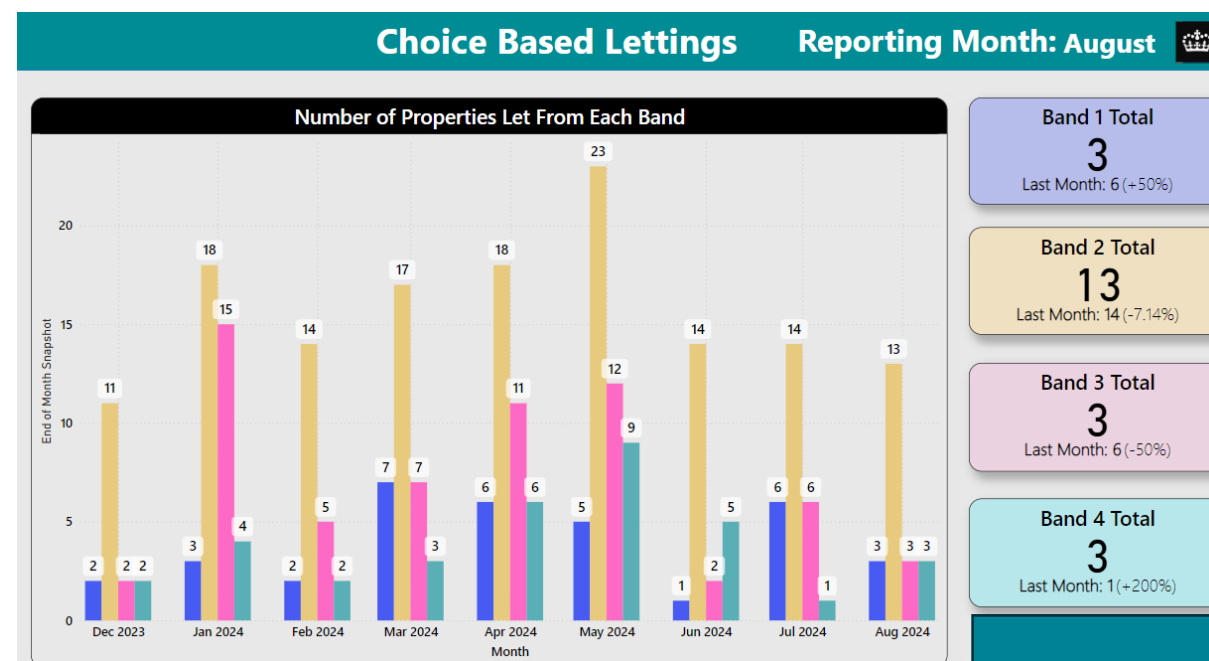
Housing Register Update



Housing Register



Number of properties let on Homesearch



Wider Homelessness Update



Homes for Ukraine scheme

- 54 families remain with hosts, 10 in LAHF properties (Local Authority Housing Fund), 46 residing in private rented sector who are continuing to receive support.
- Trickle of new approaches from family members of those already in the UK seeking hosts.
- Questions remain over the future of the "Host Thank You Payments" have led to some hosts querying this and potentially there may be need to find long term accommodation.

Accommodation for Ex Offenders

- Current pressures include the national prison release scheme. It is expected to see around 3-6 additional releases to NFDC area and a similar number in October. This is much less than expected but is open to change.
- The ongoing scheme, which started in 2023, has a target of 24 ex-offenders to be housed in 2 years, in the last year alone 18 have been housed.

Wider Homelessness Updates



- The Rough Sleepers Initiative funds the Support Team which is due to end March 2025. A review of the service to continue to prevent rough sleeping, support those in transitional accommodation and people needing extra support when rough sleeping or finding private has been undertaken and final outcomes to be agreed.
- We continue to work with partners across the district including The Crossings who support people who are homeless or at risk of homelessness across The Waterside area of The New Forest.
- The Audit of Homelessness Prevention and Relief was completed in April 2024. It demonstrated a reasonable assurance with a generally sound system of governance, risk management and control in place. Some recommendations for improvement were identified and acted upon.
- Homelessness and Rough Sleeping Strategy is being reviewed and refreshed for the next five years. Updated national guidance is expected to be provided with the budget in October, which may provide new priorities.



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HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

WORK PROGRAMME 2024/2025

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
22 JANUARY 2025			
Housing Revenue Account Budget and the Housing Public Sector Capital Expenditure Programme for 2025/26	To consider the HRA budget and the housing public sector capital expenditure programme for 2025/26	Report to Panel	Richard Knott / Kevin Green
Anti-Social Behaviour Strategy 2025-2029	To consider the proposed draft Anti-Social Behaviour Strategy for public consultation	Report to Panel	Chris Pike / Kirsty Farmer
Homelessness and Rough Sleeping Strategy	To consider the proposed draft Homelessness and Rough Sleeping Strategy for public consultation	Report to Panel	Chris Pope
Community Grants 2025/26	To consider the recommendations for Community Grant allocation for 2025/26 from the Task and Finish Group	Report to Panel	Ryan Stevens/ Jamie Burton
19 MARCH 2025			
Penman House – Energy Performance Monitoring Update	To receive an update providing details of the energy performance monitoring in relation Penman House in Totton.	Report to Panel	Sophie Tuffin
Health and Wellbeing Action Plan	To receive an annual update	Report to Panel	Joanne McClay / Jamie Burton

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
Housing Maintenance Compliance Update	To receive an update on the progress made against the Council's compliance policies	Report to Panel	Ritchie Thomson
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

NOTE:

There will be a report to the Resources and Transformation Overview and Scrutiny Panel on 21 November 2024 to consider the Annual Complaints Performance and Service Improvement Report and half yearly update, which will include complaints to the Housing Ombudsman. Members of the Panel are welcome to attend and participate.