

NOTICE OF MEETING

Meeting:	HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL
Date and Time:	WEDNESDAY, 18 MARCH 2026, AT 6.00 PM
Place:	COUNCIL CHAMBER - APPLETREE COURT, BEAULIEU ROAD, LYNDHURST, SO43 7PA
Enquiries to:	Email: lee.ellis@nfdc.gov.uk Lee Ellis Tel: 023 8028 5719

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 March 2026.

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 21 January 2026 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. CORPORATE PLAN: KEY PERFORMANCE DATA FOR QUARTER 3 2025-2026 (Pages 5 - 32)

To consider the performance data against KPIs identified in the Corporate Plan.

5. PUBLIC SPACE PROTECTION ORDER(S) REVIEW & EXTENSION (Pages 33 - 60)

To consider the Public Space Protection Order(s) review and extension.

6. SAFER NEW FOREST STRATEGIC ASSESSMENT 2025 (Pages 61 - 114)

To consider the Safer New Forest Strategic Assessment 2025.

7. TENANT ENGAGEMENT STRATEGY - ANNUAL UPDATE 2026 (Pages 115 - 126)

To receive the progress being made in meeting the objectives and actions from the Tenant Engagement Strategy 2024-2028.

8. SOCIAL HOUSING REGULATION ACT (2023) PROGRESS REPORT NUMBER 6 (COMPETENCE AND CONDUCT REQUIREMENTS) (Pages 127 - 138)

To receive a progress report on the work related to the Social Housing Regulation Act.

9. RIGHT TO BUY REPORT (Pages 139 - 174)

To consider the Right to Buy Policy.

10. HOMELESSNESS UPDATE (Pages 175 - 180)

To receive an update on homelessness.

11. PORTFOLIO HOLDER'S UPDATE

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

12. WORK PROGRAMME (Pages 181 - 184)

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

13. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

To: **Councillors**

Steve Clarke (Chairman)
Kate Crisell (Vice-Chairman)
John Adams
Hilary Brand
Sean Cullen

Substitutes

Allan Glass
Colm McCarthy

Co-optee

Melvyn Utley (Tenant Representative)

Councillors

Richard Frampton
John Haywood
Patrick Mballa
Neil Tungate

Substitutes

Barry Rickman
Alex Wade

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Housing and Communities Overview and Scrutiny Panel – 18 March 2026

Corporate Plan: Key Performance Data for Quarter 3 2025-2026

Purpose	For Review
Classification	Public
Executive Summary	<p>This report presents the Key Performance Indicators (KPIs) for Quarter 3 (October to December 2025).</p> <p>Measure IDs 1 through 15 only are for Housing and Communities review.</p>
Recommendation(s)	<p>That the Housing and Communities Overview and Scrutiny Panel:</p> <ol style="list-style-type: none"> 1. consider and review the Q3 2025-2026 dashboard; and 2. Comments be passed for onward consideration by Cabinet.
Reasons for recommendation(s)	<p>The Key Performance Indicators (KPIs) are a core component of our Corporate Plan 2024–2028. The processes for reporting progress and ensuring accountability against the commitments outlined in the plan are detailed in our Performance Management Framework.</p>
Ward(s)	All
Portfolio Holder(s)	Councillor Jill Cleary, Leader
Strategic Director(s)	Alan Bethune, Strategic Director Corporate Resources S151
Officer Contact	<p>Saqib Yasin</p> <p>Performance and Insight Manager</p> <p>023 8028 5495</p> <p>Email address: saqib.yasin@nfdc.gov.uk</p>

Introduction and background

1. The Corporate Plan Key Performance Indicators (KPIs) dashboard is presented for review. The latest dashboard presents data for Q3 covering October 2025 to the end of December 2025, where available.
2. Following EMT approval, the dashboard is now being passed through to panels with associated covering reports. These reports will focus attention to the measures aligned to each panel. Additional feedback from panels will be incorporated into the Cabinet covering report before it is formally presented.
3. The following should be read in conjunction with the Q3 dashboard referenced in appendix 1.

Layout of the dashboard

4. The layout is unchanged from last quarter, key metadata is provided below as a reminder:
 - Target – shows the desired value
 - Desired direction of travel – indicates whether good performance is typified by an increasing or decreasing value
 - Return format – shows the unit of the value being reported
 - Frequency – shows how often the KPI is to be reported
 - RAG status is as per our Performance Management Framework
 - Green, on target or above target
 - Amber, up to 10% below target
 - Red, over 10% below target

Quarter 3 2025/2026

5. Data is presented for 24 of the KPIs.
6. 8 KPIs marked for consideration at Housing and Communities Overview and Scrutiny panel.
7. Data is awaited for one Housing and Communities KPI:
 - a. KPI 008 Number of education and awareness sessions in relation to serious crime.

Highlights

ID	Observation
Housing and Communities	
1	The number of homelessness duty cases successfully prevented has shown a substantial improvement in performance. This again represents the highest level recorded, despite ongoing challenges posed by the reduction in available properties within the Private Sector
2	In the previous quarter, the narrative for Emergency Accommodation (EA) noted that improvements in homelessness prevention would take time to filter through to EA demand. This is now starting to take effect, with a marked reduction in EA usage—bringing the measure to just one point above target, this measure being red in the previous two quarters
3	<p>Number of families with children under 16 in external emergency shared accommodation over 6 weeks.</p> <p>This KPI has been green over four quarters with only one household in shared EA over 6 weeks.</p>
4	Number of Appletree Careline customers. Performance has been consistent and just above the target. This measure has been green over the last three quarters
7	Investment in and rollout of public space CCTV system. – A further £15k has been invested over the last quarter to enhance CCTV coverage across the district.
8	Education and awareness sessions – We are awaiting figures from partners from the criminal justice system who deliver 1-2-1 and group sessions.
9	PSPOs – Seasonal variations combined with staffing challenges within partner agencies, have led to a reduction in the number of PSPOs issued.
10	Number of cultural events and activities supported by New Forest District Council. – This measure has been green over four quarters and events have been targeted to underserved communities in the district.

15	Our five safety and compliance management measures performed very well, covering gas, fire, asbestos, water and lift safety.
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Overview and Scrutiny panel comments

8. The quarter 3 dashboard will be presented to all three panels:
 - 12/03/2026 – Place and Sustainability Overview and Scrutiny panel
 - 18/03/2026 – Housing and Communities Overview and Scrutiny panel
 - 19/03/2026 – Resources and Transformation Overview and Scrutiny panel
9. The dashboard will then be presented to Cabinet on the 01/04/2026 for final approval. Any comments arising from panels will be added to the covering report as the dashboard makes its way through the reporting cycle.

Corporate plan priorities

10. The dashboard presents the KPIs ordered by our new corporate plan priorities.

Options appraisal

11. The KPI list 2024-2028 has been developed following extensive work and consideration of alternative KPIs and targets. This work was completed in conjunction with the development of the Corporate Plan 2024-2028.

Consultation undertaken

12. The performance team have worked closely with data owners, responsible service managers and Strategic Directors to form the KPI list 2024 / 28. We have sought to identify KPIs which align with corporate plan objectives. Consideration was given to setting a baseline and reviewing benchmarking data (where applicable) for the setting of SMART targets.

Financial and resource implications

13. There are no financial or resource implications arising from this report.

Legal implications

14. There are no legal implications arising from this report.

Risk assessment

15. There are no new risks arising from this report. The nature of KPI reporting means performance is scrutinised at a service level as data becomes available and any associated risks and mitigation are put in place and reported in the KPI narrative as appropriate.

Environmental / Climate and nature implications

16. There are no environmental / climate and nature implications arising from this report.

Equalities implications

17. There are no equalities implications arising from this report.

Crime and disorder implications

18. There are no crime and disorder implications arising from this report.

Data protection / Information governance / ICT implications

19. There are no data protection / information governance / ICT implications arising from this report.

New Forest National Park implications

20. Visibility of our measures promotes good outcomes across the land within the National Park area. Measures within our direct control furthers the interests of the National Park/National Landscape. These include making appropriate planning decisions, dwelling supply, reducing homelessness, managing interventions where there are breaches of the Public Spaces Protection Orders, promoting recycling, garden waste removal, provision of water-filling stations and taking action on fly-tipping incidents.

Conclusion

21. Review of our key performance indicators ultimately provides a sense check of progress against our corporate plan commitments. Passing the dashboard through the levels of governance outlined in our Performance Management Framework promotes accountability.

Appendices:

Appendix 1 - Q3 Corporate
Performance Dashboard 202526.pdf

Background Papers:

None

2025/2026 Performance Summary

KPIs are rated RAG (Red, Amber, Green) according to the performance against target.

	On target or above target
	Below and up to 10% deviation from the lower threshold of the target
	Over 10% deviation from the lower threshold of the target
	KPI marked TBC due to lag in data availability, context and an estimated data availability is provided in these cases.
	KPI marked N/A due to performance being outside of our direct control and influence, or data not being collected during period.

PEOPLE	ID	KPI Name	RAG	Summary		
	1	Percentage of homelessness duty cases successfully prevented				
	2	Number of households in external emergency accommodation				
	3	Number of households with children under 16 in external emergency shared accommodation over 6wks				
	4	Number of Appletree careline services provided to customers				
	7	Investment in and rollout of public space CCTV system				
	8	Number of education and awareness sessions in relation to serious crime				
	9	Number of positive interventions in response to Public Spaces Protection Orders (1 and 2)				
	10	Number of cultural events and activities supported by New Forest District Council				
	11	Number of social housing homes delivered by NFDC and its partners			RED	0
	12	Number of affordable council homes delivered against the 2026 target set			AMBER	1
	13	Percentage score for the overall tenant satisfaction with the Council as a landlord (TSMs)			GREEN	5
	14	Number of council homes achieving Energy Performance Certification band C			TBC	1
	15	Percentage scores for the 5 safety and compliance management (TSMs)			N/A	6

PLACE	ID	KPI Name	RAG	Summary		
	16	Percentage of major planning applications determined in time				
	17	Percentage of minor planning applications determined in time				
	18	Percentage of other planning applications determined in time				
	19	Percentage of allowed planning appeals				
	20	The total outstanding net dwelling supply as set out in our development plan				
	21	Kilogrammes of non-recycled waste produced per household				
	22	Households using our chargeable garden waste service as a percentage of total properties in NFDC			RED	1
	23	Emissions from the council's vehicle fleet			AMBER	2
	24	Percentage of household waste sent for recycling			GREEN	4
	25	Number of fly-tipping incidents per 1,000 people			TBC	2
27	Equivalent number of 0.5 litre bottles filled at water-filling stations – waste averted			N/A	2	

PROSPERITY	ID	KPI Name	RAG	Summary		
	28	Squared metres of industrial/employment land developed			RED	0
	29	Level (£) of retained business rates (at source)			AMBER	0
	31	Vacancies of retail premises within town/local centres			GREEN	0
	32	Employment rate percentage of working age adults (aged 16-64)			TBC	0
	33	Proportion (in percentage terms) of employee jobs with hourly pay below the living wage			N/A	5

FUTURE NEW FOREST	ID	KPI Name	RAG	Summary		
	35	Staff satisfaction score with NFDC ICT services				
	37	Percentage of vacancies filled first time				
	38	Percentage staff turnover				
	39	Average number of days sickness absence per employee				
	40	Number of council apprenticeships				
	41	Percentage variance to Council budget +/- (General fund budget variations)				
	42	Percentage variance to Housing Revenue budget +/- (HRA budget variations)				
	43	Percentage of Council Tax collected in year				
	44	Percentage of Non-domestic Rates collected in year			RED	0
	45	Benefit realisation from ICT investment			AMBER	3
	46	Percentage of ICT incidents resolved within SLA			GREEN	6
	47	Percentage of annual ICT work programme delivered on time and on budget			TBC	0
48	Percentage unscheduled downtime for critical systems			N/A	4	

*NOTE KPIs No 5, 6, 26, 30, 34, 36 have been removed.

Housing and Communities Overview and Scrutiny panel

People: Helping those in our community with the greatest need

NFDC ID NO.1: Percentage of homelessness duty cases successfully prevented

	2024/5		2025/6		Supporting information		
	Q4	Q1	Q2	Q3	Target	Desired DOT	
Performance	45.0%	47.8%	69.0%	71.0%	>50%	▲	
Target	50.0%	50.0%	50.0%	50.0%	Format	%	
					Frequency	Quarterly	
					Metric type	Snapshot/point in time	
					Leadership team member	Chris Pope	
					Portfolio holder	Cllr Steve Davies	
					Overview and scrutiny	Housing and Communities	
RAG Status							
2024/5		2025/6					
Q4	Q1	Q2	Q3				

Supporting narrative

2024/5 Q4	Despite the hard work of our teams to prevent homelessness and relieve those experiencing homelessness, it is recognised that this is a challenge due to the limited supply of both social and affordable private rented sector properties, especially family sized homes. To improve these figures, we have invested in training and are recruiting additional Homelessness Prevention Floating Support Workers to assist residents in sustaining tenancies.
2025/6 Q1	Preventing Homelessness remains a challenge with the reducing number of properties available in the Private Sector however a number of suitable properties were released and the team were able to utilise these by supporting applicants with rent in advance loans and deposit scheme.
2025/6 Q2	Prevention of homelessness has always been the priority. Working with private landlords and supporting families at an early stage has seen the prevention of homelessness increase despite the challenging number of private rented properties.
2025/6 Q3	Preventing Homelessness remains a challenge due to demand and affordability in the private sector however we are seeing good rates of prevention by having good access to lettings agents and landlords.

NFDC ID NO.2: Number of households in external emergency accommodation

	2024/5		2025/6		Supporting information		
	Q4	Q1	Q2	Q3	Target	Desired DOT	
Performance	51	56	61	51	<50	▼	
Target	50	50	50	50	Format	%	
					Frequency	Quarterly	
					Metric type	Snapshot/point in time	
					Leadership team member	Chris Pope	
					Portfolio holder	Cllr Steve Davies	
					Overview and scrutiny	Housing and Communities	
RAG Status							
2024/5		2025/6					
Q4	Q1	Q2	Q3				

Supporting narrative

2024/5 Q4	Despite work to prevent and relieve homelessness, it is a significant challenge due to the limited supply of social/affordable private sector properties, especially family sized homes. To improve these figures, we have invested in training and are recruiting 2 Homelessness Prevention Floating Support Workers to assist residents in sustaining tenancies.
2025/6 Q1	Investment continues with the introduction of a Homelessness Prevention Team Leader, to focus on increasing quality, better managed caseload and outcomes. In total the team have increased support by introducing 4 Homelessness Prevention Floating Support Workers, on top of existing 3 Homelessness Prevention Officers to help people find new homes, liaise with landlords, help with rent deposits, and mediate between parties. On top of this we have provided grant funding to start a Homelessness Prevention drop-in service in Totton and continue to work closely with other voluntary sector services. We continue to explore ways to increase prevention services across the district to provide the right advice at the right time and place for the betterment of our communities.
2025/6 Q2	Despite the successes of preventing homelessness, this has yet to feed through to the number of people in EA. In depth work is being undertaken to work with families to source properties in the private sector as well as NFDC owned TA so it is expected that EA numbers will reduce.
2025/6 Q3	This peaked in December however we have seen reductions later in December with the introduction of new TA coming on board. Although, marked as amber, being 1 point above target, the trend from last quarter is positive.

NFDC ID NO.3: Number of households with children under 16 in external emergency shared accommodation over 6 weeks

	2024/5	2025/6			Supporting information																																											
	Q4	Q1	Q2	Q3	Target	<7																																										
Performance	5	6	2	1	Desired DOT	▼																																										
Target	7	7	7	7	Format	Numerical																																										
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Overview and scrutiny	Housing and Communities																																															

Supporting narrative	
2024/5 Q4	To reduce the number of households in EA a dedicated officer is tasked with liaising with landlords to identify possible family sized accommodation and to move families as quickly as possible. Performance is in line with target.
2025/6 Q1	Reducing the need to use shared facilities EA for families remains a key commitment. When keeping a family in shared accommodation, we take into consideration their support needs and local networks whilst searching for long term accommodation.
2025/6 Q2	This number of households in shared EA has reduced due to working hard with families to locate private sector properties. There are 7 families in EA shared accommodation currently but under the 6 weeks target.
2025/6 Q3	We are keeping the number of families in shared accommodation low by prioritising using non-shared accommodation for them wherever possible and focussing on seeking private sector accommodation for longer term solutions.

NFDC ID NO.4: Number of Appletree careline services provided to customers

	2024/5	2025/6			Supporting information																																											
	Q4	Q1	Q2	Q3	Target	3899																																										
Performance	3839	4072	3922	3918	Desired DOT	▲																																										
Target	4139	3869	3899	3899	Format	Numerical																																										
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Supporting narrative	
2024/5 Q4	52 new customer installations with over 100 services combined during the quarter. Whilst the growth has continued alongside existing customers being retained and upgraded to digital services, this has been impacted by the death of 29 customers and 37 moving from independent to residential/nursing care accommodation, accounting for a combined loss of 130 services. Current team focus on retention and growth, dedicated resources contacting and managing the switchover from analogue to digital services for existing customers. All Appletree careline literature and promotional material has been refreshed and rebranded highlighting the benefits of digital careline units, in particular highlighting the cost savings to clients no longer requiring fixed telephone lines for service delivery.
2025/6 Q1	Appletree careline continues to transition existing careline customers from analogue to digital services, whilst creating opportunities for revenue growth through the attraction of a new customer base. Development of revised promotional material has been created and disseminated across the district, creating partnerships with age related community based services to promote the service locally.
2025/6 Q2	During quarter 2, 102 new services were added. August saw a higher than anticipated cancellations, with 16 clients resulting from death and 11 clients moving into full time residential care settings resulting in the loss of 54 services.
2025/6 Q3	Installations have remained steady with a further 133 existing or new customers having digital careline units installed. A targetted mail drop to all customers is being devised to form part of the customers annual statements to be sent in Mid february. Posters and leaflets have been updated to enhance awareness of the digital offer alongside planning for community events in April. This is to provide awareness raising and marketing of Appletree Careline. From April, the product line is expanding with additional peripheral devices to support people seeking to remain at home and independent.

NFDC ID NO.7: Investment in and rollout of public space CCTV system						
	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3	Target	Monitor towards £80,000
Performance	£66,000	£3,471.48	£20,075.73	£35,328.73	Desired DOT	▲
Target	£40,000	MONITOR	MONITOR	MONITOR	Format	£
					Frequency	Quarterly
					Metric type	Cumulative/year to date
					Leadership team member	Brian Byrne
					Portfolio holder	CLr Dan Poole
					Overview and scrutiny	Housing and Communities
					RAG Status	
2024/5		2025/6				
	Q4	Q1	Q2	Q3		
		N/A	N/A	N/A		

Supporting narrative	
2024/5 Q4	Following full handover of the Hardley Depot, A further 10 cameras went live, increasing the total to 28. Fire and security alarms are also live monitored within the main CCTV control room. Electrification works have been confirmed on all proposed public space sites with these being prepared for full camera installation. Terms for a further location on a retail store were agreed in Brockenhurst and a site in Ringwood. Securing these locations provides optimum placement for monitoring whilst negating local disruption.
2025/6 Q1	During the Q1 period, 9 additional cameras have been installed. Additional installations continue to progress. Expenditure has now been confirmed for Q1 as £3,471.48.
2025/6 Q2	In year 24/25 Total expenditure was £66,960.00 for the purchase of cameras and server room upgrades for the increased storage of data. Expenditure in Quarter 2 primarily covers the installation costs for cameras. Quarter 3 has an additional 10 cameras scheduled for installation by November 30th.
2025/6 Q3	Work has continued to enhance cctv coverage across the district. The service is currently working to upgrade the digital incoming line that support the transmission of footage which has a lead time to complete in early April. To ensure camera installations remain on track, ground works and electrification of points continues. This will enable cameras or final fix to be done in quick succession following the upgrade of the line.

NFDC ID NO.8: Number of education and awareness sessions in relation to serious crime						
	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3	Target	Monitor
Performance	1	3	9	TBC	Desired DOT	N/A
Target	MONITOR	MONITOR	MONITOR	MONITOR	Format	Numerical
					Frequency	Quarterly
					Metric type	Snapshot/point in time
					Leadership team member	Brian Byrne
					Portfolio holder	CLr Dan Poole
					Overview and scrutiny	Housing and Communities
					RAG Status	
2024/5		2025/6				
	Q4	Q1	Q2	Q3		
	N/A	N/A	N/A	N/A		

Supporting narrative	
2024/5 Q4	129 young people participated in a prevention of weapons education programme. Over the past 12 months, weapons prevention education has been delivered to 563 young people within either group or 1-2-1 sessions across the district.
2025/6 Q1	During Q1, safer New Forest provided 3 days training and learning material for 18 employees of youth services, secondary education, colleges and community safety services. This approach aims to create and embed local resources, acting as points of contacts and accredited trainers to deliver weapons prevention training within local education and community based settings. Funding for delivery was supported by a 10k grant obtained from the Office of Police and Crime Commissioner.
2025/6 Q2	Dedicated workshop on weapons, the law, social and medical implications. Educations awareness delived to 280 year 8 students. Delivery was undertaken over a number of sessions with an average group consisting of 30 students. Comparing Year 8 students' age profile with early offenders (13-17) highlights the need for a targeted approach. Delivering education this way reinforces the law and consequences of carrying weapons, reducing the risk of unintentional offences. It also promotes wider discussion among teachers and parents, providing context and relevance for all learners.
2025/6 Q3	Weapons awareness workshops are delivered within educational settings and form part of PSHE. Future sessions will be run in the spring season as part of the academic plan. We are awaiting figures from partners from the criminal justice system who deliver 1-2-1 and group sessions.

NFDC ID NO.9: Number of positive interventions in response to Public Spaces Protection Orders (1 and 2)

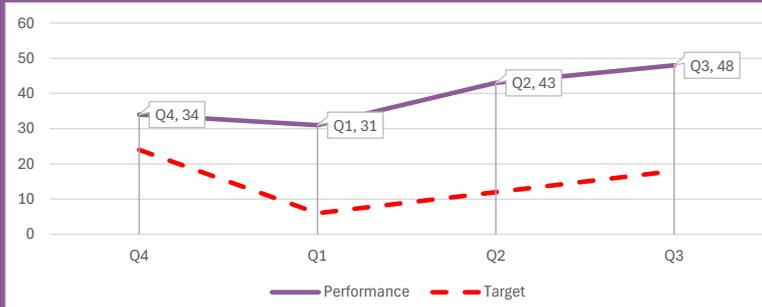
	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3	Target	Monitor
Performance	195	554	318	34	Desired DOT	N/A
Target	MONITOR	MONITOR	MONITOR	MONITOR	Format	Numerical
					Frequency	Quarterly
					Metric type	Snapshot/point in time
					Leadership team member	Brian Byrne
					Portfolio holder	Cllr Dan Poole
					Overview and scrutiny	Housing and Communities
					RAG Status	
	2024/5	2025/6				
	Q4	Q1	Q2	Q3		
	N/A	N/A	N/A	N/A		



Supporting narrative	
2024/5 Q4	Quarter 4 period resulted in 31 reports to services regarding concerns of compliance with the orders with Wednesday being the busiest of days. Direct engagement was held with 195 people, with 180 relating to animals and 15 to fire.
2025/6 Q1	118 reports were received resulting in 554 people being spoken to in relation to the PSPOs, with 146 in relation to fire and 408 to animals. 2 FPNs were issued, both relating to fire. The three highest reported locations during the quarter were Bolton's Bench, Hatchet Pond and Wilverley Plain.
2025/6 Q2	During Q2, 318 members of the public were engaged with by delegated officers in relation to PSPO 1 or 2. During the same period, officers responded to 13 reports of fire related incidents, of this, 4 were fires and 9 relating to BBQ's. 43 reports were in response to the petting or feeding of animals.
2025/6 Q3	PSPO interventions dropped lower than anticipated in apart due to the low season but it is also recognised that partner agencies with delegated authority have been experiencing a period of reduced staff. Forestry England have recruited 4 new assistant rangers who will receive training in the spring in readiness for the re-issuing of the orders.

NFDC ID NO.10: Number of cultural events and activities supported by New Forest District Council

	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3	Target	24 by end of year
Performance	34	31	43	48	Desired DOT	▲
Target	24	6	12	18	Format	Numerical
					Frequency	Quarterly
					Metric type	Cumulative/year to date
					Leadership team member	Joanne McClay
					Portfolio holder	Cllr Dan Poole
					Overview and scrutiny	Housing and Communities
					RAG Status	
	2024/5	2025/6				
	Q4	Q1	Q2	Q3		



Supporting narrative	
2024/5 Q4	5 Projects supported this quarter via SPF are Nightjar, Folio training programme, Folio transition support, Milford on Sea beach event and CODA celebration event. 6 cultural projects were supported by the Community Grants programme in 24/25. 1 project has received CIL funding of £142,000 to improve the access to cultural facilities, locally.
2025/6 Q1	Working with Culture in Common and local Folio Partners we have supported a number of smaller projects around the district. Working in partnership we delivered a series of small commissions which saw a number of activities reach new audiences and ensure that there was a spread of activity across the geographic and demographic communities of the district. A high number of one-off commissioned projects have occurred during the period which is reflected in the final data, these are unlikely to be repeated.
2025/6 Q2	The delivery of small commissioned projects and partnership work with organisations such as ICB, PCNs and parish councils, engaging targeted communities. 12 events and activities during the period.
2025/6 Q3	There have been a number of projects to support different sections of our community including LGBTQI+, rurally isolated areas, and those with health conditions. We also ensured that the routes for the renowned Luke Jerram's Lullaby cycle project visited the underserved communities of the district.

People: Meeting housing needs

NFDC ID NO.11: Number of affordable homes delivered by NFDC and its partners

	2024/5	2025/6	Supporting information	
Performance	188	N/A*	Target	199 during period
Target	186	387	Desired DOT	On forecast
Supporting narrative			Format	Numerical
*Annual data for the 2025/26 period for KPI no.11 will be reported in the Q4 dashboard.			Frequency	Annually
			Metric type	Cumulative/year to date
			Leadership team member	Tim Davis
			Portfolio holder	Clr Steve Davies
			Overview and scrutiny	Housing and Communities
			RAG Status	
			2024/5	2025/6
	N/A			

NFDC ID NO.12: Number of affordable council homes delivered against the 2026 target set

	2024/5	2025/6	Supporting information	
Performance	375	N/A*	Target	87 during period
Target	373	462	Desired DOT	On forecast
Supporting narrative			Format	Numerical
*Annual data for the 2025/26 period for KPI no.12 will be reported in the Q4 dashboard.			Frequency	Annually
			Metric type	Cumulative/year to date
			Leadership team member	Tim Davis
			Portfolio holder	Clr Steve Davies
			Overview and scrutiny	Housing and Communities
			RAG Status	
			2024/5	2025/6
	N/A			

NFDC ID NO.13: Percentage score for overall tenant satisfaction with the Council as a landlord, as determined in the Tenant Satisfaction Measures (TSMs)

	2024/4	2025/6	Supporting information	
Performance	84%	N/A	Target	82.1%
Target	81.6%	82.1%	Desired DOT	▲
Supporting narrative			Format	%
Annual data for KPI no.13 will be reported once the next tenant satisfaction survey has been completed and verified and inline with its submission to the Regulator of Social Housing.			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Kirsty Farmer
			Portfolio holder	Clr Steve Davies
			Overview and scrutiny	Housing and Communities
			RAG Status	
			2024/5	2025/6
	N/A			

NFDC ID NO.14: Number of council homes achieving Energy Performance Certification band C																					
	2024/5	2025/6	Supporting information																		
Performance	2744	N/A*	Target																		
Target	2646	2946	2946																		
Supporting narrative																					
*Annual data for the 2025/26 period for KPI no.14 will be reported in the Q4 dashboard.																					
		<table border="1"> <thead> <tr> <th colspan="2">RAG Status</th> </tr> <tr> <th>2024/5</th> <th>2025/6</th> </tr> </thead> <tbody> <tr> <td></td> <td>N/A</td> </tr> </tbody> </table>		RAG Status		2024/5	2025/6		N/A												
RAG Status																					
2024/5	2025/6																				
	N/A																				
		<table border="1"> <thead> <tr> <th colspan="2">Supporting information</th> </tr> </thead> <tbody> <tr> <td>Target</td> <td>2946</td> </tr> <tr> <td>Desired DOT</td> <td>▲</td> </tr> <tr> <td>Format</td> <td>Numerical</td> </tr> <tr> <td>Frequency</td> <td>Annually</td> </tr> <tr> <td>Metric type</td> <td>Cumulative/year to date</td> </tr> <tr> <td>Leadership team member</td> <td>Sophie Tuffin</td> </tr> <tr> <td>Portfolio holder</td> <td>CLlr Steve Davies</td> </tr> <tr> <td>Overview and scrutiny</td> <td>Housing and Communities</td> </tr> </tbody> </table>		Supporting information		Target	2946	Desired DOT	▲	Format	Numerical	Frequency	Annually	Metric type	Cumulative/year to date	Leadership team member	Sophie Tuffin	Portfolio holder	CLlr Steve Davies	Overview and scrutiny	Housing and Communities
Supporting information																					
Target	2946																				
Desired DOT	▲																				
Format	Numerical																				
Frequency	Annually																				
Metric type	Cumulative/year to date																				
Leadership team member	Sophie Tuffin																				
Portfolio holder	CLlr Steve Davies																				
Overview and scrutiny	Housing and Communities																				

NFDC ID NO.15: Percentage scores for the 5 safety and compliance management Tenant Satisfaction Measures (TSMs)																																				
	2024/5	2025/6			Supporting information																															
	Q4	Q1	Q2	Q3																																
Performance	100.00%	99.60%	99.80%	99.50%	Target																															
Target	96.80%	96.80%	96.80%	96.80%	96.80%																															
<table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>100.00%</td> <td>96.80%</td> </tr> <tr> <td>Q1</td> <td>99.60%</td> <td>96.80%</td> </tr> <tr> <td>Q2</td> <td>99.80%</td> <td>96.80%</td> </tr> <tr> <td>Q3</td> <td>99.50%</td> <td>96.80%</td> </tr> </tbody> </table>					Quarter	Performance (%)	Target (%)	Q4	100.00%	96.80%	Q1	99.60%	96.80%	Q2	99.80%	96.80%	Q3	99.50%	96.80%	<table border="1"> <thead> <tr> <th colspan="4">RAG Status</th> </tr> <tr> <th>2024/5</th> <th colspan="3">2025/6</th> </tr> <tr> <th>Q4</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	RAG Status				2024/5	2025/6			Q4	Q1	Q2	Q3				
Quarter	Performance (%)	Target (%)																																		
Q4	100.00%	96.80%																																		
Q1	99.60%	96.80%																																		
Q2	99.80%	96.80%																																		
Q3	99.50%	96.80%																																		
RAG Status																																				
2024/5	2025/6																																			
Q4	Q1	Q2	Q3																																	
Supporting narrative																																				
2024/5 Q4	Our year-end results show strong performance across all five of our safety and compliance management measures, each achieving 100%. These final figures will be submitted to the regulator as part of our annual return.																																			
2025/6 Q1	Our Q1 value represents excellent performance against our five safety and compliance measures.																																			
2025/6 Q2	Our five safety and compliance management measures continue to perform very well.																																			
2025/6 Q3	The five safety and compliance management measures continue to perform well.																																			

*NOTE KPIs No 5, 6 have been removed.

Place and Sustainability Overview and Scrutiny panel

Place: Shaping our place for now and for future generations

NFDC ID NO.16: Percentage of major planning applications determined in time

	2024/5	2025/6			Supporting information		
	Q4	Q1	Q2	Q3	Target	85.0%	
Performance	92.0%	100.0%	100.0%	100.0%	Desired DOT	▲	
Target	85.0%	85.0%	85.0%	85.0%	Format	%	
Gov. target	60.0%	60.0%	60.0%	60.0%	Frequency	Quarterly	
					Metric type	Snapshot/point in time	
					Leadership team member	Mark Wyatt	
					Portfolio holder	Cllr Derek Tipp	
					Overview and scrutiny	Place and Sustainability	
RAG Status							
2024/5		2025/6					
Q4		Q1	Q2	Q3			

Supporting narrative

2024/5 Q4	Performance exceeds both local and government targets.
2025/6 Q1	Performance is above both government and locally set targets. An increase on last quarter
2025/6 Q2	Performance is above both government and locally set targets.
2025/6 Q3	Performance is above both government and locally set targets.

NFDC ID NO.17: Percentage of minor planning applications determined in time

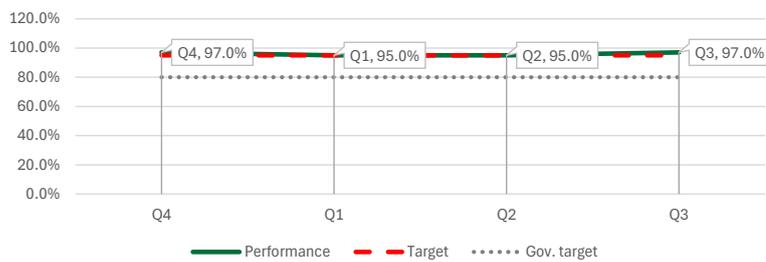
	2024/5	2025/6			Supporting information		
	Q4	Q1	Q2	Q3	Target	95.0%	
Performance	92.0%	96.0%	93.0%	88.0%	Desired DOT	▲	
Target	95.0%	95.0%	95.0%	95.0%	Format	%	
Gov. target	70.0%	70.0%	70.0%	70.0%	Frequency	Quarterly	
					Metric type	Snapshot/point in time	
					Leadership team member	Mark Wyatt	
					Portfolio holder	Cllr Derek Tipp	
					Overview and scrutiny	Place and Sustainability	
RAG Status							
2024/5		2025/6					
Q4		Q1	Q2	Q3			

Supporting narrative

2024/5 Q4	Although flagged as amber, should be noted the local target is set at 25% above the Government target of 70%. Our performance consistently exceeds Government set targets.
2025/6 Q1	Performance is above both government and locally set targets. An increase on last quarter.
2025/6 Q2	Performance is above government set target but has fallen slightly below locally set target and is a decrease from last quarter.
2025/6 Q3	Performance is above government set target but has fallen below locally set target and is a decrease from last quarter.

NFDC ID NO.18: Percentage of other planning applications determined in time

	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3	Target	
Performance	97.0%	95.0%	95.0%	97.0%	Target	95.0%
Target	95.0%	95.0%	95.0%	95.0%	Desired DOT	▲
Gov. target	80.0%	80.0%	80.0%	80.0%	Format	%
					Frequency	Quarterly
					Metric type	Snapshot/point in time
					Leadership team member	Mark Wyatt
					Portfolio holder	CLlr Derek Tipp
					Overview and scrutiny	Place and Sustainability
RAG Status						
	2024/5		2025/6			
	Q4	Q1	Q2	Q3		



Supporting narrative	
2024/5 Q4	Performance exceeds both local and Government targets.
2025/6 Q1	Performance is above both government and locally set targets.
2025/6 Q2	Performance is above both government and locally set targets.
2025/6 Q3	Performance is above both government and locally set targets.

NFDC ID NO.19: Percentage of allowed planning appeals

	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3	Target	
Performance	0.0%	0.0%	1.0%	0.0%	Target	<10%
Target	10.0%	10.0%	10.0%	10.0%	Desired DOT	▼
					Format	%
					Frequency	Quarterly
					Metric type	Snapshot/point in time
					Leadership team member	Mark Wyatt
					Portfolio holder	CLlr Derek Tipp
					Overview and scrutiny	Place and Sustainability
RAG Status						
	2024/5		2025/6			
	Q4	Q1	Q2	Q3		



Supporting narrative	
2024/5 Q4	6 appeals, all dismissed.
2025/6 Q1	The total amount of planning decisions made was 255, 6 were appealed and all 6 were dismissed at appeal.
2025/6 Q2	1 appeal allowed of 217 decisions made.
2025/6 Q3	8 appeals determined and all 8 dismissed.

NFDC ID NO.20: The total outstanding net dwelling supply as set out in our development plan				
	2023/4	2024/5	Supporting information	
Performance	8443	5974	Target	8059
Target	8241	8059	Desired DOT	▼
Supporting narrative			Format	Num
<p>Our 2016–2036 plan sets a target of 10,420 new dwellings by 2036. By the end of March 2025, 2,361 dwellings have been delivered, including 182 completed in 2024–25. This falls short of the baseline targets for this stage of the plan. This reflects slower-than-anticipated delivery due to economic uncertainty, viability issues, and site-specific challenges. Performance is rated red however members have been regularly briefed on ongoing progress.</p> <p>2025-26 figures will be available Q2 2026-27.</p>			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Tim Guymer
			Portfolio holder	CLlr Derek Tipp
			Overview and scrutiny	Place and Sustainability
			RAG Status	
			2023/4	2024/5

Place: Protecting our climate, coast and natural world

NFDC ID NO.21: Kilogrammes of non-recycled waste produced per household						
	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3		
Performance	449.60	103.00	200.00		Target	106.00Kg/per HH
Target	456.00	110.00	216.00	332.00	Desired DOT	▼
<p>Q4, 449.60 Q1, 103.00 Q2, 200.00</p> <p>— Performance — Target</p>					Format	kg
					Frequency	Quarterly
					Metric type	Cumulative/year to date
					Leadership team member	Liz Mockridge
					Portfolio holder	CLlr Geoffrey Blunden
Overview and scrutiny	Place and Sustainability					
					RAG Status	
					2024/5	2025/6
					Q4	Q1
						Q2
						Q3
						TBC
Supporting narrative						
2024/5 Q4	Performance is inline with target.					
2025/6 Q1	Performance is inline with target.					
2025/6 Q2	The impact of the new service is very positive. The reduction in the non-recycled waste and increased the recycling rate for Q2 is based on collection changes in the phase 1 area only (30,000 properties) and can be largely attributed to high food waste recycling tonnages and the impact of restricted general waste capacity. However, waste levels and composition do fluctuate throughout the year so at this stage of the phased roll out it is difficult accurately predict performance levels for Q3 and 4.					
2025/6 Q3	Numbers are expected by mid-March 2026.					

NFDC ID NO.22: Households using our chargeable garden waste service as percentage of total properties in NFDC										
	2024/5	2025/6			Supporting information					
	Q4	Q1	Q2	Q3	Target	30%				
Performance	29.0%	28.0%	28.0%	29.0%	Desired DOT	▲				
Target	27.0%	29.0%	30.0%	31.0%	Format	%				
					Frequency	Quarterly				
					Metric type	Cumulative/year to date				
					Leadership team member	Liz Mockeridge				
					Portfolio holder	Cllr Geoffrey Blunden				
					Overview and scrutiny	Place and Sustainability				
					RAG Status					
					2024/5	2025/6				
Q4	Q1	Q2	Q3							
Supporting narrative										
2024/5 Q4	End of year performance exceeds target.									
2025/6 Q1	The subscription numbers for GW customers are down from Q4. This may have been impacted by the unusually dry spring and summer months causing a slow growth year. As the new service started in April 2024, Q1 is the point when most people will need to resubscribe. However, because the subscription is now a rolling year service, residents can join whenever they want throughout the year and still get a years service rather than previously have to join in April to receive a full year. Residents may have waited longer to rejoin with less garden waste to dispose of in the early part of the season.									
2025/6 Q2	Percentage of residents subscribed to the service remained steady on last quarter, however this is not in line with targeted service growth. This year saw an unusually dry period, which continued from spring throughout summer. This has limited garden growth and in turn may have impacted our resubscription take up and new subscriptions. Additionally the focus on the new service roll out has restricted opportunities for promotion of the Garden Waste Service this year.									
2025/6 Q3	The percentage of residents subscribed to the service increased from last quarter. We have an incrementing target for this measure which has also increased from 30% to 31% this quarter. This being below targeted service growth with Place and Sustainability Overview and Scrutiny Panel being presented with additional insight in January 2026, attributing this to low growth in the early part of the year, leading to a late take-up to subscriptions. That pattern is reflected in the latest outturn.									

NFDC ID NO.23: Emissions from the council's vehicle fleet						
	2024/5	2025/6		Supporting information		
	Performance	1658	N/A*		Target	Monitor
Target	MONITOR	MONITOR		Desired DOT	▼	
Supporting narrative *Annual data for KPI no.23 will be reported in the 2025/6 Q4 dashboard.					Format	Tonnes of CO2e
					Frequency	Annual
					Metric type	Snapshot/point in time
					Leadership team member	Chris Noble
					Portfolio holder	Cllr Geoffrey Blunden
					Overview and scrutiny	Place and Sustainability
					RAG Status	
2024/5	2025/6					
N/A	N/A					

NFDC ID NO.24: Percentage of household waste sent for recycling				
	2024/5	2025/6		
	Q4	Q1	Q2	Q3
Performance	32.40%	40.20%	42.80%	
Target	38.50%	41.00%	41.00%	41.00%

Supporting information			
Target	>41%		
Desired DOT	▲		
Format	%		
Frequency	Quarterly		
Metric type	Snapshot/point in time		
Leadership team member	Liz Mockridge		
Portfolio holder	Cllr Geoffrey Blunden		
Overview and scrutiny	Place and Sustainability		

RAG Status			
2024/5	2025/6		
Q4	Q1	Q2	Q3
			TBC

Supporting narrative	
2024/5 Q4	The overall recycling rate for 2024/25 was 37%
2025/6 Q1	Performance is inline and within 1% of target
2025/6 Q2	The impact of the new service is very positive. The reduction in the non-recycled waste and increased the recycling rate for Q2 is based on collection changes in the phase 1 area only (30,000 properties) and can be largely attributed to high food waste recycling tonnages and the impact of restricted general waste capacity. However, waste levels and composition do fluctuate throughout the year so at this stage of the phased roll out it is difficult accurately predict performance levels for Q3 and 4.
2025/6 Q3	Numbers are expected by mid-March 2026

Place: Caring for our facilities, neighbourhoods and open spaces in a modern and responsive way

NFDC ID NO.25: Number of fly-tipping incidents per 1,000 people (total population 175,942)				
	2024/5	2025/6		
	Q4	Q1	Q2	Q3
Performance	3.96	4.94	10.15	13.67
Target	13.94	4.11	7.66	10.32

Supporting information			
Target	14 by end of year		
Desired DOT	▼		
Format	Numerical		
Frequency	Quarterly		
Leadership team member	Snapshot/point in time		
Data owner	Chris Noble		
Portfolio holder	Cllr Geoffrey Blunden		
Overview and scrutiny	Place and Sustainability		

RAG Status			
2024/5	2025/6		
Q4	Q1	Q2	Q3

Supporting narrative	
2024/5 Q4	The reported figure is based on the total of 696 fly-tipping incidents occurring in Q4.
2025/6 Q1	Figure is based on 870 incidents of flytipping which operatives responded to during the quarter which is an increase of 182 from Q4 2024/5. As has been reported to Council, there has been an increase in use of bring sites aligned to the waste roll out. Where this sees residents leaving glass and cardboard outside of the provided containers it is technically classed as a fly tip and is recorded as such. The figure does not relate to an uptick in fly tipping in the more readily defined sense (e.g. building waste/house clearance dumped in laybys/country lanes) and there has been no discernible increase in this aligned to the roll out. There are concerns that are being investigated by our enforcement teams over "commercial" use of our bring sites, which is understood to be a potential byproduct of the roll-out as "commercial" waste can no longer be as easily disguised in residential collections.
2025/6 Q2	The total number of reported incidents of fly-tipping rose to 918 in Q2, which is above target and a notable increase compared to the same period last year (670 in Q2 24/25). The reported figure as above equals the number of incidents per 1000 from both quarters. Ongoing concerns remain from the previous quarter including misuse of bring sites and operatives continue to respond to these issues.
2025/6 Q3	The number of reported fly-tipping incidents decreased from 918 in Q2 to 617 in Q3. This is a cumulative measure that increments over the year. The overall value, with high numbers in Q1 and Q2 is still above target and will likely be above target at the end of the year. The reported figure represents the number of incidents per 1,000 across all three reported quarters, so far. New signage and clearer instructions have been introduced at all bring sites to help address fly-tipping concerns. This has seen fly-tipping at bring sites fall over the last three quarters from 219 in Q1, 182 in Q2 and 116 in Q3. However, data from previous years typically shows increases in Q4 and so this trend requires continued monitoring in Q4 before longer term impacts can be determined.

NFDC ID NO.27: Number of 0.5 litre bottles filled at water-filling stations										
	2024/5	2025/6			Supporting information					
	Q4	Q1	Q2	Q3	Target					
Performance	25598	16100	34558	34558	Desired DOT	▲				
Target	23000	9200	23000	23000	Format	Numerical				
<p>The chart displays performance and target data for water-filling stations. The Y-axis represents the number of bottles filled, ranging from 0 to 40,000. The X-axis shows quarters from Q4 to Q3. Performance is shown as a solid green line, and the target is shown as a dashed red line. Performance data points are: Q4 (25,598), Q1 (16,100), Q2 (34,558), and Q3 (34,558). The target data points are: Q4 (23,000), Q1 (9,200), Q2 (23,000), and Q3 (23,000).</p>					Frequency	Quarterly				
					Metric type	Cumulative/year to date				
					Leadership team member	Chris Noble				
					Portfolio holder	Cllr Geoffrey Blunden				
					Overview and scrutiny	Place and Sustainability				
					RAG Status					
					2024/5	2025/6				
Q4	Q1	Q2	Q3							
Supporting narrative										
2024/5 Q4	Units are not operational during the winter months and therefore there is no additional data available for Q4.									
2025/6 Q1	Usage of our water-filling stations during the period was equivalent to filling over 16,000 half-litre water bottles. High temperatures throughout the spring months may have contributed to higher usage rates.									
2025/6 Q2	The final water bottle meter readings for Q2 shows the total water volume dispensed was 9.229m3, equivalent to 18,458 0.5l bottles. The units are now non-operational for the autumn/winter months and therefore the next available data will be reported in Q1 2026/27.									
2025/6 Q3	The final water bottle meter readings were presented in Q2 with the units now being non-operational for the autumn/winter months. The next available data will be reported in spring 2026.									

*NOTE KPI No 26 has been removed.

Place and Sustainability Overview and Scrutiny panel

Prosperity: Maximising the benefits of inclusive economic growth and investment

NFDC ID NO.28: Squared metres of industrial/employment land developed				
	2023/4	2024/5	Supporting information	
Performance	21,209	23,809	Target	
Target	MONITOR	MONITOR	Monitor	
Supporting narrative			Desired DOT	
There was a net addition of 2,600sqm employment floorspace completed in 2024/25.			▲	
			Format	Sqm
			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Tim Guymer
			Portfolio holder	Cllr Derek Tipp
			Overview and scrutiny	Place and Sustainability
			RAG Status	
			2023/4	2024/5
N/A	N/A			

NFDC ID NO.29: Level (£) of retained business rates (at source)				
	2024/5	2025/6	Supporting information	
Performance	£0	N/A*	Target	
Target	£0	£450,000	£450,000	
Supporting narrative			Desired DOT	
*Annual data for KPI no.29 will be reported in the 2025/6 Q4 dashboard.			▲	
			Format	£
			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Ryan Stevens
			Portfolio holder	Cllr Derek Tipp
			Overview and scrutiny	Place and Sustainability
			RAG Status	
			2024/5	2025/6
N/A	N/A			

Prosperity: Supporting our high-quality business base and economic centres to thrive and grow

NFDC ID NO.31: Vacancies of retail premises within town/local centres				
	2024/5	2025/6	Supporting information	
Performance	7.10%	N/A*	Target	
Target	MONITOR	MONITOR	Monitor	
Supporting narrative			Desired DOT	
*Annual data for KPI no.31 will be reported in the 2025/6 Q4 dashboard.			▼	
			Format	%
			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Tim Guymer
			Portfolio holder	Cllr Derek Tipp
			Overview and scrutiny	Place and Sustainability
			RAG Status	
			2024/5	2025/6
N/A	N/A			

Prosperity: Championing skills and access to job opportunities

NFDC ID NO.32: Employment rate percentage of working age adults (aged 16-64)				
	2023	2024	Supporting information	
Performance	82.3%	78%	Target Monitor	
Target	MONITOR	MONITOR	Desired DOT ▲	
Supporting narrative			Format %	
*2025 Annual data for KPI no.32 will be reported when available from the ONS.			Frequency Annually	
			Metric type Snapshot/point in time	
			Leadership team member Jeannie Satchell	
			Portfolio holder Cllr Derek Tipp	
			Overview and scrutiny Place and Sustainability	
			RAG Status	
			2023 N/A	2024 N/A

NFDC ID NO.33: Proportion (in percentage terms) of employee jobs with hourly pay below the living wage				
	2023	2024	Supporting information	
Performance	13.30%	14.20%	Target Monitor	
Target	MONITOR	MONITOR	Desired DOT ▼	
Supporting narrative			Format %	
*2025 Annual data for KPI no.33 will be reported when available from the ONS.			Frequency Annually	
			Metric type Snapshot/point in time	
			Leadership team member Jeannie Satchell	
			Portfolio holder Cllr Derek Tipp	
			Overview and scrutiny Place and Sustainability	
			RAG Status	
			2023 N/A	2024 N/A

*NOTE KPI No 30 has been removed.

Resources and Transformation Overview and Scrutiny panel

Future New Forest: Putting our customers at the heart

NFDC ID NO.35: Staff satisfaction score with NFDC ICT services

	2024/5	2025/6	Supporting information	
Performance	88.5%	N/A*	Target	70%
Target	70.0%	70.0%	Desired DOT	Maintain
Supporting narrative			Format	%
			Frequency	Annually
*Data for KPI no.35 will be reported following the next ICT staff survey. It has been agreed by the service that the ICT staff survey will now be carried out every two years in a change from previously reported. It is anticipated this data will next be available during financial year 2027/28.			Metric type	Snapshot/point in time
			Leadership team member	Rich Bird/Kim Gray
			Portfolio holder	CLlr Jeremy Heron
			Overview and scrutiny	Resources & Transformation
			RAG Status	
		2024/5	2025/6	
			N/A*	

Future New Forest: Being an employer of choice

NFDC ID NO.37: Percentage of vacancies filled first time

	2024/5		2025/6		Supporting information	
	Q4	Q1	Q2	Q3		
Performance	81.0%	79.2%	82.0%	76.0%	Target	80%
Target	80.0%	80.0%	80.0%	80.0%	Desired DOT	▲
Supporting narrative			Format	%		
			Frequency	Quarterly		
			Metric type	Snapshot/point in time		
			Leadership team member	Heleana Aylett		
			Portfolio holder	Leader CLlr Jill Cleary		
			Overview and scrutiny	Resources & Transformation		
			RAG Status			
		2024/5	2025/6			

Supporting narrative	
2024/5 Q4	End of year position exceeds target.
2025/6 Q1	We have had 24 vacancies and filled 19 first time.
2025/6 Q2	We have had 34 vacancies and filled 28 first time.
2025/6 Q3	We managed to successfully fill 18 out of 25 vacancies during this period. We have run multiple adverts for four particular roles: MTO Plasterer, Senior ICT Analyst, Streetscene Operative and Grounds Maintenance Operative. These recruitment campaigns are currently open, we have received a good number of applications and hope to appoint in due course.

NFDC ID NO.38: Percentage staff turnover

	2024/5	2025/6	Supporting information	
Performance	13.00%	N/A*	Target	11%
Target	11.00%	11.00%	Desired DOT	▼
Supporting narrative			Format	%
			Frequency	Annually
*Annual data for KPI no.38 will be reported in the 2025/6 Q4 dashboard.			Metric type	Snapshot/point in time
			Leadership team member	Heleana Aylett
			Portfolio holder	Leader CLlr Jill Cleary
			Overview and scrutiny	Resources & Transformation
			RAG Status	
		2024/5	2025/6	
			N/A*	

NFDC ID NO.39: Average number of days sickness absence per employee				
	2024/5	2025/6		
	Q4	Q1	Q2	Q3
Performance	8.80	8.00	8.80	8.80
Target	8.00	8.00	8.00	8.00

Supporting information			
Target	8		
Desired DOT	▼		
Format	Numerical		
Frequency	Quarterly		
Metric type	Snapshot/point in time		
Leadership team member	Heleana Aylett		
Portfolio holder	Leader Cllr Jill Cleary		
Overview and scrutiny	Resources & Transformation		

RAG Status			
2024/5	2025/6		
Q4	Q1	Q2	Q3

Supporting narrative	
2024/5 Q4	Sickness per FTE has come down since last quarter and continues to come down as can be seen with historical data.
2025/6 Q1	Although sickness days have reduced since the end of last quarter, FTE has increased, resulting in a reported figure in line with previous performance.
2025/6 Q2	Historically, sickness has shown to increase between Q1 and Q2. Although short term sickness has not significantly increased during this period, the increase in the average number of sick days can be attributed to a increase in small number long term sickness cases spanning a period of over 6 months, which can have an impact on overall sickness levels.
2025/6 Q3	The average number of sick days is consistent with Quarter 2 levels and can be attributed to a small number of long term sickness cases spanning a longer period which can have an impact on overall sickness levels. HR continue to work with managers and staff to support a successful and timely return to work.

NFDC ID NO.40: Number of council apprenticeships		
	2024/5	2025/6
Performance	18	N/A*
Target	10	15

Supporting information	
Target	15
Desired DOT	▲
Format	Numerical
Frequency	Annually
Metric type	Snapshot/point in time
Leadership team member	Heleana Aylett
Portfolio holder	Leader Cllr Jill Cleary
Overview and scrutiny	Resources & Transformation

RAG Status	
2024/4	2025/6
	N/A*

Supporting narrative
*Annual data for KPI no.38 will be reported in the 2025/6 Q4 dashboard.

Future New Forest: Being financially responsible

NFDC ID NO.41: Percentage variance to Council budget +/- (General fund budget variations)

	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3	Target	+/- 3%
Performance	-10.09%	N/A	0.0%	0.0%	Desired DOT	▲ or ▼
Upper range	3.0%	3.0%	3.0%	3.0%	Format	%
Lower range	-3.0%	-3.0%	-3.0%	-3.0%	Frequency	Quarterly
					Metric type	Snapshot/point in time
					Leadership team member	Paul Whittles
					Portfolio holder	Cllr Jeremy Heron
					Overview and scrutiny	Resources & Transformation
					RAG Status	
2024/5		2025/6				
Q4		Q1	Q2	Q3		
		N/A				

Supporting narrative

2024/5 Q4	Figures subject to audit. Full details of variations will be set out in the Budget Monitoring report to be presented to Cabinet on 2 July 2025
2025/6 Q1	No financial monitoring report was released during Q1. The next scheduled report will be September 2025.
2025/6 Q2	Data from financial monitoring report which will be taken to Cabinet in November.
2025/6 Q3	Service variations offset by contributions to earmarked reserves.

NFDC ID NO.42: Percentage variance to Housing Revenue budget +/- (HRA budget variations)

	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3	Target	+/- 3%
Performance	-3.97%	N/A	0.4%	0.0%	Desired DOT	▲ or ▼
Upper range	3.00%	3.00%	3.00%	3.00%	Format	%
Lower range	-3.00%	-3.00%	-3.00%	-3.00%	Frequency	Quarterly
					Metric type	Snapshot/point in time
					Leadership team member	Paul Whittles
					Portfolio holder	Cllr Jeremy Heron
					Overview and scrutiny	Resources & Transformation
					RAG Status	
2024/5		2025/6				
Q4		Q1	Q2	Q3		
		N/A				

Supporting narrative

2024/5 Q4	Figures subject to audit. Full details of variations will be set out in the Budget Monitoring report to be presented to Cabinet on 2 July 2025
2025/6 Q1	No financial monitoring report was released during Q1. The next scheduled report will be September 2025.
2025/6 Q2	Data from financial monitoring report which will be taken to Cabinet in November.
2025/6 Q3	Service underspends balanced by increase in loan principal payment.

NFDC ID NO.43: Percentage of Council Tax collected in year										
	2025/6				Supporting information					
	Q1	Q2	Q3	Q4	Target	85.3%				
Performance	29.57%	57.13%	84.49%		Desired DOT	▲				
Target	29.90%	57.60%	85.30%	98.50%	Format	%				
					Frequency	Quarterly				
					Metric type	Cumulative/year to date				
					Leadership team member	Ryan Stevens				
					Portfolio holder	Cllr Jeremy Heron				
					Overview and scrutiny	Resources & Transformation				
					RAG Status					
					2024/5	2025/6				
Q4	Q1	Q2	Q3							
Supporting narrative										
2025/6 Q1	No court dates for 25/26 until August, so there is a delay in recovery proceedings. In addition we are receiving more requests for 12 instalments, instead of 10.									
2025/6 Q2	Some instalments have been re-profiled to March 2026 and there was a delay in court date hearings, the first being August 2025.									
2025/6 Q3	Performance is tracking very close to target. We have received a number of applications this year for collections over a 12 month period as opposed to over 10 months. Year-end collections are expected to meet with the target.									
2025/6 Q4										

NFDC ID NO.44: Percentage of Non-domestic Rates collected in year										
	2025/6				Supporting information					
	Q1	Q2	Q3	Q4	Target	84.3%				
Performance	28.63%	56.23%	84.72%		Desired DOT	▲				
Target	29.60%	57.90%	84.30%	98.50%	Format	%				
					Frequency	Quarterly				
					Metric type	Cumulative/year to date				
					Leadership team member	Ryan Stevens				
					Portfolio holder	Cllr Jeremy Heron				
					Overview and scrutiny	Resources & Transformation				
					RAG Status					
					2024/5	2025/6				
Q4	Q1	Q2	Q3							
Supporting narrative										
2025/6 Q1	No court dates for 25/26 until August, so there is a delay in recovery proceedings commencing.									
2025/6 Q2	Delay in court hearing dates, the first being August 2025 and reduction in retail discount and transitional relief may be impacting collections as businesses have more to pay this year.									
2025/6 Q3	Performance is above target.									
2025/6 Q4										

Future New Forest: Designing modern and innovative services

NFDC ID NO.45: Benefits realisation from ICT investment

	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3	Target	
Performance	96.50%	96.50%	96.50%		Target	70.00%
Target	70.00%	70.00%	70.00%	70.00%	Desired DOT	Maintain
					Format	%
					Frequency	Every 6 months
					Metric type	Snapshot/point in time
					Leadership team member	Rich Bird
					Portfolio holder	Cllr Jeremy Heron
					Overview and scrutiny	Resources & Transformation
RAG Status						
	2024/5	2025/6				
	Q4	Q1	Q2	Q3		



Supporting narrative

2024/5 Q4	Azure Migration project = 100% (9/9) Learning Management System (LMS) project = 86% (6/7) (Security training module is targeting go live on LMS on the 17th Jan) Direct Debit = 100% (5/5)
2025/6 Q1	Performance is in line with previously reported percentage.
2025/6 Q2	Project performance remains on track, with no current risks or issues identified that would impact the anticipated completion timelines.
2025/6 Q3	Reported every 6 months.

NFDC ID NO.46: Percentage of ICT incidents resolved within SLA

	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3	Target	
Performance	97.0%	97.0%	95.0%	97.0%	Target	95.0%
Target	95.0%	95.0%	95.0%	95.0%	Desired DOT	▲
					Format	%
					Frequency	Quarterly
					Metric type	Snapshot/point in time
					Leadership team member	Kim Gray
					Portfolio holder	Cllr Jeremy Heron
					Overview and scrutiny	Resources & Transformation
RAG Status						
	2024/5	2025/6				
	Q4	Q1	Q2	Q3		



Supporting narrative

2024/5 Q4	Performance is above target and remains steady quarter on quarter.
2025/6 Q1	Performance is above target
2025/6 Q2	Performance is on target. Slight decrease from last quarter but there was a significant rise in the number of incidents logged within Q2.
2025/6 Q3	Performance is above target.

NFDC ID NO.47: Percentage of annual ICT work programme delivered on time and on budget						
	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3		
Performance	93.33%	93.33%	93.00%	93.00%	Target	70.00%
Target	70.00%	70.00%	70.00%	70.00%	Desired DOT	Maintain
					Format	%
					Frequency	Quarterly
					Metric type	Snapshot/point in time
					Leadership team member	Rich Bird
					Portfolio holder	Cllr Jeremy Heron
					Overview and scrutiny	Resources & Transformation
RAG Status						
	2024/5	2025/6				
	Q4	Q1	Q2	Q3		

Supporting narrative	
2024/5 Q4	Narrative for April 24 - April 25: Azure Migration project = delivered on time in line with board approved project plan. Learning Management System (LMS) project = delivered on time in line with board approved project plan. Direct Debit = delivery delayed by around 1.5 months whilst transition to BAU was better prepared for within business units.
2025/6 Q1	Performance is above target and in line with previous quarter.
2025/6 Q2	Project performance remains on track, with no current risks or issues identified that would impact the anticipated completion timelines.
2025/6 Q3	Overall delivery performance remains within agreed time and budget tolerances. Project delivery slippages are limited to the Direct Debit Porject, driven by data loading issues, and the in flight Netcall Project, impacted by 3rd party delays. In both cases, impacts were formally escalated and approved by the relevent Project Boards, with remedial actions implemented to derisk delivery. All projects remain within the approved budget tolerances, with no anticipated financial risk at this time.

NFDC ID NO.48: Percentage unscheduled downtime for critical systems						
	2024/5	2025/6			Supporting information	
	Q4	Q1	Q2	Q3		
Performance	0.43%	0.41%	1.05%	0.84%	Target	<5%
Target	5.00%	5.00%	5.00%	3.00%	Desired DOT	▼
					Format	%
					Frequency	Quarterly
					Metric type	Snapshot/point in time
					Leadership team member	Kim Gray
					Portfolio holder	Cllr Jeremy Heron
					Overview and scrutiny	Resources & Transformation
RAG Status						
	2024/5	2025/6				
	Q4	Q1	Q2	Q3		

Supporting narrative	
2024/5 Q4	Performance is within targeted expectation.
2025/6 Q1	Performance is above target and in line with previous quarter.
2025/6 Q2	Performance is within targeted expectation.
2025/6 Q3	Good performance.

*NOTE KPI Nos 34 and 36 have been removed.

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Housing and Communities Overview and Scrutiny Panel – 18 March 2026

Public Space Protection Order(s) Review & Extension

Purpose	For Review
Classification	Public
Executive Summary	<p>This report presents the findings of the key stakeholders and Town & Parish Councils consultation undertaken between 28 November 2025 to 19 December 2025. The report also provides the responses from the public consultation undertaken 14 July 2025 to 10 August 2025.</p> <p>PSPO 1 prohibits within a defined area: the placing, throwing or dropping items likely to cause a fire; or lighting fires (of any type) or barbeques (including disposable barbeques and any outdoor temporary cooking facilities or equipment).</p> <p>PSPO 2 prohibits within a defined area: feeding or providing or depositing food for consumption by any New Forest pony, horse, mule or donkey; or petting or touching any New Forest pony, horse, mule or donkey.</p> <p>In accordance with Section 72(3) of the Anti-Social Behaviour, Crime and Policing Act 2014 ('the Act'), prior to extending Public Spaces Protection Orders (PSPOs) 1 and 2, the Council is required to conduct the necessary consultation, publicity, and notification processes. This included a public consultation and consultation and engagement with key stakeholders and Town and Parish Councils located within the areas of the proposed PSPOs.</p>

	<p>The PSPOs were made for a period of 3 years and without extension, will expire on 30th June 2026.</p> <p>The report and public consultation outcomes were reviewed by EMT on 24 February 2026, and the findings were noted. EMT support the extension of the orders with further review by members of HCOSP.</p> <p>For the purposes of decision making, this matter is scheduled for review by Cabinet on 1 April 2026 for approval of the proposed extensions to the PSPOs.</p>
<p>Recommendation(s)</p>	<p>The Housing and Communities Overview and Scrutiny Panel (HCOSP) are asked to note the contents of the report and consultation document and are requested:</p> <ol style="list-style-type: none"> 1. Acknowledge the outcomes of the public and key stakeholder consultation on the proposed extension of the PSPOs addressing restrictions on lighting fires and using BBQs in the open Forest, as well as feeding and petting Forest animals. 2. In recognition of the findings of the two consultations, HCOSP support option a <ol style="list-style-type: none"> a. the extension of the PSPOs in their current form, effective from 1st July 2026 3. Supports the report to be submitted and onward reviewed by Cabinet to seek approval to extend the PSPOs for a 3-year period. 4. On the extension of the PSPOs, support actions to improve public awareness of the orders.

	5. Support the Service Manager for Community Safety & Support being authorised by Cabinet to finalise the arrangements with the Partners for enforcement, training and signage.
Reasons for recommendation(s)	<p>Between 1st July 2023 and 31st March 2025, following the implementation of PSPOs 1 and 2, 399 reports of non-compliant behaviour resulted in delegated officers engaging with over 2,000 members of the public.</p> <p>A public consultation attracting more than 800 submissions demonstrated strong support for the continuation of both PSPOs for a further three-year period.</p> <p>Consultation with key stakeholders and Town and Parish Councils resulted in unanimous support for the extension of both PSPOs.</p>
Ward(s)	All
Portfolio Holder(s)	Councillor Dan Poole - Community, Safety & Wellbeing
Strategic Director(s)	Peter Matthew, Strategic Director Housing & Communities (interim)
Officer Contact	<p>Brian Byrne Service Manager – Community Safety & Support 023 8028 5089 brian.byrne@nfdc.gov.uk</p>

Introduction and background

1. This report outlines the findings of the public & key stakeholder consultation initiated following Cabinet’s decision on 2nd July 2025 to consider a proposed three-year extension of the [Public Space Protection Orders](#):
 - **PSPO 1** - placing, throwing or dropping items likely to cause a fire; or lighting fires (of any type) or barbeques (including disposable barbeques and any outdoor temporary cooking facilities or equipment).

- **PSPO 2** - feeding or providing or depositing food for consumption by any New Forest pony, horse, mule or donkey; or petting or touching any New Forest pony, horse, mule or donkey.
2. The current orders referred to as PSPO 1 & PSPO 2 came into force on 1 July 2023 for period of 3 years to expire on 30 June 2026.
 3. Section 60 of the Act states that a PSPO may not have effect for a period of more than 3 years, unless extended under that section.
 4. Before the time when a PSPO is due to expire, the local authority that made the order may extend the period for which it has effect if satisfied on reasonable grounds that doing so is necessary to prevent:
 - a) occurrence or recurrence after that time of the activities identified in the order, or
 - b) an increase in the frequency or seriousness of those activities after that time.
 5. An extension under section 60 of the Act:
 - a) may not be for a period of more than 3 years;
 - b) must be published in accordance with regulations made by the Secretary of State.
 6. A PSPO may be extended more than once.
 7. The report to Cabinet published in July 2025 can be found here [July Cabinet Report](#) from pages 359-369.

Key stakeholder consultation response and analysis

8. Before extending the period for which a PSPO has effect, the Council must carry out the necessary consultation, publicity, and necessary notification in accordance with section 72(3) of the Act.
9. In meeting these requirements, the Council has consulted with:
 - a) the chief officer of police, and the local policing body, for the police area that includes the Restricted Area. This was achieved through consulting with the District Commander of the New Forest and Police and Crime Commissioner for Hampshire and Isle of Wight.

b) Community representatives that the Council identified as being appropriate to consult. This included consulting with:

- Safer New Forest Partnership
- Hampshire & Isle of Wight Fire & Rescue Service
- Scouts New Forest
- Head Teachers' Forum (secondary schools including colleges)
- Head Teachers' Forum (primary schools)
- The Verderers
- Commoners' Defence Association
- National Park Authority
- Forestry England
- Royal Society for the Protection of Birds
- Campaign for National Parks Charity
- Hampshire and IOW Wildlife Trust
- Go New Forest Community Interest Company
- New Forest Association
- Town and Parish Councils
- Hampshire County Council
- British Horse Society
- Open Spaces Society
- The Ramblers
- The Camping and Caravanning Club
- The Caravan and Motorhome Club
- The New Forest Dog Owners' Club
- Health and Wellbeing Board
- New Forest Access Forum
- New Forest Equestrian Association
- Community First
- Girl Guiding Hampshire West
- National Trust
- The Duke of Edinburgh Award Scheme (Hampshire)
- The Duke of Edinburgh Award Scheme (Dorset)
- Wiltshire Outdoor Learning Team (DofE)

10. The Council also carried out the necessary publicity through publishing the proposal to extend the PSPOs.

11. In addition, the Council carried out the necessary notification of the proposed extension by writing to all town & parish councils in the district and Hampshire County Council.

12. The Act does include a requirement to consult with the owner or occupier of land within the Restricted Areas. However, this only applies where it is reasonably practicable to do so. When the PSPOs were made it was recognised that they both cover a wide geographical area of the New Forest. The area covered, particularly by PSPO No 2 which has the Perambulation as the Restricted Area, has a significant number of people who fall within the category or 'owner or occupier of land within the Restricted Area'. When the PSPOs were being proposed, the decision was taken not to consult with every owner and occupier and this approach has also been followed in this consultation for the proposed extension of the PSPOs.
13. The consultation period with the statutory consultees was undertaken between 28th November 2025 and 19th December 2025.
14. Letters of invite were circulated to the key stakeholders outlined above to invite formal representative responses via an online form.
15. Detailed outcomes relating to PSPO No. 1 and PSPO No. 2 are provided in Appendix 1 and summarised in paragraphs 17–20 below.
16. A total of 30 responses were received, representing a strong cross-section of key stakeholders, with 50% coming from Town and Parish Councils.
17. Consultation feedback demonstrated unanimous support (100%) for extending PSPO No. 1 (Fire) and PSPO No. 2 (New Forest Animals) for a further three years to 2029.
18. A request to vary PSPO 1 to include Chinese lanterns was requested by one responder. This has been reviewed and there is no evidential data that would support the inclusion of this prohibition within this PSPO.
19. Consistent with the findings of the public consultation, 77% of respondents indicated that there was insufficient awareness and signage advising of the PSPOs.

Public consultation response and analysis

20. Prior to the consultation with the statutory consultees, the Council also carried out a wider public consultation which was conducted between 14th July 2025 and 10th August 2025.
21. The survey was promoted through multiple channels, including the dedicated PSPO page on the New Forest District Council website,

social media platforms, and targeted email communications to NFDC residents. It was also highlighted on partner agency websites, such as Forestry England and the New Forest National Park Authority. To ensure accessibility, both electronic and paper copies were provided for individuals unable to complete the survey online, with all responses manually entered to guarantee full inclusion in the data analysis.

22. The consultation was delivered via the online platform 'Go Vocal', with hosting and analysis undertaken by NFDC officers. Detailed outcomes relating to PSPO No. 1 and PSPO No. 2 are provided in Appendix 2 and summarised in paragraphs 24–27 below.
23. A total of 842 responses were received regarding the PSPOs. Appendix 2 provides a demographic breakdown of respondents, indicating that 75% identified as residents of the local area.
24. In response to the question, 'Do you support the proposal to extend PSPO No. 1 (fire) for a further three years until 2029?', 98% of respondents indicated support for the proposed extension.
25. Similarly, in response to the question, 'Do you support the proposal to extend PSPO No. 2 (New Forest animals) for a further three years until 2029?', 97% of respondents agreed with the proposed extension.
26. In response to the question, 'Do you think there is sufficient awareness and signage advising of the orders?', 79% of respondents considered the signage to be inadequate. Feedback consistently highlighted the need for more visible, clearer, and strategically placed signage particularly in relation to the rules on feeding and petting New Forest animals.
27. As included at paragraph 4 above. In order to extend the PSPOs, the Council must be satisfied on reasonable grounds that doing so is necessary to prevent:
 - c) occurrence or recurrence after that time of the activities identified in the order, or
 - d) an increase in the frequency or seriousness of those activities after that time.
28. Based on the evidence related to the impact of the PSPOs (which was summarised in the report to Cabinet dated 2 July 2025- [July Cabinet Report](#)) and responses within the consultations, it is the view of officers that the relevant legal tests have been met and, it is

recommended that PSPO No 1 and PSPO No 2 are extended for a further period of 3 years.

Awareness & signage

29. In accordance with Regulation 2 of the Anti-social Behaviour, Crime and Policing Act 2014 (Publication of Public Spaces Protection Orders) Regulations 2014 ('the Regulations'), the Council is required to publish that a PSPO has been made, extended or varied on its website and '*cause to be erected on or adjacent to the public place to which the order relates such notice (or notices) as it considers sufficient to draw the attention of any member of the public using that place to:*
- a) The fact that the order has been made, extended or varied (as the case may be); and*
 - b) The effect of that order being made, extended or varied (as the case may be).'*
30. Consultation feedback highlighted a strong and consistent demand for improved signage relating to the PSPOs, particularly concerning the feeding and petting of New Forest animals. Respondents emphasised the importance of signage that is more frequent, clearer in its messaging, and strategically positioned to maximise visibility and public awareness.
31. The use of the power to make the PSPOs was driven and supported by the Council's partnership working with representatives from, principally, the New Forest National Park Authority, Forestry England and the Verderers (referred to collectively as 'the Partners'). The Partners agreed collectively to support both the enforcement of the PSPOs and the placing of appropriate signage in the Restricted Areas following the PSPOs being made in 2023. It was agreed, prior to the consultation on the proposed extension, that should the proposed PSPOs be extended, the Partners would have a continuing key role to play in respect of both the enforcement of the PSPOs and the placing of appropriate signage in the Restricted Areas.
32. As a result of the two different Restricted Areas for PSPO No 1 (which principally comprises Forestry England managed Land) and PSPO No 2 (which covers the Perambulation of the New Forest), two forms of sign are in place; one which covers both PSPOs and one which covers only PSPO No 2 as there are some areas of land within the Restricted Area for PSPO No 2 which are outside the Restricted Area for PSPO No 1.

33. It is recommended that the Service Manager for Community Safety & Support be authorised to finalise the arrangements with the Partners for enforcement, training and signage.
34. Following agreement with Forestry England, responsibility for signage has been met by them with support of the NPA and Verderers of the New Forest. Should the PSPO extensions be approved, enhancing public awareness through improved signage will be prioritised, informed by the feedback received during the two consultations.
35. When a PSPO is varied or extended the Council must publish it on its website. The Council must also erect notices on or adjacent to the public place to which the PSPO relates to draw the attention of any member of the public using that place to the fact that the PSPO has been extended or varied, and its effect.

Enforcement responsibilities

36. It is an offence under section 67 of the Act to, without reasonable excuse, breach the terms of a PSPO. This can result in the following formal action:
 - a) Prosecution in the Magistrates' Court with a maximum fine of £1000; or
 - b) The issuing of a Fixed Penalty Notice ('FPN') with a maximum penalty of £100.
37. Under section 68 of the Act, a Police Officer or an 'authorised person' (so authorised by the Council) may issue a FPN to anyone whom they believe has breached the terms of the PSPO. For the purposes of the PSPOs, authorised persons are referred to as Authorised Officers.
38. The results of the consultation show that the enforcement of the PSPOs is an important issue.
39. It is acknowledged by the Partners that they have a range of existing resources who are present in and around the New Forest ensuring its good management. Arrangements with the Partners have been in place since the implementation of the PSPOs in 2023. Named officers of the Partner agencies have been designated as Authorised Officers by Cabinet for the purposes of enforcing the conditions of the PSPOs. Forestry England have committed their parking rangers as an additional resource to support compliance of the orders. As these

are new positions, these role profiles will be added to the list of Authorised Officers.

40. The list of relevant job titles will be reviewed with the Partners and any required updates to the Authorised Officers will be provided to Cabinet for agreement and these Authorised Officers will receive refresher training from the Council as detailed in this report.
41. Authorised Officers should take reasonable and proportionate action where they have reason to believe a person has committed, is committing, or likely to commit an offence under the PSPOs as defined by Section 67 of the Act.
42. Such reasonable and proportionate action shall involve the Authorised Officer taking into consideration all relevant circumstances and may include as applicable:
 - a) explaining the effect of the PSPOs;
 - b) referring to visible signage;
 - c) requiring that the activity carried out in breach of the PSPOs is terminated;
 - d) requiring that items that they have reasonable grounds to believe are being, or are likely to be used in conjunction with the activities in breach of the PSPOs be surrendered to them;
 - e) providing a verbal warning; or
 - f) the issuing of a FPN.

Corporate plan priorities

43. The activities of the PSPO 1 & 2 support the Corporate Plan 2024/28 priorities:
 - Empowering our residents to live healthy, connected and fulfilling lives.
 - Protecting our climate, coast, and natural world.
 - Working with our partners at the National Park and other key stakeholders to support the protection and enhancement of natural landscapes, habitats and biodiversity to ensure the future sustainability of the Forest.

Options appraisal

44. The current PSPOs are due to expire on 30th June 2026. Following the conclusion of the two consultations and review of the responses, the following options are presented for consideration:

- a) Extend of the PSPOs in their current form, effective from 1st July 2026
- b) Variation of the current conditions as outlined in PSPO 1 and 2 from 1st July 2026
- c) Discharge one OR both of the PSPOs upon their expiry on 30th June 2026.

Financial and resource implications

- 45. Any further extension of either or both PSPOs will result in additional costs. These include ongoing administration and management, updating signage, enhancing media and online awareness campaigns. The current budget of £50,000 is sufficient for the full term of the PSPOs.
- 46. Should the Council proceed with extending the PSPOs, refresher training for authorised officers will be required. This training will be facilitated jointly by the Community Safety team and Legal Services and can be met within existing resources.

Legal implications

- 47. In deciding whether to extend a PSPO, the Council must have regard to the rights of freedom of expression and freedom of assembly set out in articles 10 and 11 of the Convention for the Protection of Human Rights and Fundamental Freedoms. In respect of PSPO No 1 and PSPO No 2, it is not considered, that these rights are engaged.
- 48. In accordance with section 70 of the Act, a byelaw that prohibits, by the creation of an offence, an activity regulated by a PSPO is of no effect in relation to the relevant Restricted Area during the currency of that PSPO. For the purposes of the PSPOs, this means that, the following do not apply to the respective Restricted Areas for the time that they are in force:
 - a) byelaw 5. iv of the Forestry Commission Byelaws SI 1982 No 648 (PSPO No 1)
 - b) byelaw 16 (1) of the New Forest (Confirmation of the Byelaws of the Verderers of the New Forest) Order 2010 SI 2010 No 993 (PSPO No 2).

These provisions will continue not to apply to the Restricted Areas if the PSPOs are extended.

- 49. Authorised Officers are expected to exercise discretion when issuing Fixed Penalty Notices (FPNs), and the Council retains further discretion regarding decisions to prosecute breaches of the PSPOs.

Both actions issuing FPNs and initiating prosecution proceedings are subject to careful and proportionate decision-making.

50. Regular review and monitoring of activity by the Partners with delegated authority is undertaken to ensure compliance with the Act.

Risk assessment

51. Enforcement of PSPO 1 & 2 is undertaken by staff of Forestry England, National Park Authority and Verderers of the New Forest. Staff of these agencies receive training prior to being granted delegated authority to issue Fixed Penalty Notices. Training encompasses key areas including safe working practices, managing challenging behaviour, and lone working protocols. Each agency with delegated authority remains responsible, as the employer, for undertaking its own risk-based activity assessments.
52. Public and media interest in the PSPOs remains high. The balanced approach of prioritising education and awareness before enforcement has been noted in several online discussions and blogs. This approach is endorsed by key stakeholders with delegated enforcement responsibilities as the preferred.

Stakeholder and public consultation

53. Consultation responses from Forestry England and the National Park Authority were received outside of the main stakeholder consultation process.

'Forestry England fully supports the continuation and extension of these PSPOs. The New Forest is an internationally designated and highly sensitive landscape, and the behaviours addressed through these orders, particularly the risks associated with fire and the impacts of feeding ponies and other livestock remain significant concerns for the protection of the Forest and for public safety.

The existing PSPOs have already proved valuable tools in helping our staff and partners manage visitor behaviour across the Crown Lands. They have supported our teams in engaging with visitors, providing clear and consistent messages, and taking proportionate enforcement action where necessary. This has contributed to reducing harmful behaviours and strengthening awareness of responsible use of the Forest.

We also welcome the continued partnership approach between New Forest District Council, the New Forest National Park Authority, Forestry England, and the Verderers of the New Forest. These collaborative arrangements are essential in ensuring joined-up

communication, enforcement, and stewardship across the Forest's many access points and visitor hotspots.

For these reasons, Forestry England is pleased to support the proposed extensions to the PSPOs and recognises their ongoing importance in safeguarding the special qualities of the New Forest while ensuring that all who visit can do so safely and responsibly.'

Formal consultation was undertaken with the National Park Authority:

In relation to PSPO 1:

'We are in full support of the PSPO extension. Summer conditions continue to be hotter and drier and the threat and risk of wildfire to the New Forest National Park has become ever-greater. The NPA Ranger team feel PSPO 1 has increased awareness of the risk of fires and acts as a valuable tool for staff to engage with Forest users and have an enforceable course of action available if necessary. It is felt the use of campfires, bbq's and stoves in the National Park has reduced since the introduction of the PSPO and it would be a backwards step to lose the protections it now affords.'

In relation to PSPO 2:

'Whilst pony/donkey petting and feeding within the New Forest National Park continues it is felt by NPA Rangers and staff on the ground that there is far more awareness that this behaviour is not acceptable. Based on public engagement data this summer compared with the previous 3 summers, fewer people are petting and feeding the livestock. The PSPO serves as a deterrent to many people but after decades/generations of families coming to the New Forest to interact with the ponies and donkeys in this way, we know it is going to take time to change these long-term behaviours. It was never going to simply stop overnight following the introduction of a PSPO but it is making a difference and would be a backwards step to weaken the powers of authorised officers enforcing it.'

54. The public consultation was conducted via an online platform over a four-week period, generating responses from in excess of **800 participants**. Consultation questions were reviewed and endorsed by the Partners, including Forestry England, the National Park Authority, and the Verderers' Association.
55. In addition, a statutory consultation was conducted via an online platform over a 3-week period, generating 30 responses.

Environmental / Climate and nature implications

56. The primary objective of PSPO No. 1 is to reduce fire-related incidents that pose risks to the health of residents and livestock, and

cause environmental damage, including harm to sites of special scientific interest.

57. Furthermore, implementing measures to prevent fires will help safeguard natural habitats and ensure the long-term sustainability of the Forest's woods, heathlands, and ecosystems. These actions will also deliver positive environmental benefits, including contributing to climate change mitigation.
58. PSPO No. 2, which addresses the feeding and petting of New Forest animals, is intended to protect free-roaming animals from harm. Feeding inappropriate food can result in illness or death and encourages animals to approach access roads, increasing the risk of accidents. Such behaviours also disrupt natural foraging habits, potentially reducing their ability to survive independently. Additionally, the prohibition helps safeguard the public from incidents such as biting or kicking, which may occur when individuals encroach on the animals' personal space.
59. Historic land uses, such as commoning, have shaped the Forest landscape over many centuries. Human activity that interferes with these practices can be detrimental to the Forest and its wildlife as a whole.

Equalities implications

60. The Council has due regard to the Public Sector Equality Duty as set out in Section 149 of the Equality Act 2010. The potential impact of the PSPOs on the wider community, including individuals with protected characteristics, was carefully considered prior to their initial implementation. It is not considered that either PSPO targets individuals with protected characteristics or that they will have a negative impact on such groups. Based on the Equality Impact Assessment (EIA) screening, a new full EIA is not deemed necessary at the point of extension; however, this will be reviewed prior to any future decision to amend or further extend the current PSPOs.

Crime and disorder implications

61. A person who breaches the conditions of a PSPO, without reasonable excuse, commits a criminal offence. This offence is punishable either by prosecution, which may result in a fine of up to £1,000, or by the issuing of a Fixed Penalty Notice (FPN), currently set at £100. Payment of the FPN within the specified period discharges liability for prosecution.

Data protection / Information governance / ICT implications

62. The collection, retention, and deletion of residents' personal data is governed by the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. All data is handled in accordance with these legal requirements and is shared only through established and documented information sharing protocols, ensuring compliance with lawful, fair, and transparent processing standards.

Conclusion

63. Since their introduction in 2023, the two PSPOs have shown that, when applied proportionately and as part of a broader suite of interventions, they effectively support compliance and help bring an end to persistent or unwanted behaviours that negatively impact residents' quality of life.

64. In order to extend the PSPOs, the Council must be satisfied on reasonable grounds that doing so is necessary to prevent:

- a) occurrence or recurrence after that time of the activities identified in the order, or
- b) an increase in the frequency or seriousness of those activities after that time

65. It is the conclusion of this report that these grounds have been met.

66. Based on the analysis of evidence related to the PSPO use and the data gathered during the two consultations, it is recommended that option A as identified within paragraph 44 for PSPO 1 and PSPO 2 be extended for a further period of three years.

67. A collaborative approach between the Council and the Partners is vital to fostering long-term understanding and compliance with the PSPOs. Ongoing efforts to raise awareness of the PSPOs, while emphasising the unique character and ecological sensitivity of the New Forest, remain essential to effectively engaging both residents and visitors.

Appendices:

Appendix 1 – Key Stakeholder Consultation Result Summary

Appendix 2 – Public Consultation Result Summary

Background Papers:

PSPO 1 - [The New Forest PSPO 1 \(fire\)](#)

PSPO 2 - [The New Forest PSPO 2 \(animals\)](#)

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Public Space Protection Order(s) extension key stakeholders' consultation

November – December 2025

Online key stakeholder consultation hosted by NFDC through Microsoft Forms feedback to PSPO 1 & PSPO 2 proposed extension. 30 responses were collected in total during 28 November – 19 December 2025.

The consultation period was open for a 3-week period from 28 November to 19 December 2025 for key stakeholders to provide their feedback on the two current PSPOs for NFDC to consider the possibility of extending for a further 3 years.

The online platform 'Microsoft Forms' was used for the consultation with the same content as the public consultation excluding demographic questions created by NFDC officers.

More than 60 key stakeholders, including Town and Parish Councils, were written to directly and invited to participate in the consultation via an online survey link provided in the correspondence.

Any representative unable to complete the survey online were sent either an electronic or paper copy and their responses were inputted and analysed as part of all submissions.

Respondents were able to access five documents prior to completing the survey:

- PSPO 1 order
- PSPO 1 map of the restricted area
- PSPO 2 order
- PSPO 2 map of restricted area
- Link to the PSPO page with all relevant documentation for further information.

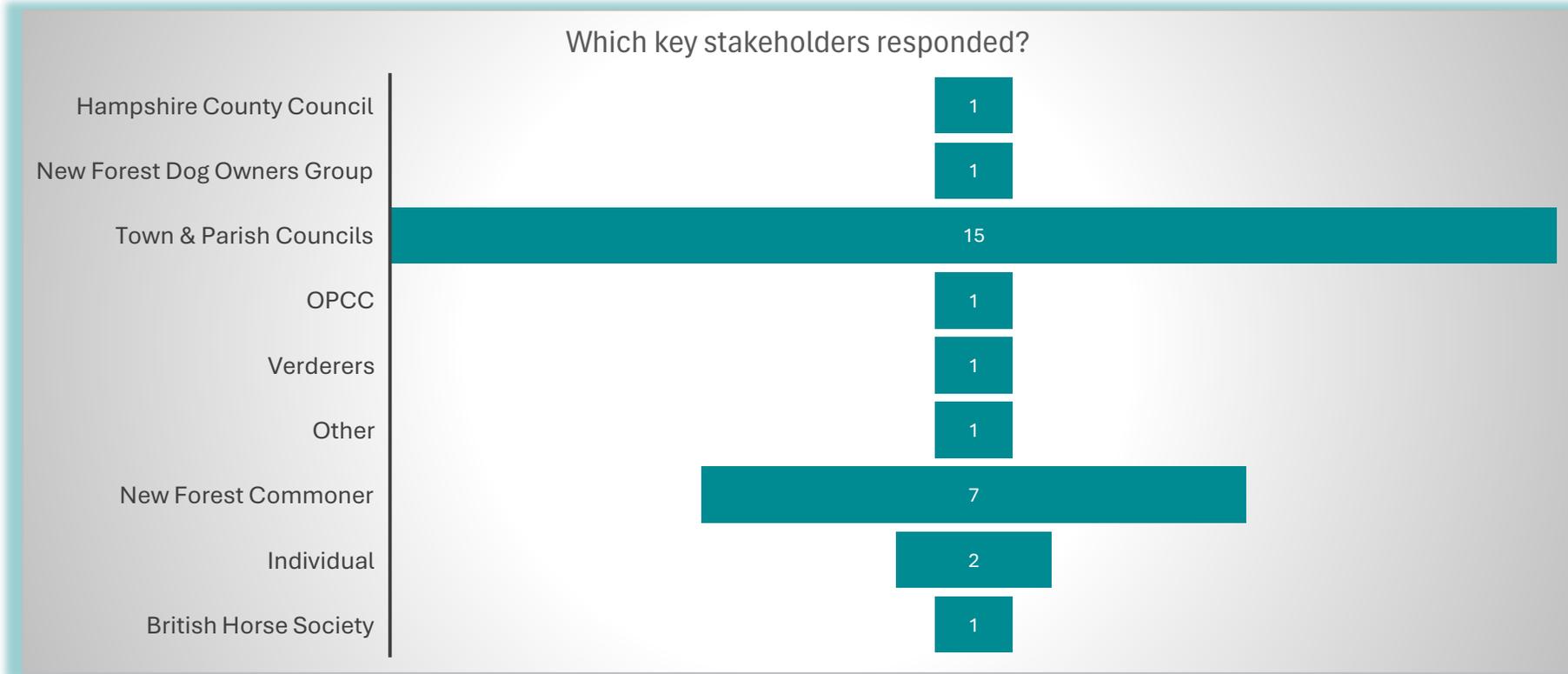
30 responses in total were recorded.

The screenshot shows a Microsoft Forms survey titled "New Forest District Council Public Space Protection Order(s) extension consultation". The form is designed to gather feedback on extending two Public Space Protection Orders (PSPOs) for a further three years. It includes the following sections and questions:

- Section 1:** "Please indicate the organisation you represent below".
- Section 2:** "Public Space Protection Order number 1 (PSPO 1)". It defines PSPO 1 as prohibiting the placing, throwing or dropping items likely to cause a fire or lighting fires (of any type) or barbecues (including disposable barbecues and any outdoor temporary cooking facilities or equipment).
- Question 2:** "Do you support the proposal to extend the PSPO 1 (fire) for a further three years until 2029?" (Only choose one option). Options: Yes, No.
- Section 3:** "Public Space Protection Order number 2 (PSPO 2)". It defines PSPO 2 as prohibiting the feeding or providing or depositing food for consumption by any New Forest pony, horse, mule or donkey; or putting or scattering any New Forest pony, horse, mule or donkey.
- Question 4:** "Do you support the proposal to extend the PSPO 2 (New Forest animals) for a further three years until 2029?" (Only choose one option).

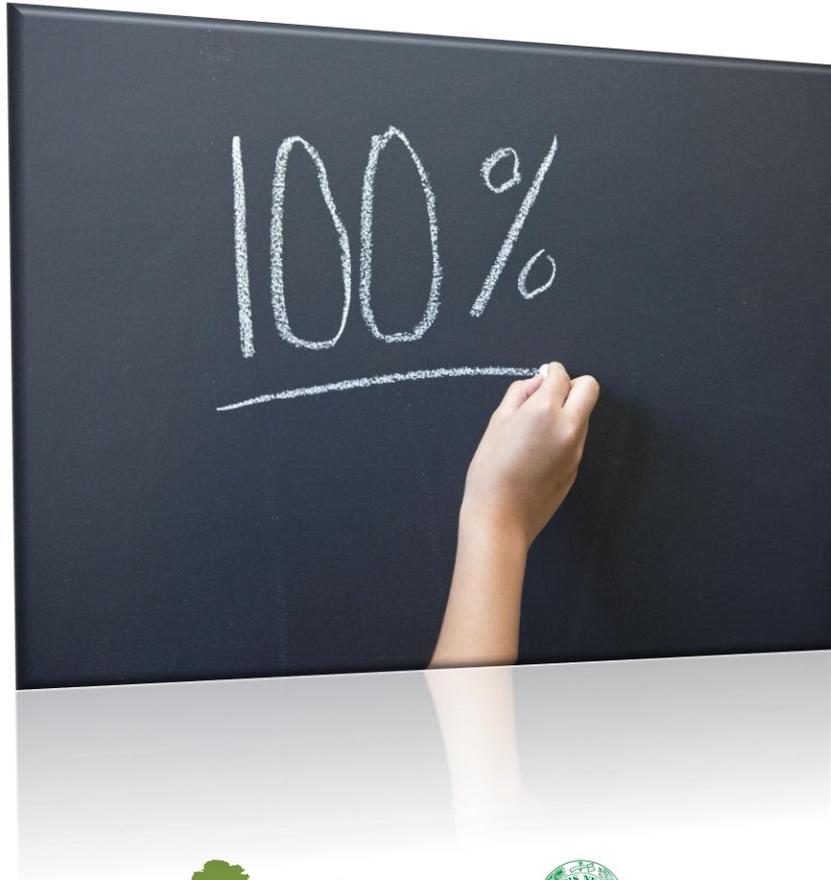
Good spread of key stakeholders responding to the survey, with 50% of those completing the survey representing Town & Parish Councils. This indicates strong institutional and practitioner engagement

51



Do you support the proposal to extend the PSPO 1 (fire) for a further three years until 2029?

52



All 30 stakeholder representative responses supported extending PSPO 1 for a further 3 years.

Strong support for retaining PSPO powers as a preventative and useful enforcement tool due to hotter, drier summers increasing wildfire risk from disposable BBQs, campfires and similar items.

An amendment to PSPO 1 was requested to add sky / Chinese lanterns explicitly to prohibited items.



Do you support the proposal to extend the PSPO 2 (New Forest animals) for a further three years until 2029?

53



All 30 stakeholder representative responses supported extending PSPO 2 for a further 3 years.

Respondents expressed support for PSPO 2 as an effective measure to protect the local environment, livestock, and wildlife. Feedback highlighted concerns that feeding or petting ponies and donkeys can lead to illness, increased aggression, and a heightened risk of injury to members of the public, particularly children and visitors. Respondents also noted that human interaction encourages New Forest animals to move closer to roads, increasing the risk of traffic related incidents.

Further feedback indicated that the order helps to raise public awareness of the harmful impacts of these behaviours on New Forest animals. Suggestions for strengthening the order included increasing patrols in key hotspot locations such as Boltons Bench and expanding the scope of the order to cover additional livestock, including pigs.



Do you think there is sufficient awareness and signage advising of the orders?

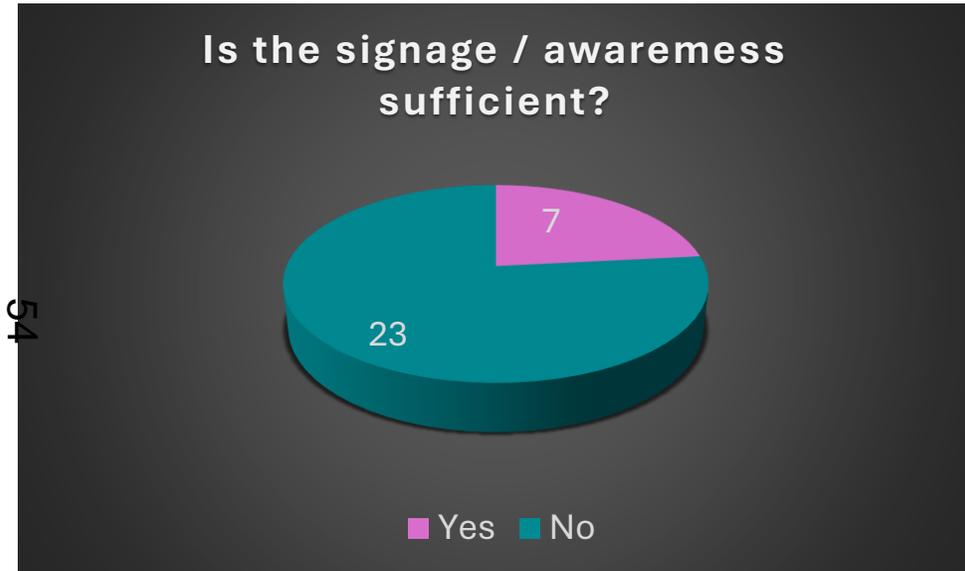
The consultation responses strongly indicated a need for improved awareness of the PSPOs, particularly signage at forest entrances, car parks and key visitor hotspots.

Respondents highlighted the need for more signage at popular locations such as Boltons Bench and Godshill and suggested wider use of local media and social platforms to raise visitor awareness.

Respondents requested enhanced, targeted communication via campsites, hotels and holiday accommodation, supported by signage on overhead gantries on key approach roads for visitors travelling into the forest.

It was recognised that increased signage does not automatically mean the public will read or take in the information and that visible patrols and prosecutions were essential to reinforce compliance with PSPO regulations.

Should the orders be extended, this matter will be explored further in partnership with Forestry England, as the organisation responsible for the PSPO signage scheme.





Public Space Protection Order(s) extension public consultation

July - August 2025

Online public consultation hosted by NFDC through the Go Vocal platform for public feedback to PSPO 1 & PSPO 2. 842 responses were collected in total during 14 July 2025 – 10 August 2025

The consultation period was open for a 4-week period from 14 July 2025 to 10 August 2025 for the public to provide their feedback on the two current PSPOs for NFDC and partners to consider the possibility of extending for a further 3 years.

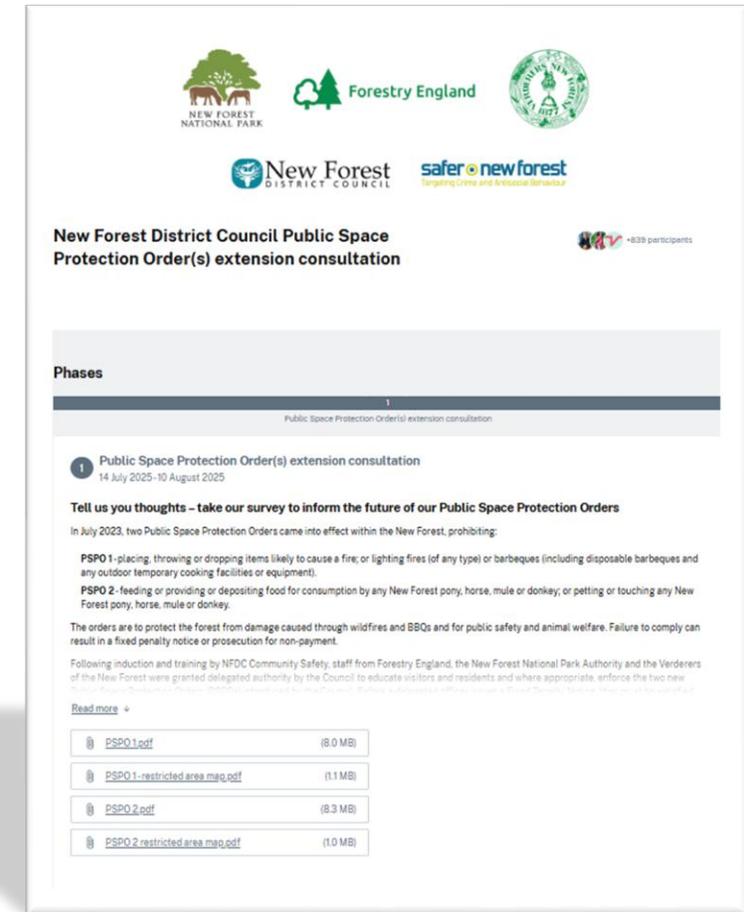
The online platform 'Go Vocal' was used for the consultation with content created by NFDC officers.

The survey could be accessed through the PSPO dedicate page on the New Forest District Council website, on social media and was sent through NFDC residents' emails. It was also hosted on the webpages of Forestry England & National Park Authority to maximise responses.

Any member of the public unable to complete the survey online were sent either an electronic or paper copy and their responses were inputted and analysed as part of all submissions.

Respondents were able to access five documents prior to completing the survey:

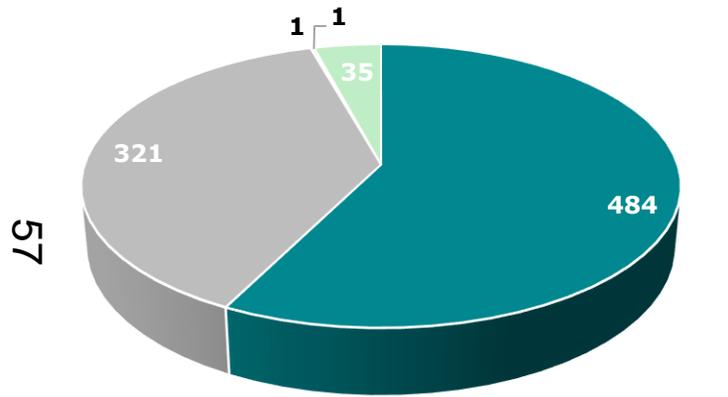
- PSPO 1 order
- PSPO 1 map of the restricted area
- PSPO 2 order
- PSPO 2 map of restricted area
- Link to the PSPO page with all relevant documentation for further information.



842 responses in total were recorded

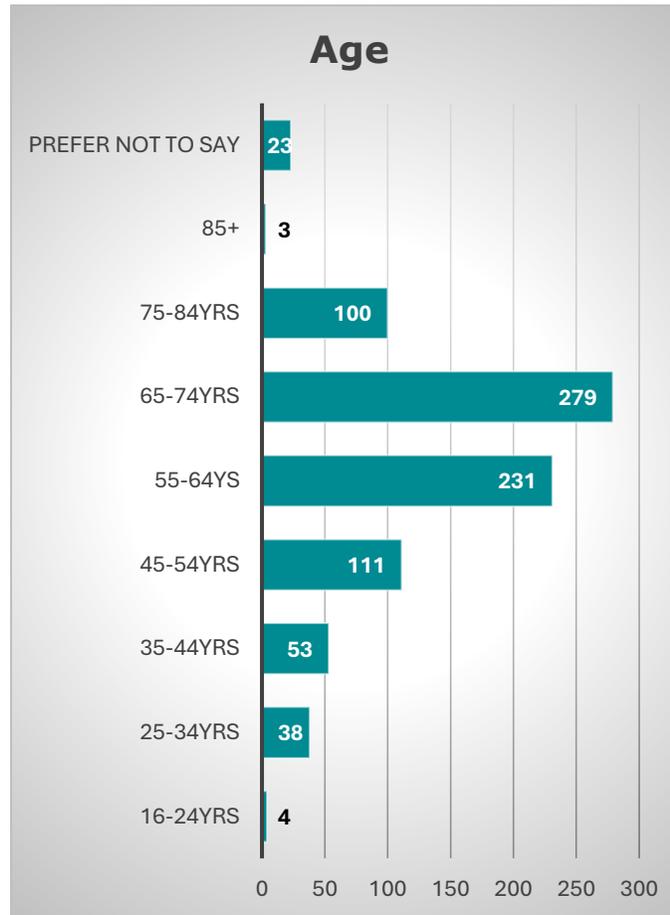
Good spread of age groups responding to the survey, albeit an older sample profile than census data suggests. More females responded to the survey than males, with 75% of those completing the survey living in the New Forest.

Gender



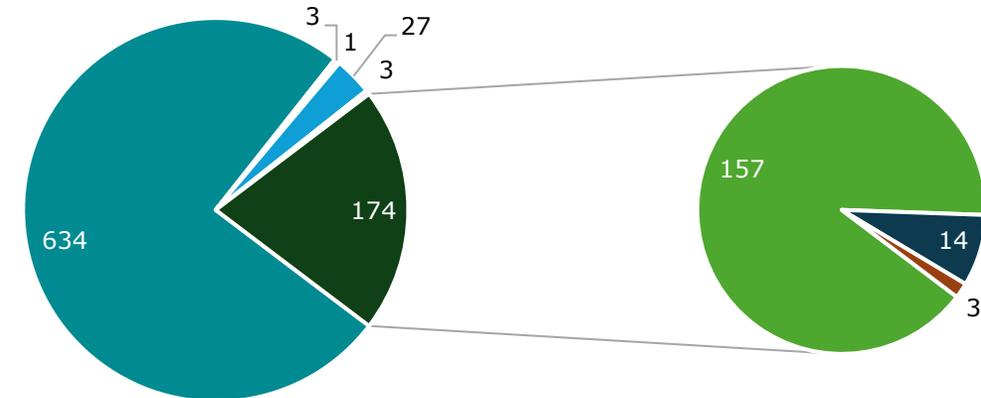
Female Male Non-binary Other Prefer not to say

Age



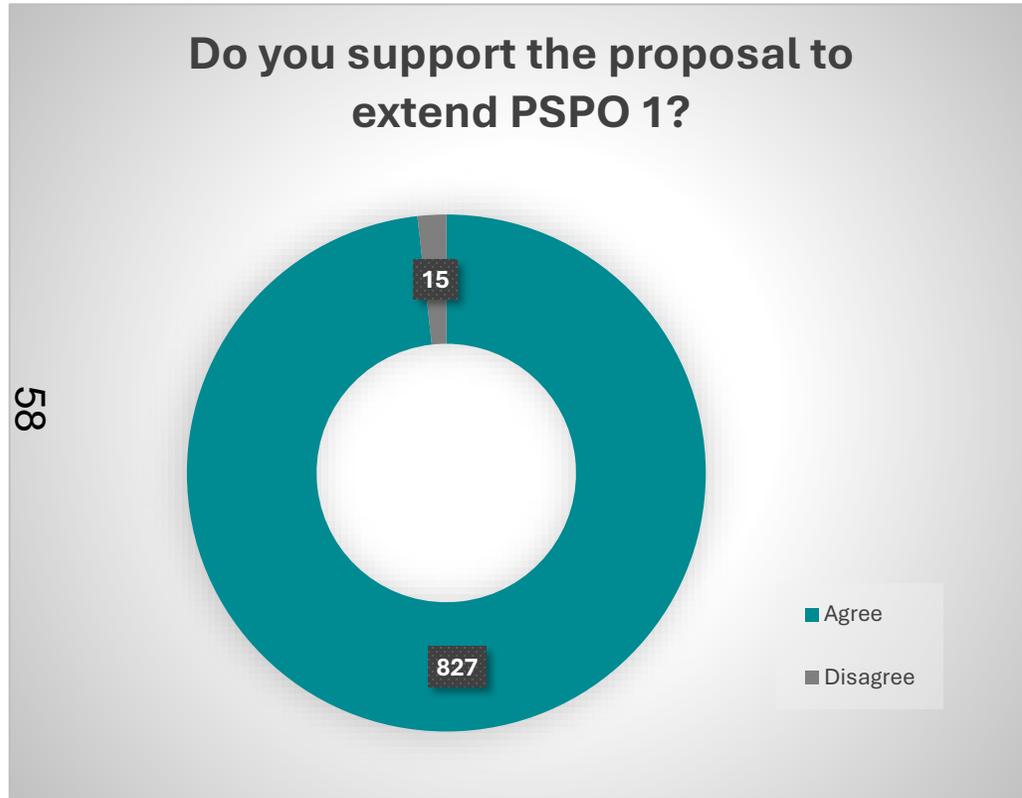
**Average age:
61.23**

Respondent type



A resident Local business Person who visits the district
 Community group New Forest Commoner Other
 Person who works within the district Town or Parish Council

Do you support the proposal to extend the PSPO 1 (fire) for a further three years until 2029?



Most respondents strongly support the extension of Public Space Protection Order 1 prohibiting the placing, throwing or dropping items likely to cause a fire; or lighting fires (of any type) or barbecues (including disposable barbecues and any outdoor temporary cooking facilities or equipment), citing the need to protect the New Forest from damage, particularly from fire risks.

Many mention the increasing threat of wildfires due to drought and climate change, emphasising that measures such as banning barbecues and open fires are "common sense" and "critical" for safety.

Several respondents note personal observations of irresponsible behaviour, such as people lighting fires or using barbecues during droughts and stress the importance of enforcement to ensure compliant behaviours.

There is also concern for safeguarding wildlife, the landscape, and residents. Some mention the need to educate visitors unfamiliar with local rules and risks.

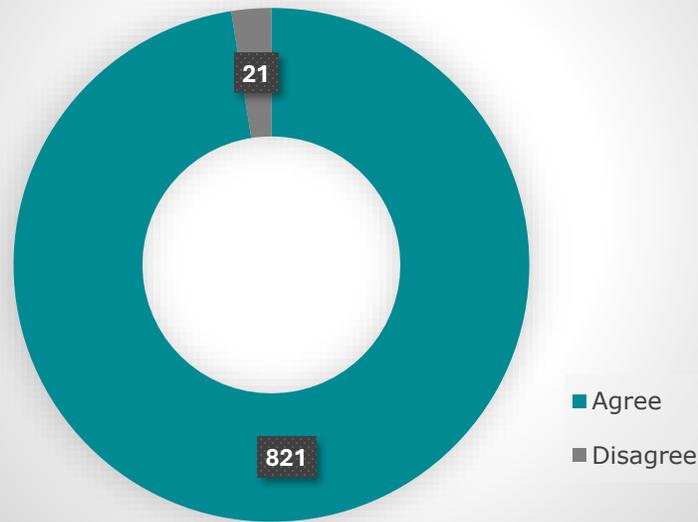
Overall, the extension is viewed as necessary, sensible, and vital for the ongoing protection of the New Forest.



Do you support the proposal to extend the PSPO 2 (New Forest animals) for a further three years until 2029?

Do you support the proposal to extend PSPO 2?

59



Most respondents strongly support the extension of the Public Space Protection Order 2, prohibiting the feeding or providing or depositing food for consumption by any New Forest pony, horse, mule or donkey; or petting or touching any New Forest pony, horse, mule or donkey. Emphasising the need to protect the New Forest’s animals and landscape, particularly livestock such as ponies, donkeys, and potentially cattle and pigs.

Many cited ongoing issues with visitors feeding or petting animals inappropriately, which leads to health risks for the animals and dangerous situations for people.

Several respondents noted that tourists often ignore advice or are unaware of the PSPO, suggesting that better signage and more visible enforcement are needed.

There is a call for stricter enforcement and tougher penalties, especially for high-profile breaches.

Some responses described the extension as “common sense” and necessary for the ongoing protection of the forest and its future.

Overall, the main trends are strong support for continued protection measures, concerns about public behaviour towards animals, and a desire for improved communication and enforcement.



Forestry England



New Forest DISTRICT COUNCIL

safer new forest
Targeting Crime and Antisocial Behaviour

Do you think there is sufficient awareness and signage advising of the orders?

The overwhelming trend across responses is a strong call for more, clearer, and better-placed signage regarding the Public Space Protection Orders (PSPOs), particularly about feeding and petting New Forest animals. Many respondents feel current signage is inadequate, poorly communicated, or not visible enough to all visitors, especially those not using car parks, for example cyclists.

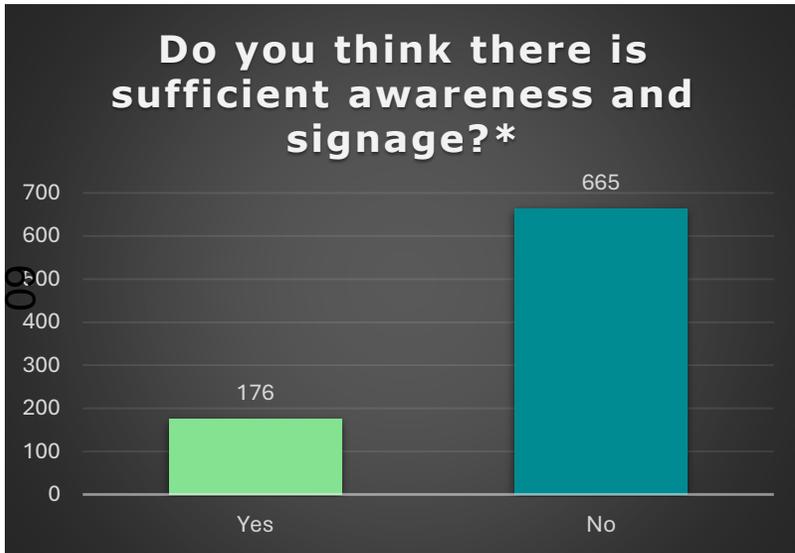
Suggestions include adding signs to benches, bins, lamp posts, and at key visitor locations such as Boltons Bench, Brockenhurst, Denny Lodge car parks, main access gates, and along incoming roads.

Several respondents also recommend using more visual signs rather than written notices for greater impact and suggest additional communication methods such as leaflets at campsites, hotels, train stations, and self-catering accommodation as well as wider coverage on social media.

A few respondents mention the need for more education materials and ranger patrols, and an easy way to report breaches.

One dissenting view is that there are already too many signs, but that communication could be improved at campsites and hotels, with a belief that locals are not the main issue. Another respondent notes they have not seen any signage at all.

In summary, respondents overwhelmingly want more and clearer signage in a wider range of locations, supported by visual materials and broader communication efforts. There is also support for increased education and enforcement.



*One respondent did not complete this question

Housing and Communities Overview and Scrutiny Panel – 18 March 2026

Safer New Forest Strategic Assessment 2025

Purpose	To Review
Classification	Public
Executive summary	<p>To review the Safer New Forest Strategic Assessment on crime and disorder, together with the priorities for 2026/27 as defined by the strategic partners of the Strategy & Delivery Group.</p> <p>Recorded crime for the period April 2024 to March 2025 shows an overall reduction of 3% with a significant reduction in the following crime types:</p> <ul style="list-style-type: none"> • Violence with injury 8% (from 1192 to 1095) • Violence without injury 8% (from 2954 to 2721) • Residential burglary 15% (from 481 to 409) • Possession of drugs 29% (from 269 to 191) • Possession of weapons 21% (from 154 to 122) <p>Areas of concern:</p> <ul style="list-style-type: none"> • Shoplifting increase of 33% (from 799 to 1062) • Other sexual offences 8% (from 274 to 297) • Business & commercial burglary 5% (from 216 to 226) • Trafficking of drugs increase of 19% (from 62 to 74) <p>The priorities identified through the Strategic Assessment 2025 are:</p> <ul style="list-style-type: none"> • Shoplifting & burglary • Domestic abuse including violence against women and girls (VAWG) • Serious violence / possession of weapons
Recommendation(s)	<p>That the Housing and Communities Overview and Scrutiny Panel:</p> <p>1. Review the data and findings within the annual strategic assessment; and</p>

	2. Note the priorities as set by strategic partners of the Safer New Forest Strategy and Delivery Group.
Reasons for the recommendation(s)	<p>Strategic partners of the Safer New Forest partnership convened on 19 January 2026. Following a review of the available data, the Partnership identified and agreed the strategic partnership priorities for 2026/27, as set out in this report.</p> <p>The Corporate Plan 2024–2028 sets out the council’s commitment to empowering residents to live healthy, connected and fulfilling lives. This commitment is supported by the delivery of the Safer New Forest annual strategic partnership plan.</p> <p>The strategic assessment was reviewed by EMT on 24th February 2026 and support the priorities as identified by the strategic partners of the Safer New Forest Partnership.</p>
Ward(s)	All
Portfolio Holder(s)	Councillor Dan Poole – Community, Safety & Wellbeing
Strategic Director(s)	Peter Matthew – Housing & Communities (interim)
Officer Contact	<p>Brian Byrne Service Manager, Community Safety & Wellbeing 023 8028 5089 Brian.byrne@nfdc.gov.uk</p> <p>Nikki Swift Community Safety Manager 023 8028 5106 Nikki.swift@nfdc.gov.uk</p> <p>Sarah Jennings Community Safety Officer 023 8028 5105 Sarah.jennings@nfdc.gov.uk</p>

Introduction and background

1. The Crime & Disorder Act 1998 requires district councils to have a crime and disorder committee whose functions are to review or scrutinise decisions made, or other action taken, in connection with the discharge by “responsible authorities” of their crime and disorder functions. The “responsible authorities” for the area are:
 - New Forest District Council
 - Hampshire County Council
 - Probation Services
 - Hampshire & Isle of Wight Constabulary
 - Hampshire & Isle of Wight Fire & Rescue Service
 - Integrated Care Boards
2. These authorities form the nucleus of the “Safer New Forest Strategy & Delivery Group” which co-ordinates the delivery of the responsible authorities’ statutory crime and disorder functions. They are assisted in this by the following partners who are additional members of the Strategy & Delivery Group:
 - New Forest National Park Authority
 - Hampshire County Council Children’s Services
 - Hampshire County Council Adult Services
 - Hampshire County Council Youth Offending Team
 - Education Representative (secondary)
3. The responsible authorities’ statutory responsibilities include preparing annual strategies for:
 - The reduction of crime and disorder in the area (including anti-social and other behaviour adversely affecting the local environment); and
 - For combating the misuse of drugs, alcohol and other substances in the area; and
 - For the reduction of re-offending in the area.
4. The Strategy & Delivery Group prepares an annual partnership plan setting out agreed strategies for the above.
5. The Strategy & Delivery Group is required to develop an annual strategic assessment of crime and disorder using available data to assist in revising and developing the priorities for the following year.
6. The draft strategic assessment 2025 (Appendix 1) was considered and approved by the Strategy & Delivery Group on 19th January 2026.
7. Safer New Forest partners reconvened as a working group to develop the action plan for delivery during 2026/27.

Corporate plan priorities

8. The corporate plan 2024-2028 sets out the commitment of empowering our residents to live healthy, connected and fulfilling lives, supported by the delivery of the Safer New Forest annual strategic partnership plan.
9. The partnership plan sets out to reduce incidents of crime and disorder, working closely with public bodies to promote safety, tackling the perception of crime within our town and parishes.

Options appraisal

10. The Safer New Forest strategic assessment is compiled from the shared data of the responsible authorities which form the Safer New Forest partnership. The review of this data by the partners on 19th January 2026 informed the priorities for 2026/27.
11. The partnership plan and priorities were considered and formulated by the strategic partners of the Safer New Forest Strategy and Delivery Group. The plan is informed by the shared data contained within the report and the continued activity of the partnership agencies in tackling crime and disorder within the district.

Consultation undertaken

12. Information contained within this report is compiled by strategic partners of the Safer New Forest Strategy and Delivery Group who agreed to the priorities outline within the report on 19th January 2026.
13. The Safer New Forest Strategy and Delivery Group is chaired by Cllr Dan Poole, Portfolio holder for Community Safety and Wellbeing who supports the priorities as identified.
14. The assessment and priorities were reviewed by EMT on 24th February and following review of the data within the assessment, support the annual strategic priorities for 2026/27.

Financial and resource implications

15. The priorities as outlined within this assessment form part of the shared responsibilities of the responsible authorities that form the Safer New Forest Strategy and Delivery Group.
16. Where additional resources or finances are required, this is met within the existing staffing profile and budgets of partners. Additional funding where required for targeted interventions is

sourced from the Office of the Police and Crime Commissioner (OPCC) through the communities grants and ASB funds.

Legal implications

17. As a responsible authority, New Forest District Council are required to prepare the annual strategic assessment for the reduction of crime and disorder, including anti-social behaviour affecting the local community within its district.

Risk assessment

18. As the priorities outlined within the assessment form part of a shared approach to addressing crime and disorder within the district, individual activities which form part of the work plan will have an associated risk assessment prior to activities commencing by the lead agency, where required.

Environmental / Climate and nature implications

19. None have been identified arising directly from this report.

Equalities implications

20. Plans and strategies are developed in accordance with New Forest District Council's corporate equality objectives. This assessment seeks to support the responses to crime, as well as the prevention of crime by seeking to promote a positive impact on the victims and perpetrators of crimes, vulnerable people and vulnerable communities within the district.

Crime and disorder implications

21. The partnership plan is directed at achieving the points set out in paragraph 1 and as such is an important tool in addressing crime & disorder issues in the district. The strategic assessment is an assessment of performance against the plan and therefore is significant in assessing the value of initiatives undertaken.

Data protection / Information governance / ICT implications

22. The data contained within the strategic assessment and partnership plan are for public dissemination and are to be published on the Safer New Forest website on 1st April 2026.

New Forest National Park/ Cranborne Chase National Landscape implications

23. The annual strategic assessment and associated partnership plan set out the priorities of reducing crime and disorder within the New Forest District boundary area, inclusive of the National Park.

24. The National Park Authority are active partners within the Safer New Forest Strategy and Delivery Group and participated in the development of the priorities for 26/27.

Appendices

Background Papers:

Appendix 1 – Strategic Assessment 2025	None
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safer new forest

Targeting Crime and Antisocial Behaviour

Strategic Assessment 2025



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



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1. EXECUTIVE SUMMARY

The aim and purpose of this document is to assist the partnership in understanding patterns and trends relating to crime, disorder and ASB which impact residents, visitors and the business community within the district.

The assessment aims to:

- Identify key community safety challenges, such as domestic abuse, serious violence and youth crime
- Highlight local priorities based on crime trends and social needs
- Support evidence-based planning for services and interventions across the district
- Inform funding decisions and partnership work with agencies like the police, health services and community groups.

The assessment also enables the partnership to identify and agree its strategic priorities for the next 12 months informed by the data covering the period 2024/25. The priorities once set will be published as the Safer New Forest partnership action plan.

Recorded crime for the period April 2024 to March 2025 shows an overall reduction of 3% with a significant reduction in the following crime types:

- Violence with injury ↓ 8% (from 1192 to 1095)
- Violence without injury ↓ 8% (from 2954 to 2721)
- Residential burglary ↓ 15% (from 481 to 409)
- Possession of drugs ↓ 29% (from 269 to 191)
- Possession of weapons ↓ 21% (from 154 to 122)

Areas of concern:

- Shoplifting increase of 33% (from 799 to 1062)
- Other sexual offences 8% (from 274 to 297)
- Business & commercial burglary 5% (from 216 to 226)
- Trafficking of drugs increase of 19% (from 62 to 74)

The priorities identified through the Strategic Assessment 2025 are:

- Shoplifting & burglary
- Domestic abuse including violence against women and girls (VAWG)
- Serious violence / possession of weapons

2. LOCAL CONTEXT

The New Forest is a unique and diverse area located in Hampshire, Southeast England, known for its rich natural heritage, historic significance and vibrant communities. It covers 291 square miles (753 square kilometres), making it one of the larger districts in England and includes much of the New Forest National Park, a protected area of ancient woodland, heathland and coastline. The New Forest is bordered by the Solent to the south and Southampton Water to the east, with views across to the Isle of Wight.

The New Forest has a population of around 179,040, of which 8.9% are aged between 15 and 24. This is lower than the Hampshire average which has around 10.2% of the population aged between 15 and 24. The population density is 234 people per square kilometre, which is lower than the overall population density of Hampshire (381). The New Forest is a large district which is mainly rural with urban areas in Totton and Hythe to the east, Lymington and New Milton on the coast and Ringwood in the west. These areas hold 72% of the district population. A further 16% of the population live in rural town and fringe areas, whilst the remaining 12% are in rural villages.

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

2.1 The Safer New Forest Community Safety Partnership is made up of the following statutory responsible authorities and chaired by Cllr Dan Poole, Portfolio Lead for Community, Safety & Wellbeing:

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

In addition, throughout 2024, the responsible authorities have been supported by the following non-statutory members of the partnership:

- Hampshire County Council (Councillor representative)

- Hampshire County Council Children’s Services
- Hampshire County Council Youth Justice Service
- Hampshire County Council Adult Services
- New Forest National Park Authority

3. COMMUNITY ENGAGEMENT

3.1 New Forest District Community Safety team and the Local Neighbourhood Policing teams, during the course of their work, visit towns and villages across the district. A series of community engagement days were held to gather the views of residents and visitors on issues relating to crime, disorder and anti-social behaviour. These events provided an opportunity for individuals to share their experiences, concerns and suggestions. The feedback collected offers valuable insight into the lived experiences of those residing in and visiting the New Forest area and highlights key themes and priorities that matter most to our communities.

3.2 Below summarises the findings from these engagement sessions, identifying any recurring concerns, emerging trends and areas where residents feel improvements are needed.

3.3 To ensure the survey response data is comparative year on year, the questions are consistent with previous years.



8 community engagement events held across the district.



472 surveys completed.



99.4% surveyed were either satisfied or very satisfied living and visiting the New Forest.



98.9% surveyed feel very safe or fairly safe within the district during the day with **89.9%** feeling very safe or fairly safe during the evening.



23 residents reported a crime or anti-social behaviour within the last 6 months with **18** being happy with the response they received.



3.6% surveyed were affected by drug and alcohol associated behaviour.



6.6% surveyed were affected by anti-social behaviour.



163 bikes uniquely marked and added to the national bike register since January 2025 to August 2025.

3.4 Feedback indicates that 89.9% of residents feel very safe or fairly safe when out in the evening which suggests a generally positive perception of safety across the New Forest area during hours of darkness. Among the small proportion of residents who reported feeling unsafe, the reasons given were largely personal rather than related to specific incidents or environmental factors. Some individuals felt they were 'too old' to go out or simply preferred not to go out in the evening, although they would consider doing so if invited. A few respondents mentioned discomfort with the dark but very few cited any particular crime related concerns as to the reason for feeling unsafe.



3.5 When asked the question, 'in relation to crime and disorder to describe one thing that could improve your area', the following answers were received:

- Prevent people using e-scooters on pavements and more enforcement
- Enforcing the 'no cycling' on pavements
- Stop parking on the pedestrianised areas
- Speeding along busy residential roads
- Support and enforcement for drug use and dealing
- Shoplifting support for local retailers
- More Police patrols.*

*Responses are not graded by volume.

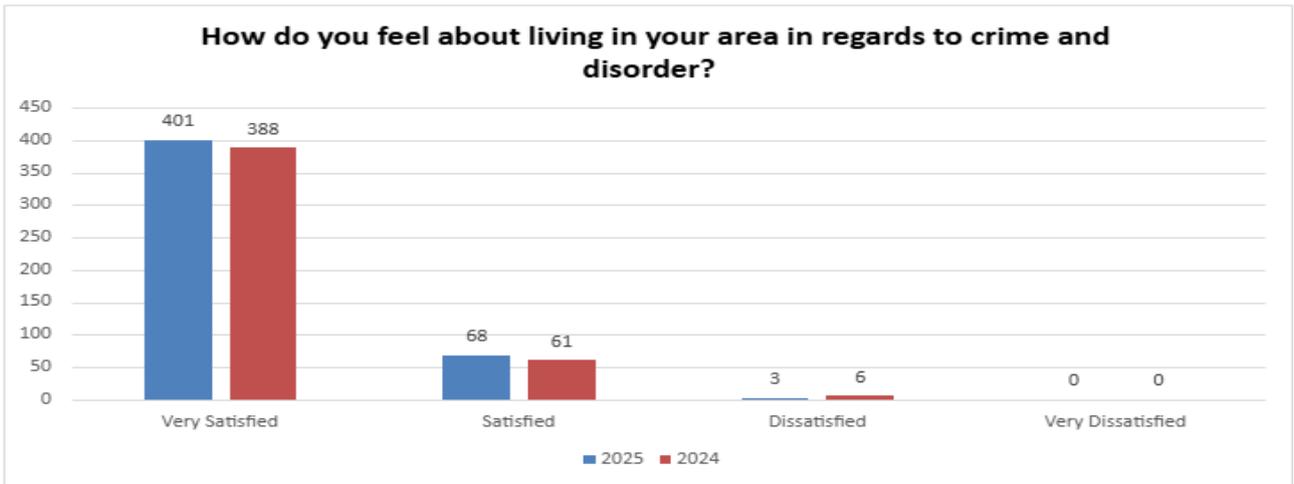


Figure 1: Residents satisfaction with living in the New Forest area 2024 compared to 2025

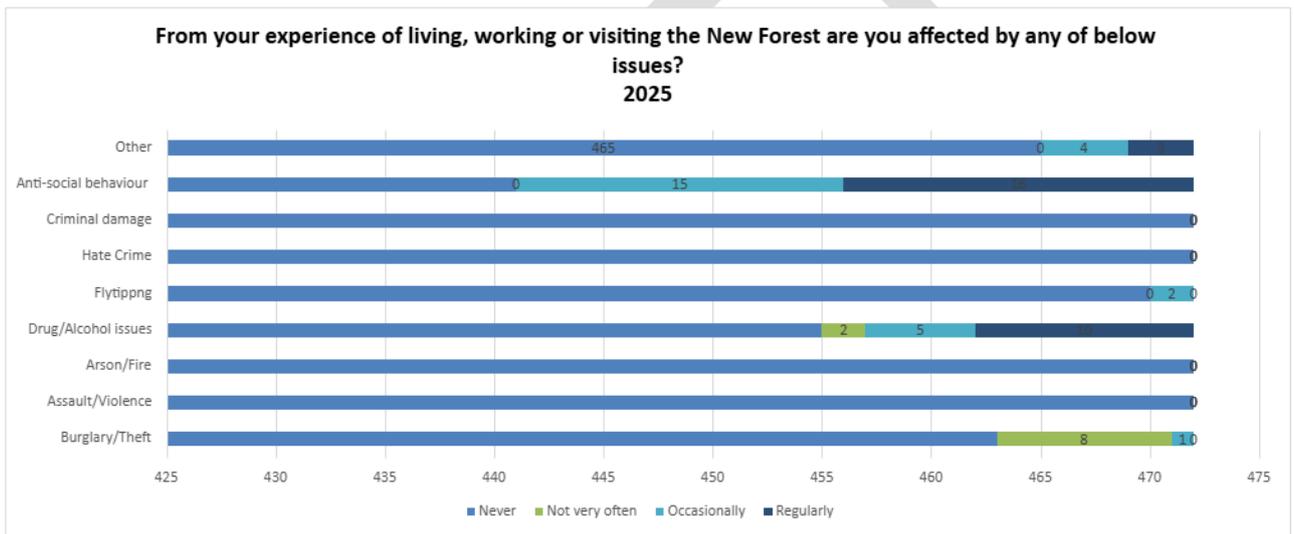


Figure 2: Residents currently affected by crime/ASB 2025

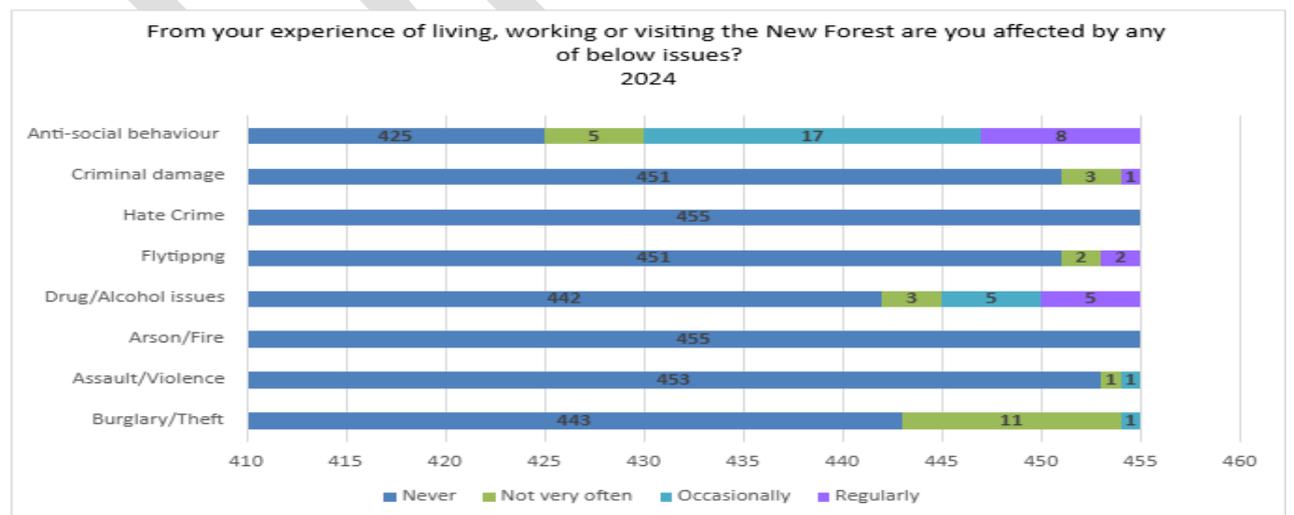


Figure 3: Residents currently affected by crime/ASB 2024

3.6 Town and Parish Councils were invited to complete a survey pertaining to local views on crime and disorder within their communities, focusing in on three key questions around local initiatives, concerns and areas of development:

- What is going well within your Town/Parish area?
- What (if any) are your concerns regarding crime and anti-social behaviour?
- What could improve your area?

3.7 In response to the question ‘What is going well within your Town/Parish?’:

- Good links with community organisations
- Local active speedwatch volunteer groups
- Regular liaison with police
- Regular liaison with residents, police & councils
- Local Facebook page / community engagement
- Partnership working.

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

- Low level ASB – graffiti, minor vandalism
- Residents perceptions/growing fear of crime
- Occasional burglary, theft from outbuildings/cars
- Speeding
- Reduction in services for young people
- Lack of community engagement.

When asked, ‘What could improve your area’:

- More police visibility
- Support for youth groups
- Ongoing partnership work and communication
- More speedwatch volunteers
- Partners work on geographical areas
- Expansion of CCTV provision
- 1-hour free parking.

4. SUMMARY OF PARTNERSHIP PLAN 2025/26

Throughout 2025 the Safer New Forest Partnership has continued to deliver on its strategic priorities, working collaboratively to reduce crime, support vulnerable individuals and strengthen community resilience. Key areas of progress include:

- Shoplifting and burglary saw targeted interventions, particularly in business and community sectors, with increased patrols and partnership-led prevention campaigns
- Targeted Information sessions have been delivered to retailers in Lymington to improve reporting and prevention of shoplifting. These sessions, supported by UKPAC (UK Police and Crime Prevention Accreditation) have focused on practical measures such as staff awareness training, clear reporting pathways and enhanced CCTV. Retailers were also advised on crime prevention techniques, including store layout adjustments and signage to deter offenders
- Hampshire Police have been using additional legislative powers to tackle persistent offenders. Community Behaviour Orders (CBO) have been issued to individuals with a history of shoplifting, imposing restrictions such as banning entry to specific retail premises or prohibiting certain behaviours within designated areas. These orders act as a strong deterrent and provide enforcement options if breached, helping to reduce repeat offending and reassure local businesses.
- Serious violence, including weapons possession was addressed through delivery of education and engagement sessions to young people
- Enhanced support for victims of domestic abuse and violence against women and girls, with improved referral pathways and multi-agency safeguarding panels
- Delivery of Safe Places scheme providing designated safe locations for individuals at risk
- Implementation of awareness campaigns in schools and colleges to educate young people on healthy relationships and abuse prevention
- Increased visibility of partnership work through community events, newsletters and digital engagement
- Public Space Protection Orders (PSPOs) were reviewed and enforced to tackle anti-social behaviour in key hotspots
- The partnership maintained alignment with Police and Crime Commissioner priorities ensuring local actions supported wider strategic goals.

This progress reflects the strength of multi-agency collaboration and the shared commitment to making the New Forest a safer place to live, work and visit.

496

DNA property marking kits given to New Forest residents.

Lymington crime prevention event facilitated in July 2025.

Over **30** Lymington retail outlets have joined UKPAC (crime reporting and information sharing platform) since July 2025.

Additional public space cameras

have been installed in Bransgore, Fordingbridge, Fawley, Brockenhurst, New Milton & Ashley.



Weapons awareness 3-day train the trainer training to **17** attendees working within education and youth services across the district.

4

NFDC information offices are registered Safe Places for members of the public.

8 community engagement events held over the summer with **99.4%** of people being either satisfied or very satisfied living and visiting the New Forest.

21 nominals and **7** hotspots of crime & anti-social behaviour have been discussed at the Partnership Action Group (PAG) from April to December 2025.

5. NEW FOREST COMPARATIVE CRIME DATA

Crime can be split into numerous categories. The table below shows reported crime trends by type that were committed within the New Forest from 01/04/2024 to 31/03/2025 in comparison to year 01/04/2023 – 31/03/2024.

Crime Type	01/04/2024 – 31/03/2025	01/04/2023 – 31/03/2024	Variation By incident
VIOLENCE AGAINST THE PERSON			
Homicide	0	0	-
Violence with injury	1095	1192	-97
Violence without injury	2721	2954	-233
Total	3816	4146	-330
SEXUAL OFFENCES			
Rape	151	157	-6
Other sexual offences	297	274	23
Total	448	431	17
ROBBERY			
Robbery of business property	7	3	4
Robbery of personal property	43	47	-4
Total	50	50	-
BURGLARY			
Residential	409	481	-72
Business and community	226	216	10
Total	635	697	-62
THEFT OFFENCES			
Theft from vehicle	693	682	11
Theft from person	43	46	-3
Bicycle theft	124	136	-12
Shoplifting	1062	799	263
All other theft offences	829	911	-82
Total	2751	2574	177
CRIMINAL DAMAGE & ARSON OFFENCES			
Criminal damage	1049	1057	-8
Arson	47	42	5
Total	1096	1099	-3
DRUG OFFENCES			
Trafficking of drugs	74	62	12
Possession of drugs	191	269	-78
Total	265	331	-66
Possession of weapons offences	122	154	-32
Public order offences	939	1018	-79
Miscellaneous crimes against society	204	157	47

Figure 4: New Forest comparative crime data

This shows an overall reduction of 3% of total recorded crime (10,657 to 10,326).

A breakdown of incidents by type and comparison of crimes year on year at sector level (New Milton, Lymington, Fordingbridge & Ringwood, New Forest Heart, Waterside and Totton) can be found in **Appendix B**. Definition of crime types can be found: [Crime type definitions | Metropolitan Police](#)

A breakdown of crimes where domestic abuse was a factor is detailed below in figure 5. Column 1 shows crime by type with the overall number of recorded incidents relating to that offence in column 2. The number of these recorded offences which were domestic abuse related are highlighted within column 3.

Crime Type	01/04/2024 – 31/03/2025	Domestic abuse related
Violence with injury	1095	374
Violence without injury	2721	892
Rape	151	73
Other Sexual Offences	297	41
Robbery of Personal Property	43	1
Residential Burglary	409	14
Vehicle Offences	693	10
Theft from person	43	6
All other theft offences	829	41
Criminal Damage	1049	99
Possession of Drugs Offences	191	1
Possession of Weapons Offences	122	5
Public Order Offences	939	55
Miscellaneous Crimes Against Society	204	15

Figure 5: Domestic abuse crimes 01/04/2024 – 31/03/2025

- Of the 2721 incidents of violence without injury, 33% (892) are classified as domestic abuse incidents (previously 32%).
- 34%, (374 of 1095) violence with injury reports were related to domestic abuse (previously 35%).

Anti-social behaviour (ASB)

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

New Forest East – Totton, Hythe, New Forest Heart

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

ASB	01/04/2024 – 31/03/2025	01/04/2023 - 31/03/2024	Variation
New Forest East	601	569	+32
New Forest West	484	478	+6

Figure 6: Comparison of ASB incidents 2023/24 – 2024/25

Figure 6 shows an overall increase of 3.6% in reported incidents of ASB compared with that of the previous year 2023/2024.

ASB is categorised into three main types:

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

New Forest data for 2024/2025 was 104 reports showing an increase of 22% (19 reports) from 2023/2024 (85 reports).

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

New Forest data for 2024/2025 was 610 offences showing a decrease of 17% from 2023/2024 (737 offences).

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

New Forest data for 2024/2025 was 371 offences showing an increase of 65% from 2023/2024 (225 offences).

New Forest have seen a slight increase in reported ASB during 2024-25. However, figure 7 overleaf shows an overall reduction of 55% in reported ASB from 01/04/2019 to 31/03/2025 (2400 incidents to 1085 incidents).

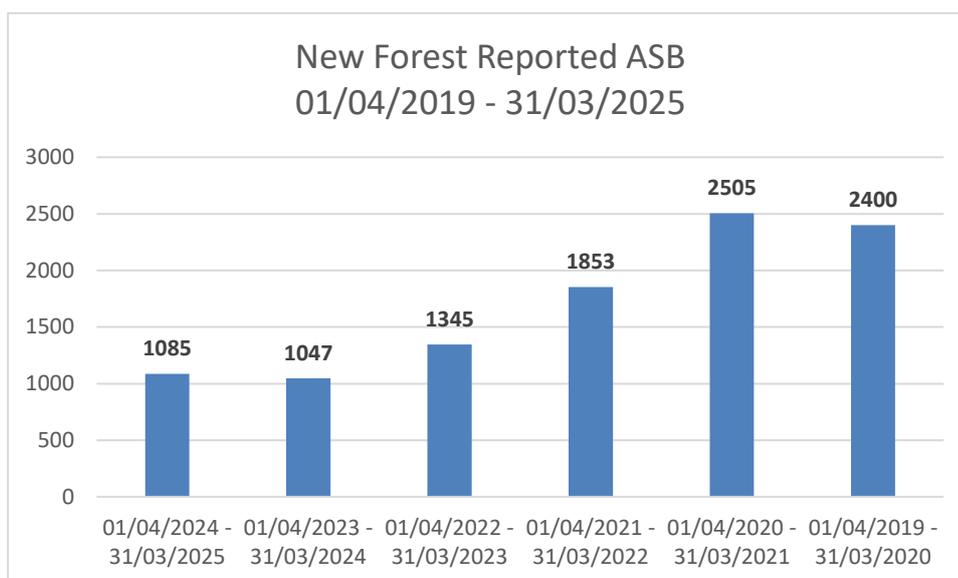


Figure 7: New Forest reported data 2019-2025

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

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

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

The communities of Hampshire and the Isle of Wight play a key role in preventing and detecting crime and anti-social behaviour, ensuring Hampshire and the Isle of Wight become safer places to live and work.

6. RURAL CRIME

Hampshire and Isle of Wight Constabulary understand the significance and impact of rural crime across the New Forest district and there is a focus across the wider force area to target rural offending and those committing crime in rural communities. The Countrywatch team have been expanded in numbers across the force and are now the Countrywatch Rural Crime Taskforce, with the aims:

- to make Hampshire and Isle of Wight a more hostile environment to rural criminals
- to increase rural intelligence and
- to provide an improved level of service for rural victims of crime.

The taskforce is a force wide asset but will continue to support and police rural communities within the New Forest district in conjunction and in support of local policing. The New Forest Neighbourhood and Response policing teams are supported by specialist teams to target rural crime, roads traffic policing, area crime team, priority crime team alongside Countrywatch Rural Crime Taskforce to ensure that an extensive and effective response to rural crime is provided across the New Forest district.

Rural crime within the New Forest has many different crime types but the priority areas that are focused on by policing are:

- 1) theft of farm machinery and plant vehicles (FMPV)
- 2) poaching
- 3) metal theft
- 4) equine crime.

These are the main crimes that have occurred within the New Forest between 01/04/24 and 31/03/25 and the areas that will be targeted into the forthcoming year with the aim to reduce both commission rates as well as the impact that these offences have on the rural communities of the New Forest district.

The following graph shows the changes in rural crime since April 2022, with recorded rural crime rates reducing year on year over the past three years, with a 16% reduction. It is the aim that ongoing partnership work and targeting those actively involved in rural criminality will ensure that these numbers continue to fall into 25/26.

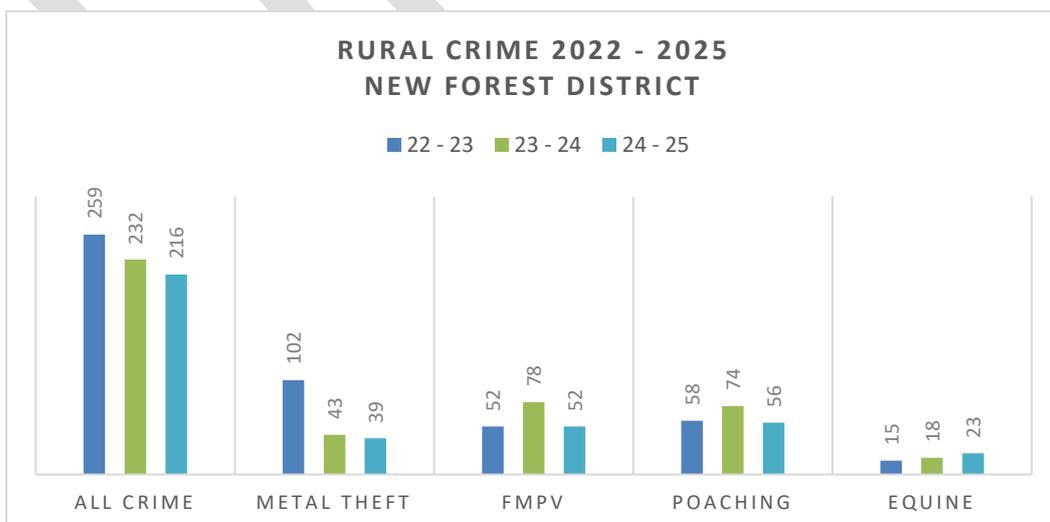


Figure 8: New Forest rural crime data 2022-2025

All crime types have fallen in number of reports apart from equine crime, which has seen an increase in reporting. This includes reports of horse box theft, tack theft, fly grazing, theft of horses and neglect. The actual theft of horses is minimal but understandably causes distress and concern for owners. Equine crime will be targeted through increased use of property marking services within equine communities, so increasing the use of Dot Peen marking on tack to discourage theft and also assist in the identification of stolen property. This will be in conjunction with wider messaging in relation to ensuring trailers and horse boxes are also property marked and registered to prevent theft.

Public confidence, trust and collaboration continue to be key to reducing rural crime. The aim is to continue to engage with the public where possible to improve reassurance and visibility, which in turn improves the reporting of crime and intelligence, allowing policing to gather an accurate picture of what crime is occurring and where and to work smarter within the resourcing currently available. Promotion will continue with community engagement events, such as barn meets and the New Forest Show, whilst also encouraging and promoting the use of other engagement channels such as DISC, Facebook, X, Hants Alert and Let's Talk. Getting out and about in our communities is also of importance not only to the Countrywatch Rural Crime Taskforce but also the local neighbourhood policing teams, especially the local bobbies and PCSOs.

Technology will be at the forefront of the work undertaken in the forthcoming year to target and combat rural crime. ANPR cameras are being used in the prevention and detection of crime, alongside drones and trail cameras.

A collaborative approach to dealing with rural crime and crime in rural communities with the support of other agencies and partners is essential in achieving the aim of reducing rural crime within the New Forest district. Partners include the Environment Agency, Forestry England, Historic England, DEFRA, Hampshire County Council and the New Forest District Council.

7. ADDITIONAL NEW FOREST DATA

7.1 Domestic abuse & VAWG

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

Stop Domestic Abuse received 884 referrals to adult support services in 2024/2025, this is a 7% increase compared to 2023/2024. The police remain the primary source

of referrals making up 78% of referrals received, self-referrals accounted for 5% of referrals and 4% were received from Children’s Social Care.

Figure 9 below shows a comparison of referrals to Stop Domestic Abuse detailed by month.

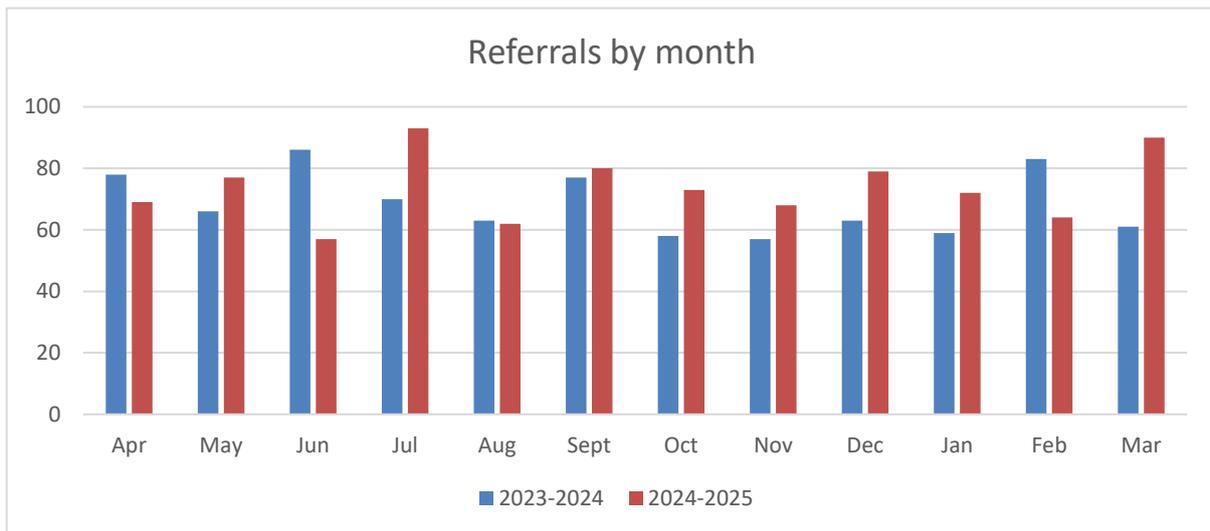


Figure 9: Stop Domestic Abuse referrals by month 2023/2024 compared to 2024/2025

Gender of victim-survivor

Stop Domestic Abuse services continue to primarily receive referrals for female victims-survivors. In 2024/2025 84% of those referred were female. Of those referred one victim was non binary and two were transgender.

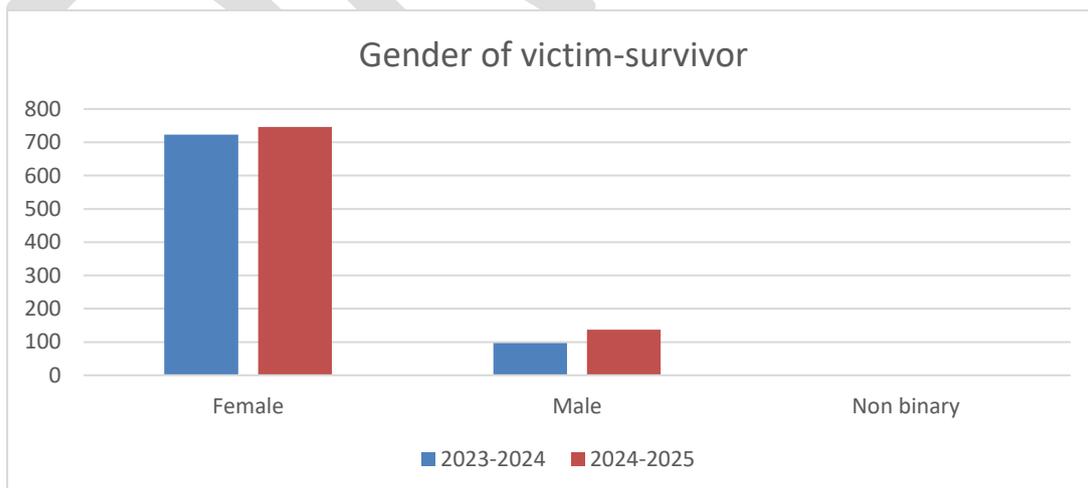


Figure 10: Referrals by victim’s gender 2023/2024 compared to 2024/2025

Age of victim-survivor

Stop Domestic Abuse provides holistic support for all family members living within an environment where domestic abuse is perpetrated. Referrals by age has seen a 39% increase in those referred who are over 56 years old.

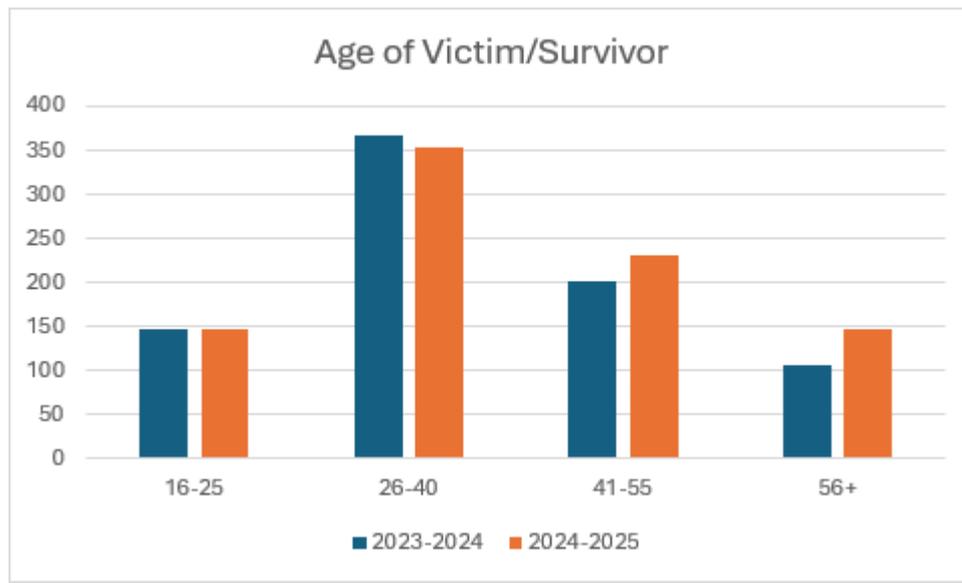


Figure 11: Referrals by victim's age 2023/2024 compared to 2024/2025

Impact of domestic abuse

Of those supported by Stop Domestic Abuse in 2024/2025 the average length of time the victim-survivor had experienced domestic abuse was 7.6 years, consistent with 2023/2024 (7.3 years). Victims of domestic abuse will experience multiple forms of abuse, the table below shows abuse experience of those supported.

Form of Abuse	2024/25	2023/24
Emotional	91%	93%
Coercive control	89%	80%
Physical	75%	55%
Economic	62%	52%
Stalking/harassment	62%	51%
Sexual	25%	34%
Tech Facilitated abuse	28%	-

Figure 12: Forms of domestic abuse of victims who have been supported

Domestic abuse has a significant, far-reaching impact on victims evidenced by 52% of those supported by Stop Domestic Abuse in 2024/2025 reporting a mental health need at the start of their support journey, with 33% reporting feeling depressed and/or suicidal, 7.5% reported they self-harmed to cope, 38% had a financial support need, 40% reported having a disability and 12% had a sexual health need 71% required support in relation to housing. Of those supported 23% (n. 18) sustained an injury requiring treatment from the GP or A&E.

7.2 Public Space Protection Order (PSPO)

Following concerns raised regarding animal welfare from the feeding and petting of free roaming New Forest animals and the setting of fires, the district council under the Anti-Social Behaviour, Crime and Policing Act 2014, enacted two Public Space Protection Orders prohibiting:

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

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

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

The '3E' approach of 'Engage, Educate and Enforce' is deployed throughout patrols. During the period 1st April 2024-31st March 2025, there have been a recorded 192 incidents with 1181 people being spoken to and advised of the order and highlighting the New Forest Code.

Interactions are broken down as:

PSPO 1 Fire	59 reports
	297 people engaged with
PSPO 2 Petting/Feeding	133 reports
	884 people engaged with

Figure 13: Interactions and reports 2024-2025

Day of week	PSPO Type	Number of reports logged	Number of people involved
Monday	1 - Fire	7	33
	2 - Pony / Donkey	13	51
Monday Total			
Tuesday	1 - Fire	4	8
	2 - Pony / Donkey	15	87
Tuesday Total			
Wednesday	1 - Fire	4	35
	2 - Pony / Donkey	19	154
Wednesday Total			
Thursday	1 - Fire	0	0
	2 - Pony / Donkey	13	110
Thursday Total			
Friday	1 - Fire	4	10
	2 - Pony / Donkey	11	37
Friday Total			
Saturday	1 - Fire	21	96
	2 - Pony / Donkey	37	225
Saturday Total			
Sunday	1 - Fire	19	115
	2 - Pony / Donkey	25	220
Sunday Total			
Grand Total		192	1181

Figure 14: Number of PSPO interaction recorded by day (2024/25)

The tracking of the location of incidents has identified the following locations for hotspots of PSPO breaches:

- Bolton's Bench - 27 reports (all pony related)
- Janesmoor Pond - 4 reports (2 pony related and 2 fire)

- Whitefield Moor - 12 reports (5 pony related and 7 fire)
- Wilverley Plain - 4 reports (2 pony related and 2 fire)
- Bolderwood – 3 reports (all donkey related)

These sites are well patrolled and targeted by rangers who will continue to have a presence at these locations.

The two PSPO's have supported the wider partnership in protecting the environment and animal welfare with a reduction in the number of reported wildfire and pony petting/feeding incidents, with only one fixed penalty notice being issued between 1st April 2024 and 31st March 2025.

A PSPO can last for up to three years, after which it must be reviewed. If the review supports an extension and other requirements are satisfied, it may be extended for up to a further three years. There is no limit on the number of times an order may be reviewed and renewed.

To enable New Forest District Council to review the current orders with the possibility of extending them, NFDC undertook a 4-week public consultation from 14 July 2025 to 10 August 2025. Feedback received from the consultation evidenced that most respondents strongly support the extension of the two Public Space Protection Orders (PSPOs), emphasising the need to protect the New Forest's animals and landscape, particularly livestock and protect them from harm.

The overwhelming trend across responses is a strong call for more, clearer, and better-placed signage regarding the Public Space Protection Orders (PSPOs), particularly regarding feeding and petting New Forest animals. Many respondents feel current signage is inadequate, poorly communicated, or not visible enough to all visitors, especially those not using car parks (e.g. walkers, cyclists).

7.3 Probation Service

Probation Service is a statutory criminal service with the responsibility for supervising individuals (aged 18 and over) who have been convicted of criminal offences and are the subject of a Community Orders/Suspended Sentence Order or following a period of imprisonment and released on licence or post sentence supervision. Following a period of imprisonment, offenders are usually released on a "licence" that can contain standard conditions as well as additional and bespoke prohibitions to manage the identified risks. Compliance is required and those on licence face enforcement measures which could include a return to prison if any of these conditions are breached, or if evidence emerges to suggest that risks are increasing and a further offence could occur.

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

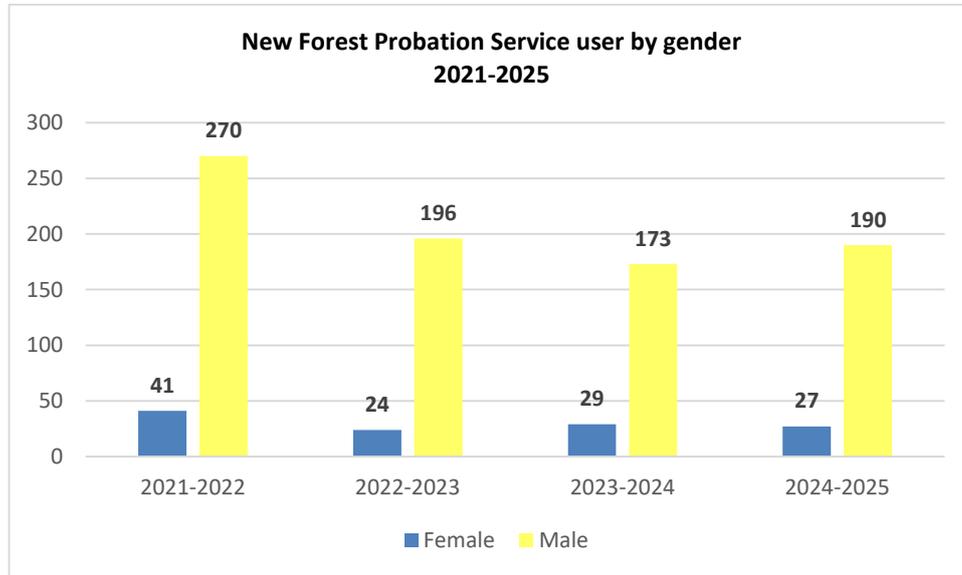


Figure 15: Service user by gender comparison 2021/22, 2022/23, 2023/24 & 2024/25

Figure 15 above shows a slight increase (7.5%) overall in service users from the previous year. Female offenders have slightly decreased by 2 service users (6.9%) but male offenders, remain the dominant gender for offending behaviour.

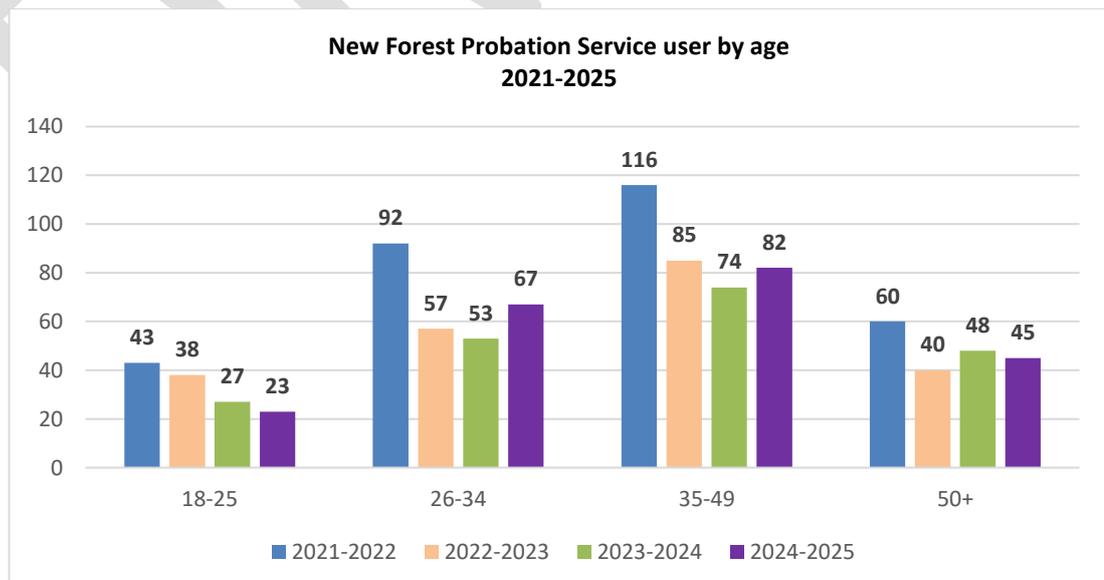


Figure 16: Service users by age comparison 2021/22, 2022/23, 2023/24 & 2024/25

Figure 16 shows there has been an increase in age group 26-34 offenders of 26.4% (from 53 to 67 cases) and age group 35-49 offenders of 10.8% (from 74 to 82). With decreases 18-25 & 50+ age profiles.

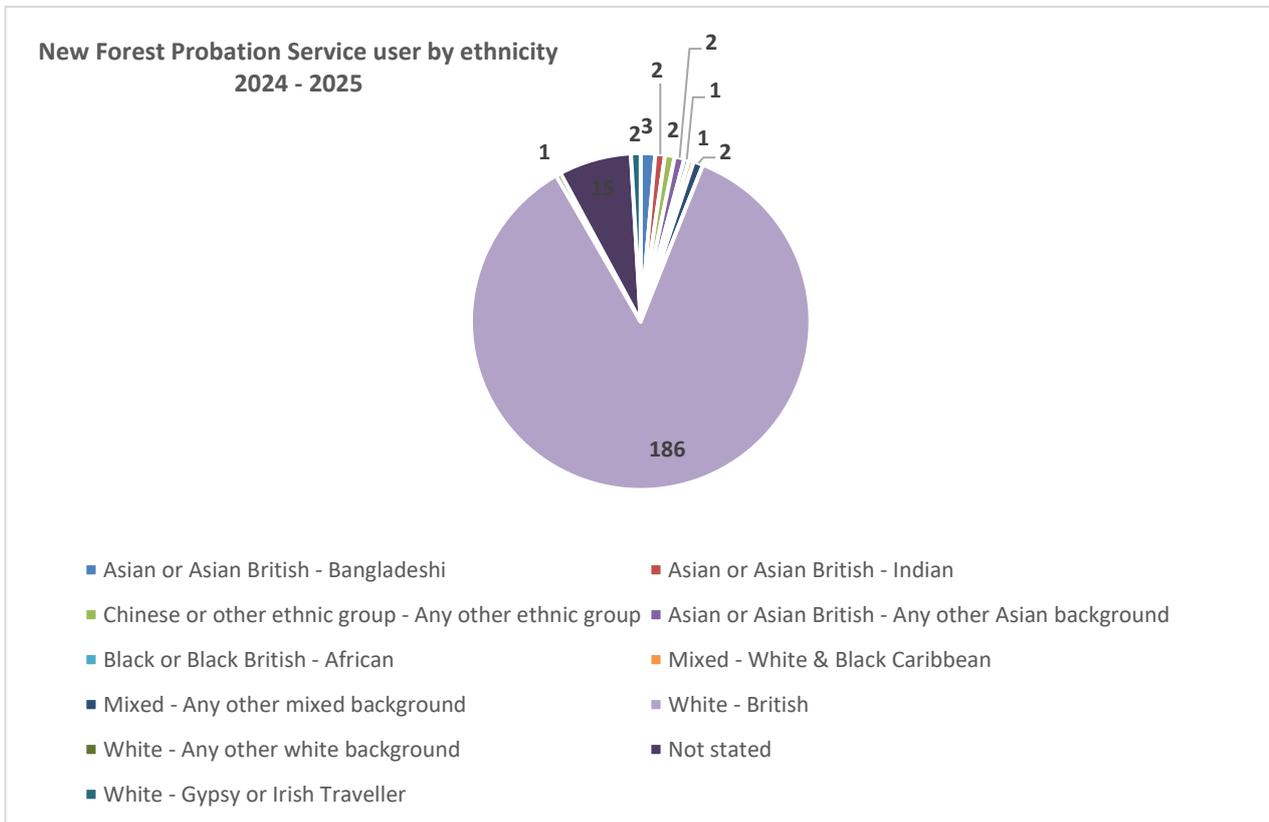


Figure 17: Ethnicity of New Forest Probation service users

Figure 17 above shows the ethnicity of New Forest Probation Service users remains predominately White British (85.7%). 15 service users did not state their ethnicity (7%).

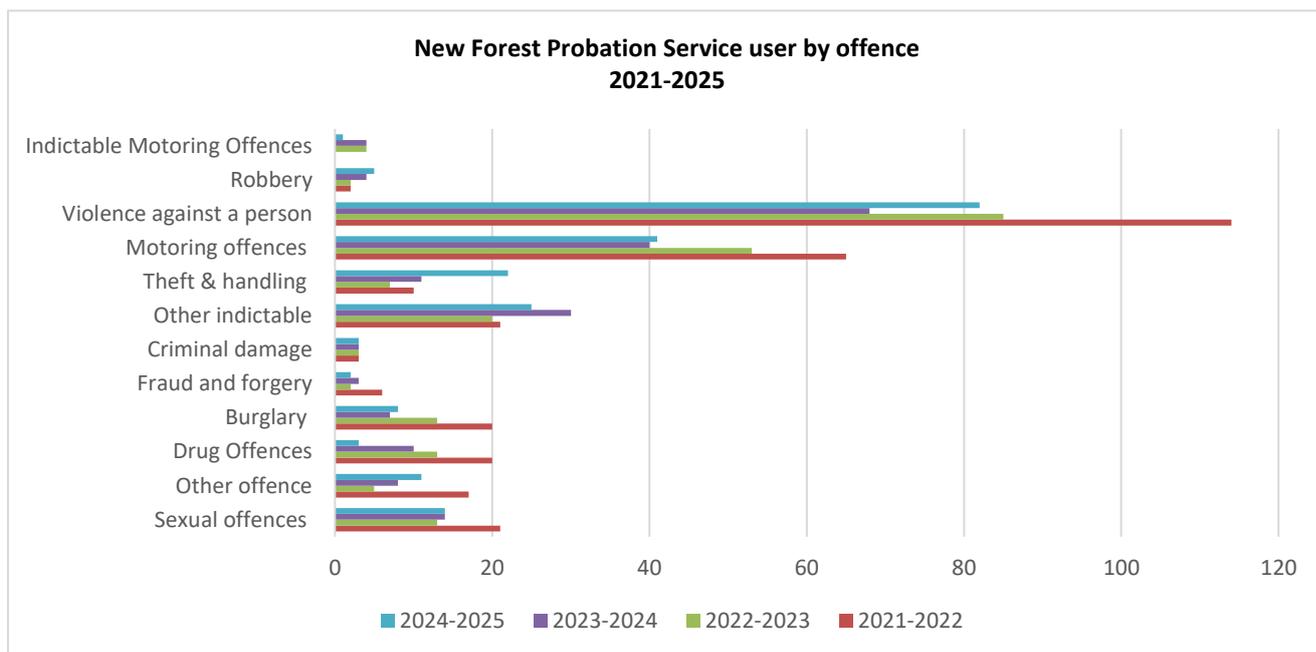


Figure 18: Service User by offence category comparison

Persons subjected to a conviction and under offender management for the period 2024-25 indicate the following reductions:

- Drug Offences ↓70%
- Fraud and forgery ↓33%
- Indictable motoring offences ↓75%
- Other indictable* ↓17%.

During the same period there were increases:

- Theft and handling from 11 to 22 offences
- Violence against a person from 68 to 82 offences.

*An indictable offence is a criminal offence which can be tried by a jury at a Crown Court. These offences are typically more serious than summary offences, which can only be tried by a magistrate at a Magistrates' Court. Indictable offences include, but are not limited to: murder, manslaughter, rape, robbery, serious assault, burglary, theft, fraud and some drug offences. If an offender is found guilty of an indictable offence, they may be sentenced to imprisonment, a fine or both.

7.4 Hampshire Youth Justice Service

Hampshire Youth Justice Service (HYJS) is a multi-agency team comprising of staff from Childrens Services, Probation, Police, Health and volunteers.

Hampshire Youth Justice Service’s ambition is to see fewer children and young people involved in the criminal justice system. This will reduce the number of potential victims of crime and promote the confidence and safety of our local communities.

HYJS aim to maximise the potential of every child and young person, delivering quality assessments and interventions which will prevent offending and protect the public.

- All children and young people have the ability and capacity to change and should be given every opportunity to do so
- Effective role modelling of all HYJS staff
- The importance of early help and prevention
- The value of difference, respect, partnership and participation
- Victims should be given the opportunity to have their say and be involved in restorative processes where appropriate
- The importance of keeping the public safe and reducing future victims.

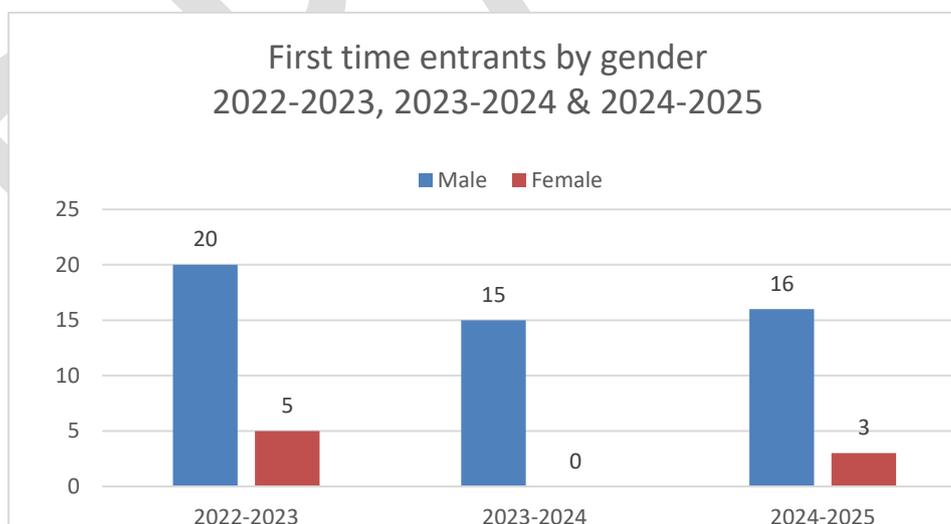


Figure 19: Gender of young person for first entrant data 2022-2025

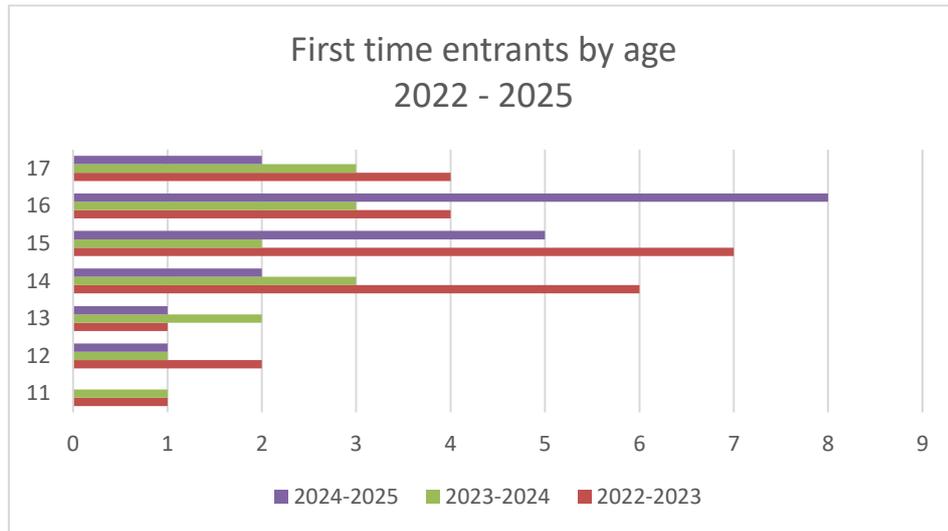


Figure 20: Age of young person for first entrant data 2022 – 2025

First Entrant Data - Offences by crime type			
	2022-2023	2023-2024	2024-2025
Arson	3	0	0
Criminal damage	2	0	3
Drugs	2	1	2
Fraud & Forgery	0	0	0
Motoring offences	4	4	4
Non-domestic burglary	1	0	1
Domestic burglary	0	0	0
Other	2	0	0
Public order	0	0	0
Racially Aggravated	0	0	0
Robbery	0	0	2
Sexual offences	0	0	1
Theft and handling	0	2	2
Vehicle theft	0	1	0
Violence against the person	13	7	10
Total	27	15	25

Figure 21: First time entrant data by offences and gender, 2022/23, 2023/24 & 2024/25

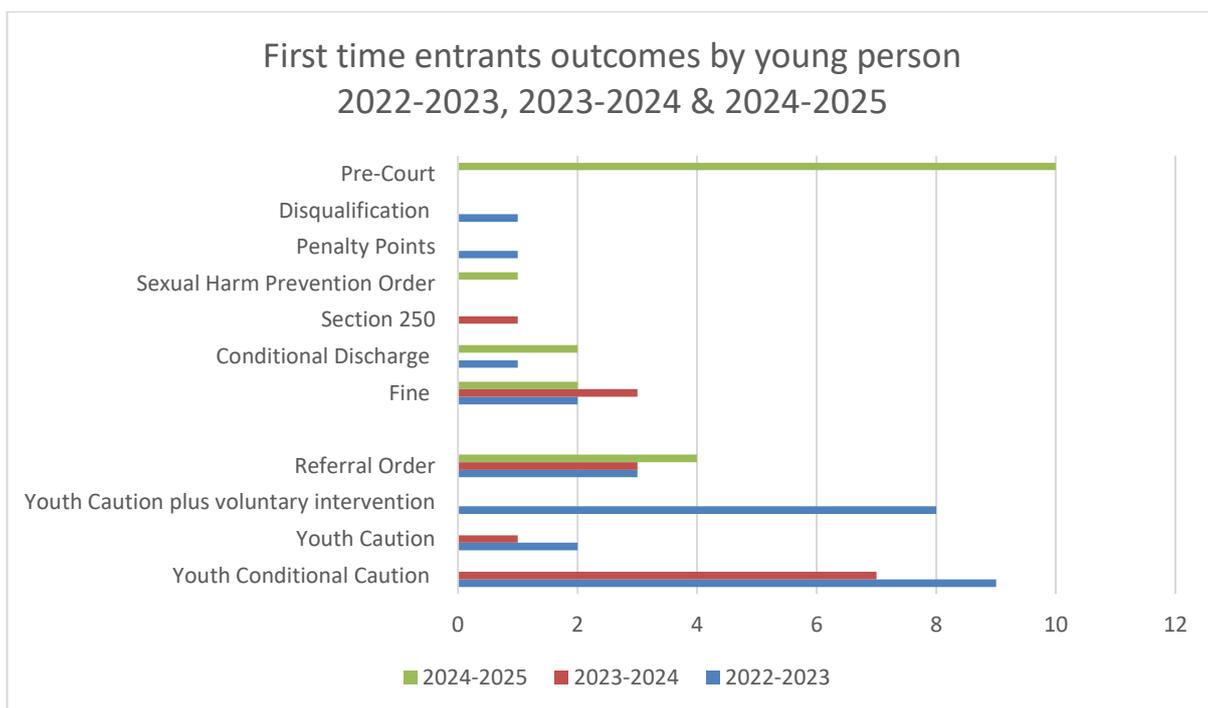


Figure 22: Outcomes by young person

Youth Crime Prevention Teams (YCP)

The Prevention Officers from the YCP work alongside and support young people aged 10-17 identified as being at risk of offending or committing anti-social behaviour and have not been to court.

Where a young person has been involved with the police at a low level or is identified as being at risk of offending behaviour, Prevention aim to divert them from developing patterns of persistent and more serious offending in the future. Engagement with prevention is on a voluntary basis agreed with the family.

Parenting support

Often the parents of young people working with the Youth Justice Service also require support.

Among the YJS staff is a specialist parenting support coordinator who works with parents who attend a programme either voluntarily or as a condition of a court order.

7.5 Police & Crime Commissioner Priorities

The Hampshire Police Crime Commissioner, Donna Jones, was re-elected in May 2024 to serve a second term and is responsible for the totality of policing across Hampshire and the Isle of Wight and is the voice of the people.

Key duties of the role are to:

- Secure an efficient and effective local police force
- Appoint the Chief Constable, hold them to account for running the force, and if necessary dismiss them
- Set the police and crime objectives through a Police and Crime plan
- Set the force budget and determine the precept
- Contribute to the national and international policing capabilities set out by the Home Secretary
- Bring together community safety and criminal justice partners.

The PCC has published her Police and Crime Plan 'More Police, Safer Streets 2' which sets out the strategic direction and priorities for policing across Hampshire and the Isle of Wight, including the New Forest district, for 2024-28.

The Crime Plan features six priorities for policing:

- Police visibility and engagement
- Business and retail crime
- Crime in rural areas
- Road safety
- Serious violence
- Anti-social behaviour.

For details of the full plan please click on the attached link: [Police-and-Crime-Plan-2024-Online.pdf](#)

7.6 Hampshire & Isle of Wight Fire & Rescue Service

Hampshire and Isle of Wight Fire and Rescue Service’s community and impact report for the new forest area for April 2024 to March 2025 identifies how the service has performed over the last financial year. 2024/2025 explores local comparisons made against previous years and also against the Hampshire average, where relevant and applicable.

Incident summary

The New Forest Group attended 1,406 incidents in 2024/25. This is an 11% increase from the previous year of 1,261.

Contextually, there was a 3% increase in overall incidents across all Hampshire & Isle of Wight between 2023/24 & 2024/25. New Forest incidents (1,406) constituted 7.7% of all incidents (18,145) in Hampshire & Isle of Wight, this has risen from 7.2% in the previous year.

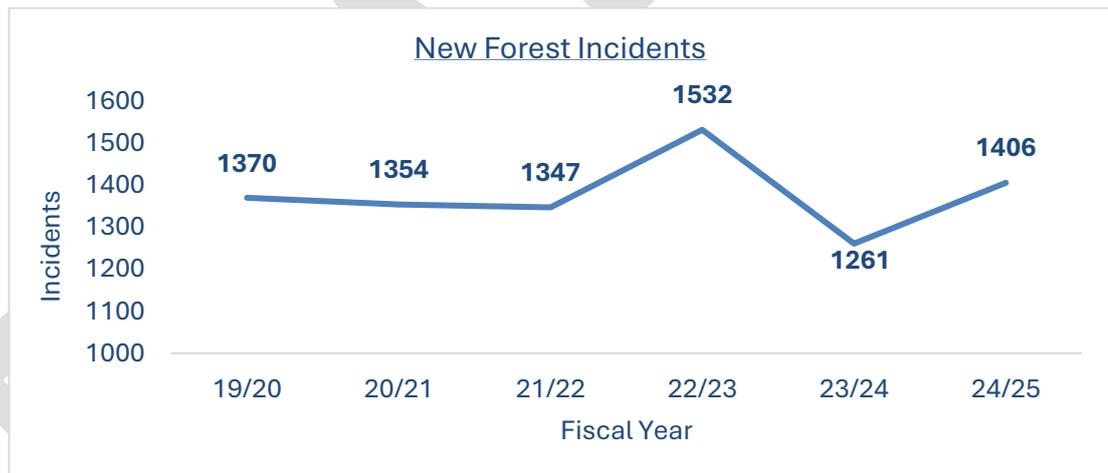


Figure 23: New Forest incident summary 2019-2025

Types of fire

There were 288 fire related incidents in the New Forest during 2024/25, an 8% increase of 266 incidents compared to last year.

Grass fires were the most common type of fire in the New Forest in 2024/25, this fire type increased by 33% from 2023/24. Residential and road vehicles were the second and third most common types of fire respectively; these fire types also saw increases from last year.

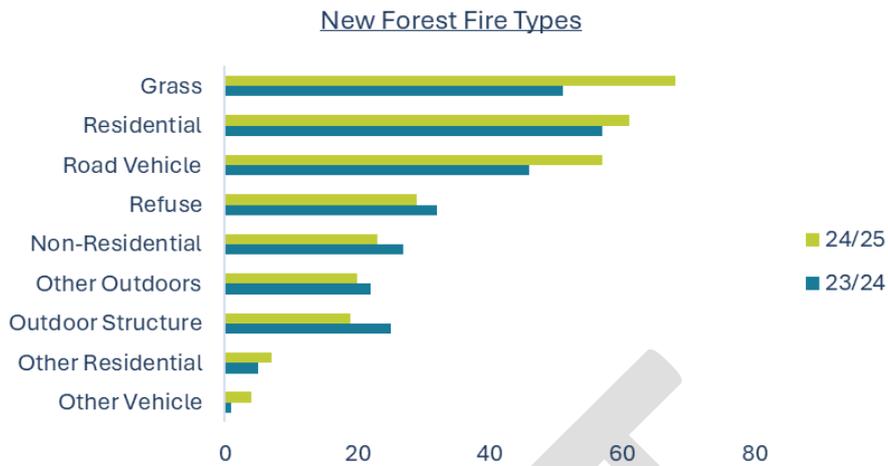


Figure 24: New Forest fire types 2023/24 & 2024-25

Special Service Calls (SSC)

There were 272 SSCs during 2024/25, a 6% increase in incidents attended from 2023/24.

Road Traffic Collisions (RTCs) were the most common type of SSC in the New Forest in 2024/25; with 105 incidents being attended, a 5% rise from last year.

The second most common was 'effecting entry/exit', which often relate to assisting SCAS gaining entry to a property to provide medical assistance.

Considerable increases were seen for co-responders to medical incidents and assisting other agencies. Whereas SSCs relating water rescue and flooding decreased from last year.



Figure 25: New Forest special service calls

False alarms

There were 741 false alarms in the New Forest in 2024/25, a 16% increase from 638 the previous year.

Of the 741 false alarms, 69% were due to apparatus, 30% were made by civilians with good intent, and 2% were malicious.

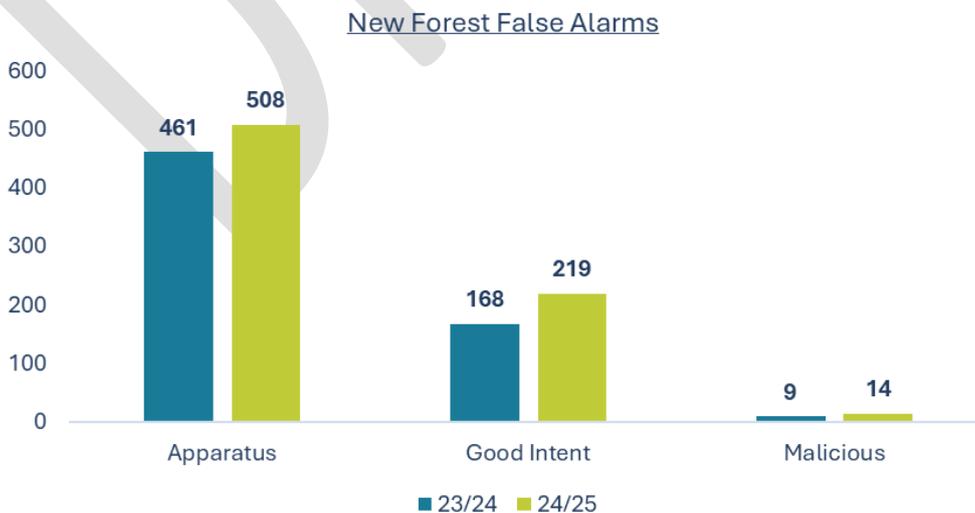


Figure 26: New Forest false alarms

Incident types

The New Forest Group attended 1,406 incidents in 2024/25. Just over half of these were False Alarm incidents at 741, 53%. The second largest incident type was Fire incidents at 288, 20%, followed by SSC (Special Service Calls) incidents at 272, 19%, and the smallest incident type was RTCs (Road Traffic Collisions) at 105, 7%.

Compared to the rest of Hampshire & Isle of Wight, the proportions of incident types are largely similar. The biggest difference is seen in the Special Service type, with the New Forest having 4% fewer incidents than the wider service. Though the New Forest have a marginally higher proportion of False Alarms & RTCs.

Figures 27 & 28 below shows consistency between the New Forest and Hampshire incidents.



Figure 27 & 28: Comparison of types of incidents in New Forest compared to Hampshire

Fires

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

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

There were 288 fire related incidents in the New Forest during 2024/25, an 8% increase of 22 incidents compared to last year. In 2024/25, there were 154 primary fires and 134 secondary fires.

The table below shows how the total number of fires (primary and secondary combined) have changed. Although 2024/25 saw an 8% increase from last year, the total number of fires is relatively low in proportion to total fires prior to 2023/24.

Year	Total Fires	% Change
2019/20	404	-
2020/21	414	+2%
2021/22	380	-8%
2022/23	436	+15%
2023/24	266	-39%
2024/25	288	+8%

Figure 29: Total number of fires (primary & secondary)

The line graph shows how the number of primary and secondary fires have changed over the past 6 years;

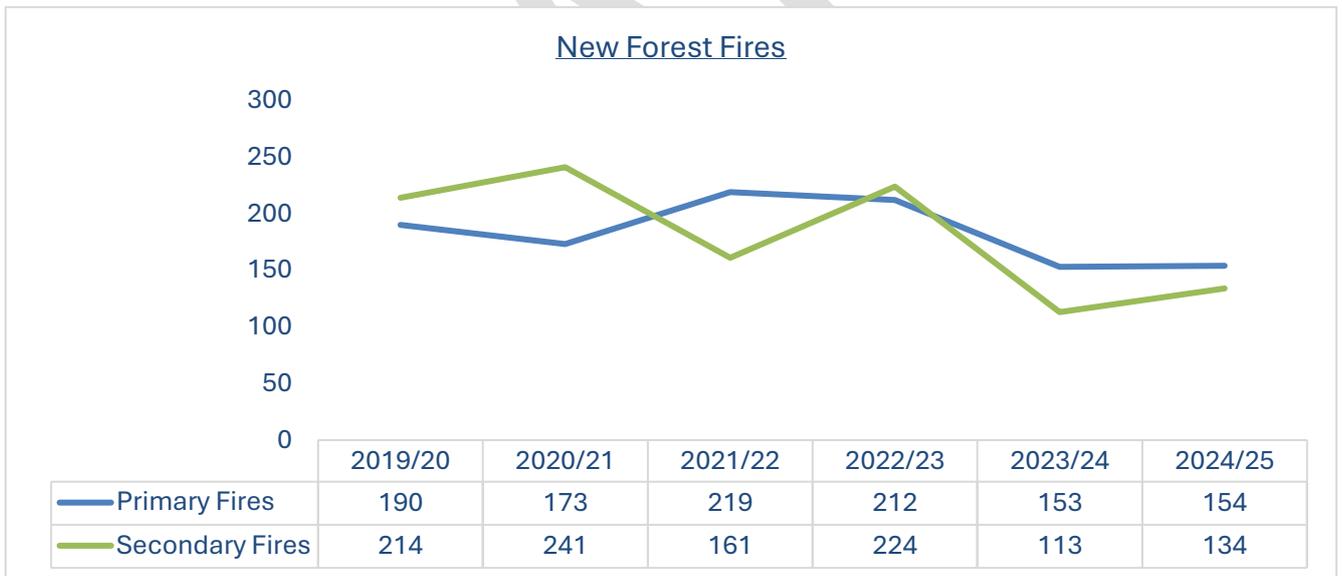


Figure 30: Primary and Secondary fires in the New Forest

Causation factors of fires

Regarding recorded fire causes, 54% of fires in the New Forest were accidental, and 46% were deliberate. Although there was an 8% increase in deliberate fires compared to last year, accidental fires continue to be the most common cause in the New Forest in 2024/25, such has been the case in the whole 6-year timeframe.

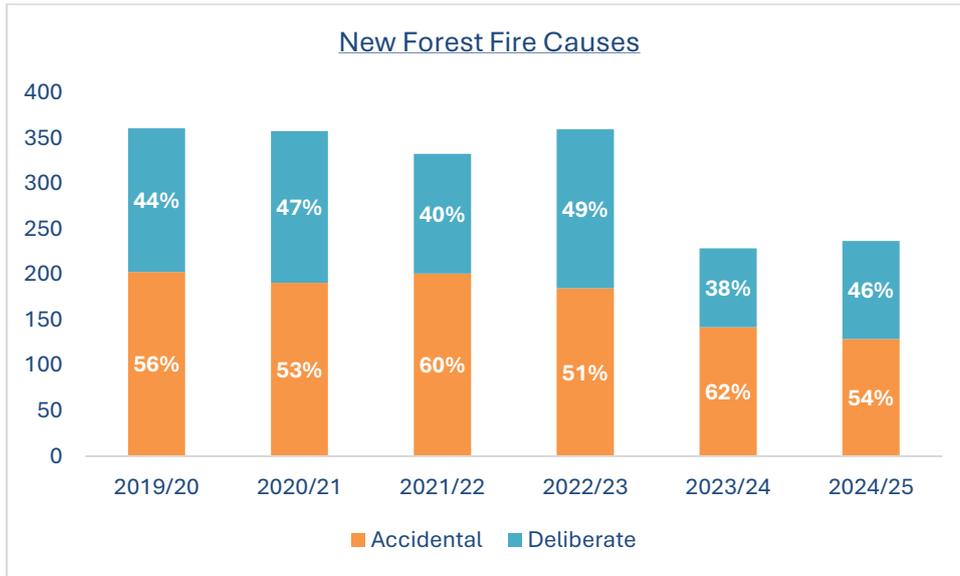
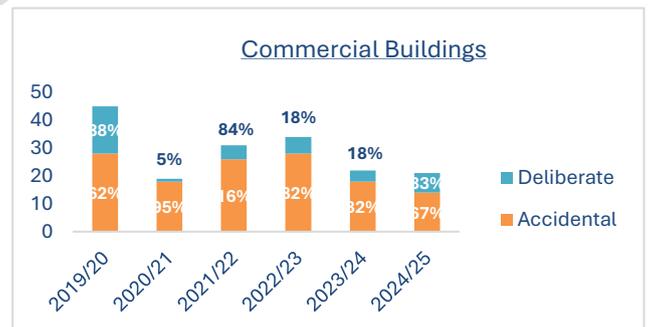


Figure 31: New Forest causes of fire 2019 – 2025



Figures 32 & 33: Cause of fires in the New Forest Group by dwellings and commercial buildings

Figures 32 & 33 above also show that most fires in commercial and dwelling properties are accidental. However, recorded deliberate fires have increased since last year; a 15% rise in commercial buildings and a 6% rise in dwellings.

Outdoor fires

There was a total of 132 outdoor fires in 2024/25, this has increased slightly by 8 incidents compared to the previous year, a 6% increase.

This increase is predominantly due to a 41% rise in secondary grass fires, from 41 incidents in 2023/24 to 58 in 2024/25.

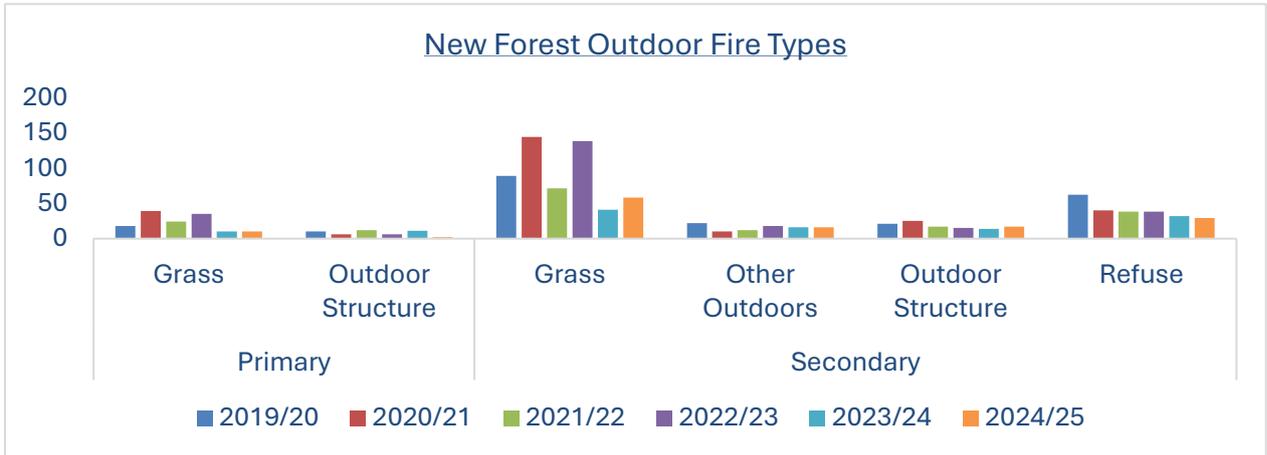
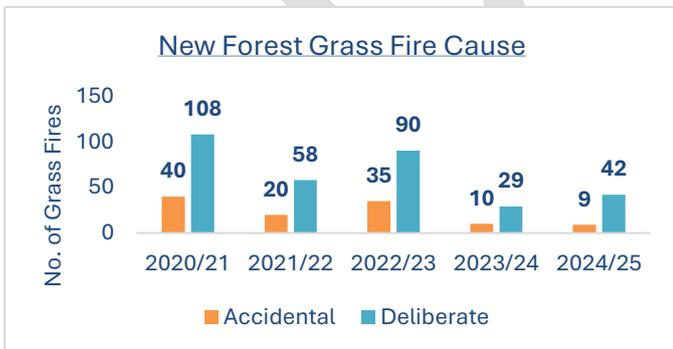


Figure 34: Types of outdoor fires

Grass fires

The number of grass fires have fluctuated over the last five years. The total number of grass fires in 2024/25 have increased by 33% when compared to 2023/24 (from 51 to 68 incidents). Compared to last year, though there was one less recorded accidental fire (-10%), there was a 45% increase in deliberate fires recorded, rising from 29 to 42 incidents. The chart on the right illustrates that 82% of recorded grass fire causes were deliberate during 2024/25, this is the highest proportion for deliberate fires by a considerable margin (8% more than the next highest) compared to the previous four financial years.



Figures 35 & 36: Comparison of grass fires by cause in the New Forest over a three-year comparison period

The highest number of grass fires in this financial year occurred in April 2024 (14 incidents), August 2024 (11 incidents) and June 2024 (9 incidents). During these three months, 88% (23 incidents) were recorded as deliberate, 12% (3 incidents) were accidental.

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

Safe and well visits / Home fire safety visits

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

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

The table below shows an overview of Safe & Well visits carried out across the New Forest group during the past 4 years. The data provided is broken down to fire station areas and shows that there has been a 65% increase in the number of visits carried out over the last financial year.

The continuing increase in safe and well visits being carried out is due to the service streamlining the safe and well process to an online platform and working closer with partner agencies in identifying and referring individuals.

Station Ground	2021/22	2022/23	2023/24	2024/25
Beaulieu	8	10	10	16
Brockenhurst	24	32	26	44
Burley	17	23	19	40
Fordingbridge	35	46	43	68
Hardley	48	69	128	169
Hythe	51	116	123	209
Lymington	99	174	148	292

Lyndhurst	24	48	45	76
New Milton	126	200	238	429
Ringwood	58	99	86	117
Totton	100	131	200	302
Total	590	948	1066	1762

Figure 37: Safe & well visits carried out in the New Forest group

Most (47%) safe and well visits in 2024/25 for the New Forest were partner referrals from adult services and other agencies such as NHS, Southern Health, and the Police. 37% of visits were self-referred and 16% were post-incident.

New Milton had the highest number of self and partner referrals, whereas Totton had the highest number for post-incident safe & well visits.

Road Traffic Collisions (RTCs)

RTCs in the New Forest appear to have been on an upward trajectory since 2019/20, and this trend is continued in 2024/25 (5% inc. from 2023/24); the most drastic increase coming in 2021/22 which aligns with the end of Covid 19 lockdown restrictions. Across the six-year period shown, the New Forest have on average 96 RTCs per year.

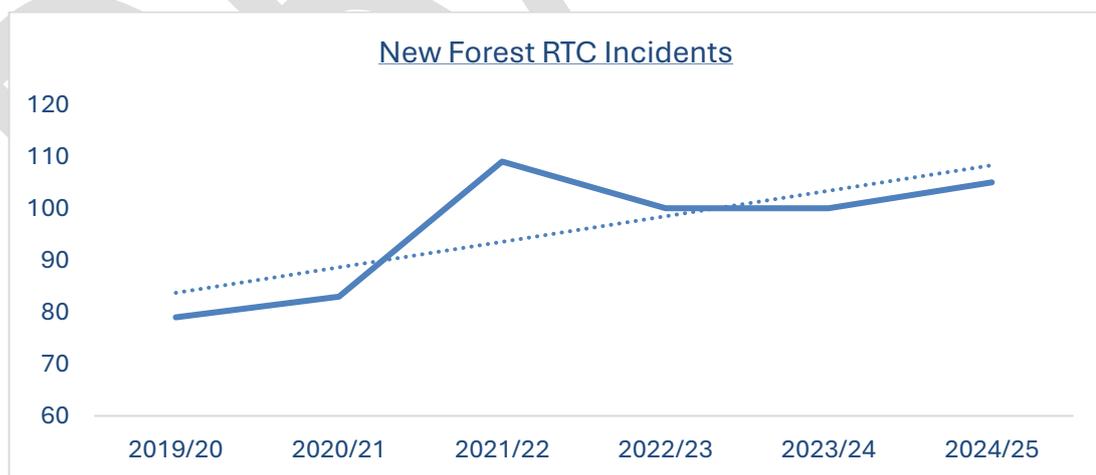


Figure 38: RTCs in the New Forest group between 2019/20, 2020/21, 2021/22, 2022/23, 2023/2024 & 2024/25

60% of RTCs this year involved making the scene safe and 15% involved the extrication or release of persons.

The graph below shows that most (11) RTCs in the New Forest occurred in February 2025; this is followed by May, October & January – all of which had 10 RTC incidents respectively.

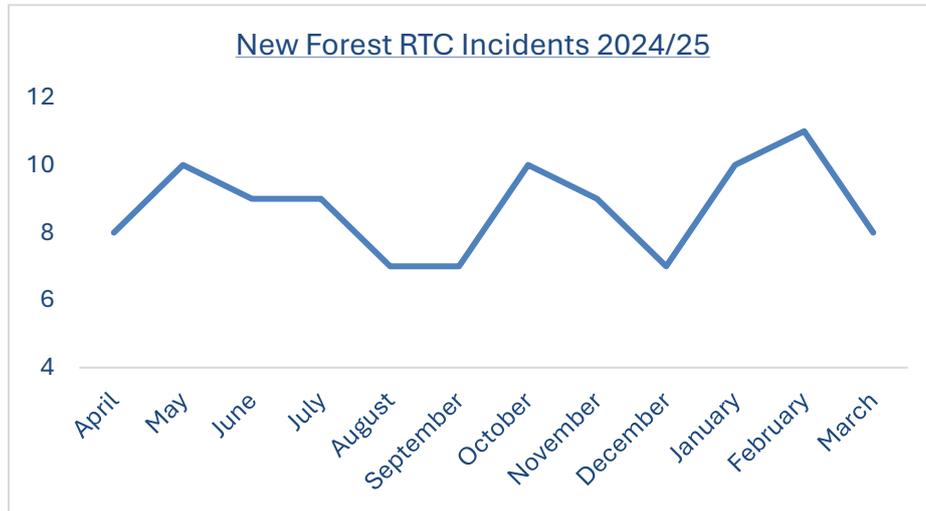


Figure 39: RTCs in the New Forest group during 2024/2025 by month

The chart below shows that most RTCs in the New Forest occurred between 15:00-16:00, with 8 incidents occurring in this time. Other times where there was a high volume of RTCs were 08:00 – 11:00 and 15:00 – 18:00. This would coincide with the rush hour period where most people would be commuting to and from work.

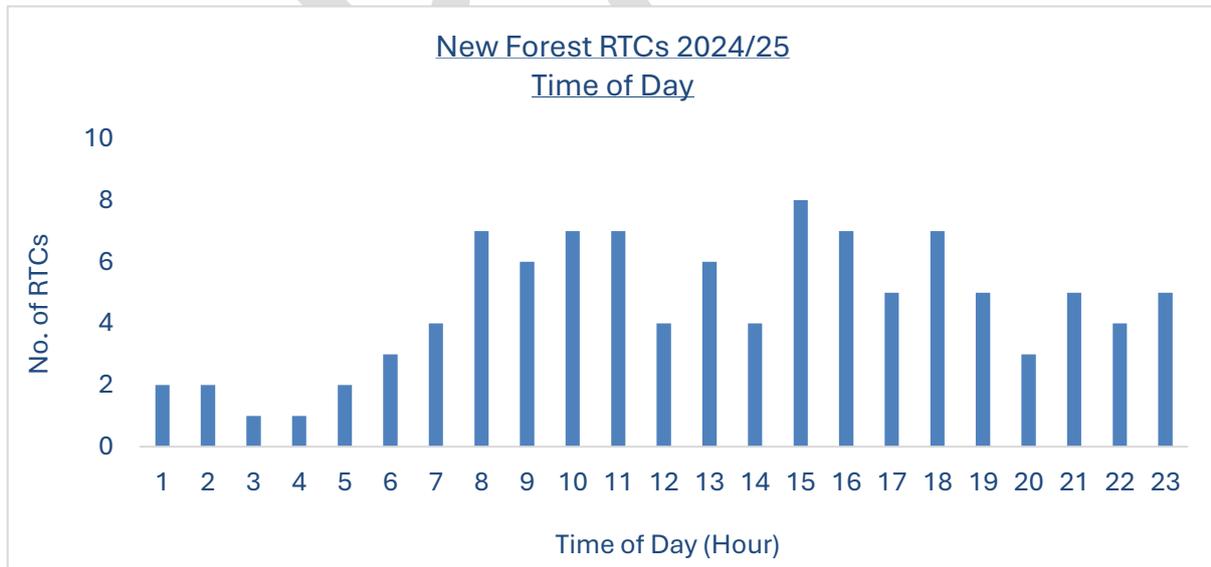


Figure 40: Times of RTCs in the New Forest group during 2024/25

Casualties and fatalities

The total number of casualties has fluctuated over the last five years in the New Forest; 2024/25 saw a sharp increase from 3 casualties in 2023/24 to 11. Moreover, unlike 2023/24, 2 serious injuries and 1 fatality occurred due to fires in 2024/25.

The graph below shows that the 'slight injury' is the most common fire casualty type in the New Forest since 2019/20; such was also the case during 2024/25 with this category accounting for 55% of all casualties.

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

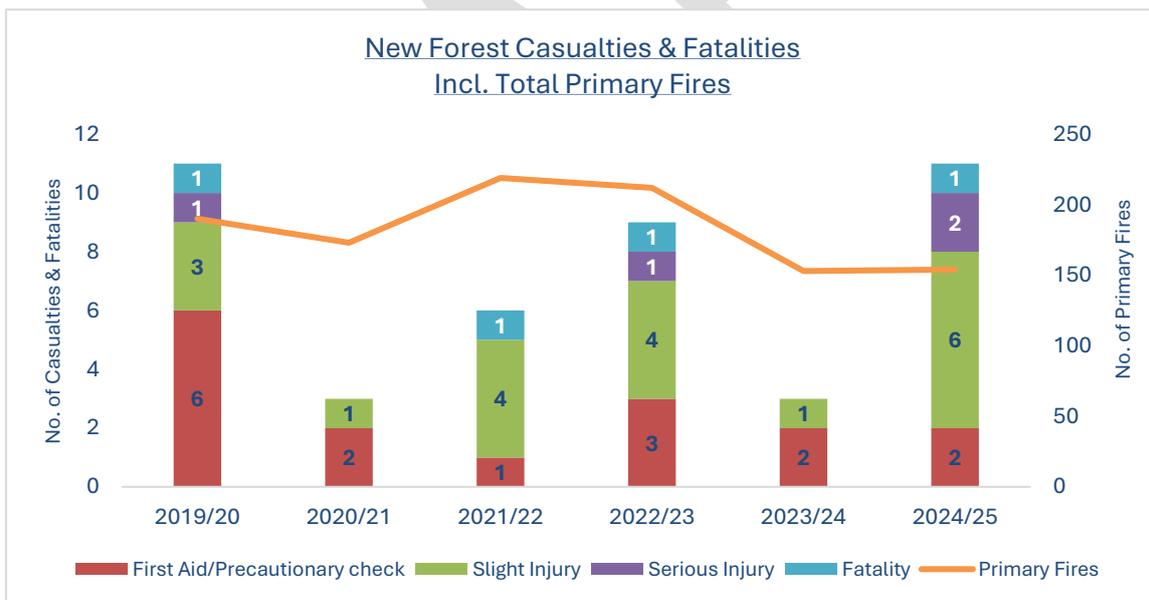


Figure 41: Casualties within the New Forest between 2019-2025

The total number of primary fires per year in the New Forest is overlaid in the same chart as a line.

Even though the total number of primary fires only rose by 0.7% since last year, the total number of fire casualties increased from 3 to 11. However, given the amount of

fluctuation in the number of casualties year on year, as depicted in the graph, the increase in 2024/25 is not statistically significant.

Additionally, a couple of New Forest incidents had multiple casualties (3 at a New Milton incident, and 2 at a Lymington incident), which inflate the total casualty numbers.

DRAFT

APPENDIX A

Domestic abuse including violence against women & girls



Acts of violence or abuse disproportionately affect women and girls. Crimes and behaviour covered by this term include, but are not limited to, harassment, stalking, rape, sexual assault, 'honour' based abuse and coercive control. 1.6 million women aged 16 in England and Wales experienced domestic abuse in year ending March 2024.

Aims

- Continue to strengthen the public space CCTV network through additional cameras specifically within rural communities.
- Expand and grow the safe places scheme offering vulnerable people a safe place to attend in other registered venues within the district.
- To raise awareness of the 'active bystander'.
- Promote domestic abuse ambassador training to recognise the signs of domestic abuse with community services such as Hackney Carriages.
- Develop awareness raising material to support neighbours, friends and family in recognising signs and symptoms of abuse and access to support.

Statistics

During 2023-24, in the New Forest it is estimated between **7,085 – 7,419** individuals have been subject to domestic abuse.

70.7% of those estimated to be subject to domestic abuse were female.

18% of individuals (aged 16+) in the New Forest who are estimated to be subjected to domestic abuse have their experiences recorded as a crime by the police.



During 2023-2024, in the New Forest reported sexual offences evidenced a **2% increase (9 incidents)**.

Possession of weapons / serious violence

Serious violence instils fear within communities and is a contributing factor to further incidents of offending behaviour. Incidents within the New Forest involving persons found in possession of weapons increased by 32 from the previous year.

Aims

- To provide weapons education and prevention training to front line professionals within educational settings and youth providers for operational delivery, raising awareness of the legislation, implications of carrying and keeping safe.
- Continue to develop robust risk management measurement tools on nominals identified through the Habitual Knife Carrier (HKC) cohort.
- Enhance offender access to prevent and support services through combined co-location and service distribution.

Statistics

The main offences that make up serious violence in New Forest are:

- ❖ violence with injury
- ❖ robbery of personal property
- ❖ possession of a weapon.



In 2023/24 possession of weapons in the New Forest increased from **122 incidents to 154**

In 2023/24, **New Forest recorded 297** serious violence offences, accounting for **6%** of the total volume of serious violence of Hampshire, Isle of Wight, Portsmouth & Southampton.



Of all serious violence offences in the New Forest, **10% (29 incidents)** had the domestic flag, suggesting they were linked to domestic abuse.



safer new forest

Targeting Crime and Antisocial Behaviour

Shoplifting & burglary (commercial & business)

Partnership Plan 2025/26

Nationally, shoplifting has continued to see increases and remains at its highest level in 20 years. Shoplifting offences during 2023-2024 rose nationally by 30% (to 443,995 offences) compared with the previous year (342,428 offences). The partnership is aware of the lasting impact that shoplifting can have on a business, its staff and the wider community. According to data published by the Office for National Statistics, Police recorded burglary decreased by 3% in the year to March 2024 (266,489 offences) compared with the previous year. Through the positive work of the Safer New Forest partnership, the New Forest evidenced a reduction in residential, business and community burglary by 36% and 33% respectively. Burglary prevention remains a priority for the partnership to through 2025/26.

Aims

- Enhance crime prevention measures within the retail sector, highlighting best practice and opportunities for a shared approach in deterring further offending.
- Engage offenders in the Integrated Offender Management programme, providing a multi-agency and wrap around service addressing anti-cedents to offending behaviour.
- Extend distribution of DNA marking kits to repeat victims and locations with the aim of deterring offenders whilst reducing the fear of crime within communities.
- Seek to enhance target hardening measures for the commercial sector in areas of vulnerability identified through recorded crime data.

Statistics



In 2023/24 residential burglary evidenced a **36% reduction** in the New Forest.



In 2023/24 business & community burglary **decreased by 33% (105 incidents)**

In 2023/24 reported of shoplifting offences increased by **27% (172 incidents)**.



During 2023/24, shoplifting in New Milton increased by **85% (82 incidents)**.

Shoplifting in Totton increased by **79% (71 incidents)**



In 2023/24, Lymington showed a **decrease** in shoplifting by 40 incidents.

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

Crimes by Sector Level

Crime - New Milton Sector

Crime Type	01/04/2024 - 31/03/2025	01/04/2023 - 31/03/2024	Variation
VIOLENCE AGAINST THE PERSON			
Homicide	0	0	
Violence with injury	164	167	-3
Violence without injury	440	458	-18
Total	604	625	-21
SEXUAL OFFENCES			
Rape	17	19	-2
Other sexual offences	32	34	-2
Total	49	53	-4
ROBBERY			
Robbery of business property	1	0	1
Robbery of personal property	7	10	-3
Total	8	10	-2
BURGLARY			
Residential	34	71	-37
Business and community	22	32	-10
Total	56	103	-47
THEFT OFFENCES			
Theft from Vehicle	48	50	-2
Theft from person	7	8	-1
Bicycle theft	10	8	2
Shoplifting	200	178	22
All other theft offences	92	96	-4
Total	357	340	17
CRIMINAL DAMAGE & ARSON OFFENCES			
Criminal damage	154	149	5
Arson	5	3	2
Total	159	152	7
DRUG OFFENCES			
Trafficking of drugs	13	12	1
Possession of drugs	38	42	-4
Total	51	54	-3
Possession of weapons offences	13	27	-14
Public order offences	129	150	-21
Miscellaneous crimes against society	22	23	-1

Crime - Lymington Sector

Crime Type	01/04/2024 – 31/03/2025	01/04/2023 – 31/03/2024	Variation
VIOLENCE AGAINST THE PERSON			
Homicide	0	0	-
Violence with injury	152	174	-22
Violence without injury	344	412	-68
Total	496	586	-90
SEXUAL OFFENCES			
Rape	17	22	-5
Other sexual offences	42	30	12
Total	59	52	7
ROBBERY			
Robbery of business property	0	1	-1
Robbery of personal property	2	6	-4
Total	2	7	-5
BURGLARY			
Residential	64	100	-36
Business and community	29	34	-5
Total	93	134	-41
THEFT OFFENCES			
Theft from Vehicle	90	82	8
Theft from person	3	7	-4
Bicycle theft	20	20	-
Shoplifting	121	112	9
All other theft offences	125	130	-5
Total	359	351	8
CRIMINAL DAMAGE & ARSON OFFENCES			
Criminal damage	153	147	6
Arson	3	3	-
Total	156	150	6
DRUG OFFENCES			
Trafficking of drugs	21	7	14
Possession of drugs	21	39	-18
Total	42	46	-4
Possession of weapons offences	14	17	-3
Public order offences	134	146	-12
Miscellaneous crimes against society	30	23	7

Crime - Ringwood and Fordingbridge Sector

Crime Type	01/04/2024 – 31/03/2025	01/04/2023 – 31/03/2024	Variations
VIOLENCE AGAINST THE PERSON			
Homicide	0	0	-
Violence with injury	171	165	6
Violence without injury	452	451	1
Total	623	616	7
SEXUAL OFFENCES			
Rape	21	23	-2
Other sexual offences	52	51	1
Total	73	74	-1
ROBBERY			
Robbery of business property	0	0	-
Robbery of personal property	3	1	2
Total	3	1	2
BURGLARY			
Residential	77	128	-51
Business and community	59	48	11
Total	136	176	-40
THEFT OFFENCES			
Theft from Vehicle	191	214	-23
Theft from person	8	3	5
Bicycle theft	21	25	-4
Shoplifting	175	116	59
All other theft offences	137	164	-27
Total	532	522	10
CRIMINAL DAMAGE & ARSON			
Criminal damage	183	218	-35
Arson	9	7	2
Total	192	225	-33
DRUG OFFENCES			
Trafficking of drugs	6	16	-10
Possession of drugs	31	17	14
Total	37	33	4
Possession of weapons offences	13	26	-13
Public order offences	166	182	-16
Miscellaneous crimes against society	43	21	22

Crime - New Forest Heart and East Sectors

Crime Type	01/04/2024 – 31/03/2025	01/04/2023 – 31/03/2024	Variations
VIOLENCE AGAINST THE PERSON			
Homicide	0	0	-
Violence with injury	64	78	-14
Violence without injury	120	138	-18
Total	184	216	-32
SEXUAL OFFENCES			
Rape	20	9	11
Other sexual offences	26	28	-2
Total	46	37	9
ROBBERY			
Robbery of business property	0	0	-
Robbery of personal property	2	2	-
Total	2	2	-
BURGLARY			
Residential	60	53	7
Business and community	23	26	-3
Total	83	79	4
THEFT OFFENCES			
Theft from Vehicle	119	122	-3
Theft from person	1	3	-2
Bicycle theft	39	23	16
Shoplifting	76	34	42
All other theft offences	65	71	-6
Total	300	253	47
CRIMINAL DAMAGE & ARSON			
Criminal damage	69	54	15
Arson	7	4	3
Total	76	58	18
DRUG OFFENCES			
Trafficking of drugs	1	1	-
Possession of drugs	14	27	-13
Total	15	28	-13
Possession of weapons offences	11	9	2
Public order offences	72	77	-5
Miscellaneous crimes against society	5	11	-6

Crime - Hythe Sector

Crime Type	01/04/2024 – 31/03/2025	01/04/2023 – 31/03/2024	Variation
VIOLENCE AGAINST THE PERSON			
Homicide	0	0	-
Violence with injury	261	294	-33
Violence without injury	652	797	-145
Total	913	1091	-178
SEXUAL OFFENCES			
Rape	42	47	-5
Other sexual offences	73	68	5
Total	115	115	-
ROBBERY			
Robbery of business property	1	2	-1
Robbery of personal property	11	17	-6
Total	12	19	-7
BURGLARY			
Residential	69	42	27
Business and community	32	32	-
Total	101	74	27
THEFT OFFENCES			
Theft from Vehicle	75	80	-5
Theft from person	11	12	-1
Bicycle theft	9	14	-5
Shoplifting	169	199	-30
All other theft offences	161	148	13
Total	425	453	-28
CRIMINAL DAMAGE & ARSON OFFENCES			
Criminal damage	218	262	-44
Arson	10	17	-7
Total	228	279	-51
DRUG OFFENCES			
Trafficking of drugs	14	9	5
Possession of drugs	39	60	-21
Total	53	69	-16
Possession of weapons offences	23	34	-11
Public order offences	196	212	-16
Miscellaneous crimes against society	49	44	5

Crime - Totton Sector

Crime Type	01/04/2024 – 31/03/2025	01/04/2023 – 31/03/2024	Variation
VIOLENCE AGAINST THE PERSON			
Homicide	0	0	-
Violence with injury	283	314	-31
Violence without injury	713	698	15
Total	996	1012	-16
SEXUAL OFFENCES			
Rape	34	37	-3
Other sexual offences	72	63	9
Total	106	100	6
ROBBERY			
Robbery of business property	5	0	5
Robbery of personal property	18	11	7
Total	23	11	12
BURGLARY			
Residential	105	87	18
Business and community	61	44	17
Total	166	131	35
THEFT OFFENCES			
Theft from Vehicle	170	134	36
Theft from person	13	13	-
Bicycle theft	25	46	-21
Shoplifting	321	160	161
All other theft offences	249	302	-53
Total	778	655	123
CRIMINAL DAMAGE & ARSON OFFENCES			
Criminal damage	272	227	45
Arson	13	8	5
Total	285	235	50
DRUG OFFENCES			
Trafficking of drugs	19	17	2
Possession of drugs	48	84	-36
Total	67	101	-34
Possession of weapons offences	48	4	44
Public order offences	242	251	-9
Miscellaneous crimes against society	55	35	20

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Housing and Communities Overview and Scrutiny Panel – 18 March 2026

Tenant Engagement Strategy – Annual Update 2026

Purpose	For Review
Classification	Public
Executive Summary	<p>This report aims to give the Housing and Communities Overview and Scrutiny Panel an update on the progress against the Council’s Tenant Engagement Strategy 2024-28. The report delivers an overview of the achievements to date, alongside a progress report on the action plan included within the strategy, and any outstanding actions being delivered. The report is for review/information and allows continued scrutiny of the Council’s Tenant Engagement Activities against the requirements of the Regulator of Social Housing.</p>
Recommendation(s)	<p>The Housing and Communities Overview and Scrutiny Panel:</p> <ol style="list-style-type: none"> 1. Review the progress made on delivering the commitments within the tenant engagement strategy; and. 2. Make observations and any further recommendations to the Portfolio Holder for Housing and Homelessness on progress of the Strategy.
Reasons for recommendation(s)	<p>The Council is required to meet the tenant engagement obligations set out in the Social Housing Regulation Act 2023 and associated Consumer Standards.</p> <p>In particular, the Transparency, Influence and Accountability standard places clear expectations on how we involve tenants in shaping and scrutinising services. The tenant engagement strategy has been developed to strengthen the Councils ability to meet this standard, and the recommendations will enable</p>

	the Panel to scrutinise our progress and provide assurance on compliance in this area.
Ward(s)	All
Portfolio Holder(s)	Councillor Steve Davies – Housing and Homelessness
Strategic Director(s)	Peter Matthew – Interim Strategic Director of Housing and Communities
Officer Contact	David Brown Tenant Engagement Manager 02380 285191 david.brown@nfdc.gov.uk

Introduction and background

1. This report aims to give Members an annual update on the progress to delivering on the commitments set within the Tenant Engagement Strategy.
2. Signed off by Council in April 2024, Housing Resident Services Teams, alongside the Tenant Engagement Team have been delivering on the commitments, four strategic priorities, and action plan set out within the Strategy.
3. The strategy aims to promote continuous improvement in tenant engagement by ensuring we are working with tenants, listening to them, caring about their experiences, and consistently do the right thing. In addition, the Strategy supports the regulatory requirements set out by the Regulator of Social Housing, included within the Social Housing Regulation Act 2023, and associated Consumer Standards.
4. For the purpose of this report, progress on each of the strategic priorities is broken down individually, and then references both the priorities and actions within the action plan.

Progress made on Strategic Priority 1 – Listening to our tenants

5. Since its inception, the Council has made positive steps to develop and deliver services meeting strategic priority 1. This has included:
 - a. Establishing a clear tenant engagement structure. This has been complimented with new recruited tenant volunteers (joining our Tenant Involvement Group (TIG), Tenant Advisory Panel (TAP) and becoming community champions)

and a tenant representative being co-opted to the Housing and Communities Overview and Scrutiny Panel.

- b. Introducing a new Community Walkabout programme, ensuring operational teams are visible and present within our communities. The actions and outcomes of these walkabouts have led to improvements within our neighbourhoods and increased engagement in those areas.
 - c. Delivering community outreach via informal door knocking in our towns and rural communities – seeking tenants views on our services and building trust with those who may feel ‘seldom heard’.
 - d. Delivering a new approach in Community Days and Coffee and Conversation events in 2025, with a structured plan to increase these further in 2026 and beyond. This supports our aim of breaking down barriers, strengthening community cohesion and providing accessible opportunities for tenants to engage. These events also enable the capture of valuable conversational feedback as a secondary benefit.
 - e. Establishing and continuing to utilise GoVocal, a digital participation platform enabling tenants to review services, take part in consultations and give their views on proposals. These have included:
 - i. Giving feedback on the Council’s proposed strategies, including the Landlord Strategy & Anti-Social Behaviour Strategy.
 - ii. Answering surveys, including a new tenant survey for those moving into one of the Council’s homes.
 - iii. Taken part in consultations, including service charges, and community improvement plans.
 - iv. Being provided with information on our community walkabouts, and new home information.
 - f. Improving the Council’s complaint (for Housing) and ASB recording and handling. This has included a scrutiny review and recommendations undertaken by our TIG, and the introduction of tenant complaint forum to ensure tenants are holding the Council to account.
6. The Council continues to deliver on these commitments while maintaining momentum to further strengthen tenant engagement and progress this priority. The Housing and Tenant Engagement teams are working to:

- a. Expand our use of transactional surveys, providing tenants with a simple and accessible way to tell us how we are performing at a service level.
- b. Build on the work already underway, including further Community Days, Coffee and Conversations and Street Meets.
- c. Strengthen Councillors/Members awareness of Tenant Engagement and Housing activities, creating more opportunities for engagement, conversations and meaningful feedback with tenants.
- d. Grow our pool of tenant volunteers to enable greater scrutiny, co production and co creation through specialisms. This may include the introduction of new thematic 'Panels' to review and scrutinise particular services or areas, such as procurement and new home panels.

Progress made on Strategic Priority 2 – Putting tenants first

- 7. The Council continue to drive a culture of putting tenants first. In delivering this strategic priority, the Council has:
 - a. Delivered frontline training to teams and all new starters on tenant engagement good practice, enhancing knowledge and upskilling staff to provide an excellent tenant experience. This training is delivered periodically and incorporated into the quarterly induction programme for new employees.
 - b. Ensured that the Tenant Engagement Team maintains a visible presence both in the office and within our communities, helping to embed a culture of accountability and fairness, raise the profile of tenant engagement and encouraging cross-department collaboration.
 - c. Strengthened relationships with community partners through attending community hub sessions on a monthly basis, and inviting key partners and stakeholders to our tenant engagement community days in 2025 (including charitable and statutory partners within those communities).
- 8. This priority continues to be a team and cultural focus within the Housing Service. There continues to be a strong drive to embed a positive tenant engagement culture and to support a business as usual approach to putting tenants first. The Tenant Engagement Team work closely with all housing services teams to ensure this priority is delivery and sustained.

Progress made on Strategic Priority 3 – Knowing our tenants and supporting engagement

9. Significant progress continues to be made in delivering Strategic Priority 3. Over the last 18 months the Council has:
 - a. Completed a comprehensive review of our tenant and household information and characteristics. This provided an early understanding of our tenant population, their needs and preferences, and informed the development of an action plan to further improve our knowledge, data quality and information management practices.
 - b. Initiated a 12 month project, inviting all tenants to update their household information, needs and preferences. This resulted in over 27% of our tenants providing updated refreshed data strengthening our understanding and enabling more effective service design and delivery.
 - c. Embedded a regular review of tenant and household data as 'business as usual' activity, ensuring information remains current, accurate and relevant. This has been supported through briefings to tenant facing officers and teams on the importance of good information management, alongside continued messaging to reinforce the need for up to date data.
 - d. Started using our tenant data to ensure all tenants have equal access to services, and to inform service design. This has included the introduction of a tenant data dashboard, making it easy and enabling Service Managers and their teams to understand our tenants' needs and preferences.
10. Recognising that this priority remains ongoing, the Council continue to:
 - a. Develop and refine the performance framework to ensure tenant feedback directly informs service improvements. This includes analysing our tenant perception survey results, alongside our 'tenant feedback' cases and complaints, and demonstrating how these insights directly influence service delivery and design.
 - b. Focus activities where most needed. For example, delivering Community Days and supporting community partners in areas where housing and related services are needed.

- c. Cross reference tenant data with wider community data to support effective placemaking and ensure services reflect the needs of local communities.

Progress made on Strategic Priority 4 – How we communicate with tenants

11. The Council have made strong progress against this priority, with clear improvements both in how we communicate with tenants, and how tenants receive and understand this information. Since implementing the Strategy, we have seen an 8% increase in tenant satisfaction that the Council keep them informed. To achieve this the Council has:
 - a. Developed and implemented a clear outreach programme to strengthen communication and visibility within our communities. This includes regular attendance at our community HUBs, community days, formal and informal walkabouts, and direct engagement with tenants through door-knocking to gather tenant views.
 - b. Utilised GoVocal as a digital communication and engagement tool, alongside improvements to our website, including enhanced content on the dedicated tenant engagement page.
 - c. Increased our physical presence within our communities/neighbourhoods by ensuring Housing Officers, Building Safety Officers and other key teams are more visible, accessible and available to tenants.
 - d. Collected and reported the required Tenant Satisfaction Measures (TSMs), sharing these to our tenants in accessible formats. This supports transparency, enables scrutiny and allows tenants to understand performance hold the Council to account.
 - e. With tenants, co-produced a range of topic specific guidance and information documents. For example, Condensation, Damp and Mould guidance, and Being a Good Neighbour guide.
 - f. Begun improving the language and terminology (jargon) used by Housing Teams with an aim of reducing stigma such as replacing the word 'void' with 'empty home'. This work is ongoing and being progressed with our Tenant Involvement Group to better understand the impact of language on tenant experiences.

- g. Promoted and continue to promote positive outcomes, improvements and tenant led activities via Hometalk (with tenants telling us that this is their preferred way to receive information) and via additional accessible methods such as the website and GoVocal.
12. The Council recognises that further progress is still needed in this area, and will continue to:
- a. Enhance its social media presence, specifically for Tenant Engagement, including development of a dedicated Facebook page, alongside exploring other social media opportunities (including supporting partner/stakeholder social media communication).
 - b. Support the creation of tenant 'self service' options, through the transformation programme including opportunities within Netcall.
 - c. Use data to ensure our communication remains fair, accessible and tailored to the needs of our tenants and communities.

Overall difference progress is making & assurance

13. Delivery of the commitments and actions within the strategy continues to produce the outcomes the Council are aiming for, both in meeting the Regulatory requirements, and in ensuring our services remain tenant focused and tenant led. Assurance is obtained through feedback mechanisms, internal auditing, and ongoing engagement with tenants, helping to ensure the Council continue to focus in the right areas.
14. Tenants tell us that this approach is working. Through our TSMs the Council is able to monitor and demonstrate year on year that our commitments and priorities within the strategy are making a positive difference to our tenants. Tenant satisfaction that the Council listens and acts, treats tenants with fairness and respect, and keeps tenants updated all have seen increases since the inception of the strategy as outlined in the table below.

Measure (Your landlord...)	2023/24	2024/25	2025/26	↑↓↔
Listens and acts	68%	71%	73%	↑ 5%

Keeps you informed	79%	81%	87%	↑ 8%
Treats you with fairness and respect	82%	86%	86%	↑ 4%

15. Additionally, qualitative measures also demonstrate a continued culture shift within the Housing Service. Customer and tenant feedback is now consistently sought and used to inform service improvements; learning from complaints being a monthly agenda item for Service Managers, and teams increasingly consulting and working with the Tenant Engagement team and directly with tenants to review services, develop service improvements and explore new ideas. Tenants' views are being considered at the earliest stages of service improvement, policy and strategy conception (working with, rather than informing/consulting after decisions are made). This approach is resulting in tenants feeling informed, aware of how to provide feedback, and increasingly confident in approaching both the Tenant Engagement team and wider housing teams to get involved.
16. The Tenant Involvement Group is kept updated and reviews progress annually at least (with periodic reviews based on service performance information and service reviews). This enables tenants with ongoing assurance regarding delivery of the strategy.
17. In Autumn 2025, Southern Internal Audit Partnership undertook an audit of the Tenant Engagement Service to assess compliance against the Transparency Influence and Accountability Regulatory Consumer Standard. The service received an overall rating as 'reasonable', providing further assurance that the priorities and actions within the Strategy are delivering the right outcomes and supporting regulatory requirements.
18. The Council is now able to use accurate and up to date tenant data, supported by the tenant dashboard to shape services and tailor service to better meet tenants needs.

Corporate plan priorities

19. Priority 3: Meeting Housing Needs – particularly in relation to working with our housing tenants to understand their needs and provide high quality service standards in line with the government's new Social Housing Charter and regulatory regime.

Financial and resource implications

20. Any expenditure required in relation to the Strategy and associated action plan will continue to be met from existing budgets within the Housing Revenue Account (HRA).
21. No additional expenditure beyond what has already been budgeted for within the longer term business plan is expected to arise from the delivery of the Strategy to 2028.

Legal implications

22. The Regulator of Social Housing launched its regulatory framework on the 1 April 2024 which outlines our requirements as a social housing provider including compliance with its consumer standards.

Environmental / Climate and nature implications

23. Whilst the report has no direct implications, the work of NFDC will include improving the energy efficiency of our local housing stock, providing better services on our estates, including open spaces, and the positive contribution to neighbourhoods.

Equalities implications

24. The Consumer Standards are likely to have a positive impact on NFDC tenants as there is a requirement under the Transparency, Influence and Accountability standard for landlords to 'understand the diverse needs' of tenants, including those arising from protected characteristics, language barriers, and additional support needs and assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services.

Crime and disorder implications

25. Whilst there are no direct crime and disorder implications arising from the Strategy, it is anticipated there will continue to be potential indirect and positive impacts on the Council's tenants and neighbourhoods.
26. Through successful implementation of the Strategy the Council will see an improvement in partnership working with Tenants and local partners, such as the Council's Community Safety Team and the Police in the reporting, investigation and resolution of Anti-Social Behaviour in local communities.
27. Increased feedback and communication mechanisms may also highlight new and emerging issues relating to crime and disorder which will allow the Council to plan and respond appropriately.

Data protection / Information governance / ICT implications

28. The collection, retention and deletion of Tenant data is governed by GDPR and associated guidance. The Housing Ombudsman has also given a clear direction on expectations for data collection and data handling. There are clear and legitimate reasons for the Council to hold and process data and sensitive data relating to tenants to enable delivery of the services that are provided. However, all data will be collected and maintained in line with the required legislation.

Appendices:

Appendix 1 – Action Plan progress action specific update.

Background Papers:

[New Forest District Council Tenant Engagement Strategy 2024 - 2028](#)

[Social Housing Regulation Act 2023](#)

[Regulatory standards for landlords - GOV.UK](#)

APPENDIX 1

Action	Narrative	Target date	Actual end date	Status	Outstanding actions/Tasks
Create our offer to tenants - our engagement structure	Our Tenant Engagement structure was created with our Tenant Involvement Group agreed formally agreed in October 2024. The structure remains under review to ensure effectiveness - and can be adapted (for example, creating an opportunity for a Tenant member to be coopted to Panel) as needed.	01.03.2026	18.06.2025	Closed	None
Establish outreach programme of face to face engagement	Initial 'kick off' outreach delivered by TE Team Summer 23 and Spring 24. Outcomes noted and delivered to Officers and TIG. Outreach now being delivered through HUBs on a monthly basis, alongside walkabouts, informal community 'wanders' & Community Days/Coffee and Conversation events. Purpose - building trust through visibility and ensuring 'tenant voice' is heard to deliver and improve services	01.03.2025	Ongoing	Open	Measuring and evidencing success; Delivering 2026 community days & Coffee and Conversation events
Establish protocol for appointment and terms of reference for tenants and governance.	Terms of reference for Involved Tenants drafted, and being finalised with involved tenants. Code of conduct signed off by tenants. Document library saved & measuring success or further need for other documents	01.03.2025		Measuring	Looking for agreement from Involved Tenants & measuring success
Recruitment of Involved Tenants	Initial recruitment piece completed in May 24, focussing on tenants who had expressed an interest in being more involved through previous surveys and interactions. As a result, 3 new TIG members were recruited, and consolidated TAP group. Ongoing further recruitment continues to ensure wider more representative tenant voice	01.03.2025	Ongoing	Open	Ongoing and continuous recruitment and involved tenant opportunities
Creation of panels (such as procurement, complaints, ASB, neighbourhoods)	Complaints Panel created April 2025, & community champions December 2025. Success now being measured alongside terms of reference and recruitment of tenants to panel	01.03.2026	01.03.2026	Closed	Creation of further 'panels' to help drive service improvement as needed
Produce a programme of manager and councillor briefings - agree rollout.	Regular briefings undertaken by TE Manager. Monthly update given at Managers Meeting on TE. Monthly update provided to PFH. New starter briefings given to all new starters within the Housing Service.	01.08.2024	01.08.2024	Closed	None (ongoing BAU)
Ongoing – Tenant Engagement Manager update at monthly meetings or toolbox talks.	TE Manager attends monthly Managers meeting with updates provided. Also attends team meetings and toolbox talks where invited (most recently Winter 2025/26 to deliver updates on tenant data collection)	Ongoing		Measuring	Team - increased visibility and updates at housing service team meetings - recording evidence and outcomes.
Consider and implement Engaged Tenant shadowing opportunities	Shadowing opportunity has been agreed. To be promoted in Summer 2025 edition of Hometalk to establish interest. Draft process ready, with a 'test and learn' approach to be taken depending on tenant desire to undertake	01.03.2025	01.09.2025	Closed	Consider further promotion in 2026
Plan and implement Tenant Engagement Roadshow opportunities with other partners or stakeholders.	Commenced with first community day in New Milton 21.07.2025. Partner organisations invited to future events enabling community involvement alongside tenant engagement.	01.03.2026	28.10.2025	Closed	Now BAU - continued rollout of community days across district and widening our partner organisation links
Initial data review and data collection project to ensure current tenant data is up to date and accurate	Initial data review completed as part of consumer standards gap analysis. Commissioned data collection project (Beehive) for 12 months - Summer 2024 to Summer 2025, with aim of collecting better tenant data (household needs and preferences). Project to ended July 2025 with 27% increase in accurate data. Tenant data dashboard created as a result which is now being used to influence service delivery (with Service Managers).	01.04.2024	01.09.2025	Closed	None
Data review programme - ongoing programme for front line teams and services.	Knowing our tenants, knowing their needs' data project plan created and now BAU for tenant facing teams. Messaging delivered to front line teams around data integrity and shaping services around tenants needs - and tenant data now been collected at a number of 'touch points'	30.09.2026	Ongoing	Open	Monitoring on a monthly basis

Review and act of feedback – rolling programme	Current feedback reviews being undertaken through: TSMs; Complaints feedback; Tenant feedback cases on Locata. TE Manager provides feedback to Service Managers via monthly meetings and Ad-Hoc.	Ongoing	Ongoing	Measuring	Continue to record outcomes & feedback to tenants (you said we listened)
Establish measures for success through feedback	TSMs currently being used to measure success. Need to establish formal outcomes to measure wider success of feedback influencing service based on the above	01.12.2028		Pending	Set formal measures for success
Promote our visibility on estates.	Initial work commenced with 'outreach' (see priority 'establish outreach'). Formal estate walkabout programme now being supported via the Tenancy and Estates Team, delivered by the Housing Officers, with estate walkabouts now programmed in. Tenants invited to take part and measures for success being reviewed by ASB Manager. TE team are also undertaking informal 'community wanders', being visible on estates and building relationships with communities. To be recorded and success measured	01.03.2025	Ongoing	Measuring	Need to record outcomes and measure success beyond 2025/26
Utilise and report on the success of Citizen Lab.	Ongoing use of GoVocal - Continued promotion with Teams and residents	01.04.2024	Ongoing	Closed	None
Review and create a Tenant Engagement page on our website and consider increasing social media presence.	Webpage created and review regularly for updates. Consulting with tenants, suggestions are implemented (for example, adding TIG minutes). Improvements needed re attractiveness and design. Also need to consider the use of social media beyond our existing links with comms Facebook page.	Ongoing		Open	Improve Website (alongside corporate plan and digital transformation). Consider a stand alone social media presence for TE
Review Hometalk – ensure relevant.	Hometalk review completed - with consideration given to the need to provide all tenants with accessible information, alongside the thoughts and views of tenants (see outreach in Summer 2024, plus hometalk survey completed). Hometalk will be reviewed continuously with tenants to ensure it remains relevant and ideas for other options are considered (digital options)	Summer 2024	01.09.2024	Closed	None
Create feedback culture – set up pulse surveys for services.	Ongoing support being provided to specific services should a need arise for specific feedback surveys.	01.03.2025		Pending	Support to enable service pulse surveys
Tenant perception surveys – collection and reporting.	3x years TSM Tenant Perception Surveys completed, submitted & Reported to tenants via hometalk & website.	Ongoing		Open	Ongoing
Review new Consumer Standards and complete gap analysis.	Initial review and gap analysis completed. Now with Policy and Projects Officer for delivery	01.04.2024	01.04.2024	Closed	None
Ensuring scrutiny through involved tenants	Scrutiny being undertaken by TIG & TAP. Agenda for scrutiny set by TIG. So far: Complaint Scrutiny (Apr 24) & New Tenant Journey (Apr 25). TIG also scrutinise services through monthly updates (inc performance and individual service areas). Wider tenant population can also undertake scrutiny via accessible performance information (Policies and Performance on website and in Hometalk)	01.12.2028	Ongoing	Open	Continued scrutiny & service reviews
Organise an attractive and fun event(s) to encourage tenants to participate alongside neighbours or fellow tenants and celebrate being a NFDC tenant.	Community days planned and delivered 24.7.2025, 03.09.2025 & 28.11.2025 (New Milton, Calshot & Hythe) - Success through engagement with tenants and partners demonstrated. Further days programmed events agreed for 2026	Summer 2025	Ongoing	Measuring	Further days being planned

Housing and Communities Overview and Scrutiny Panel 18 March 2026

Social Housing Regulation Act (2023) Progress Report Number 6 (Competence and Conduct Requirements)

Purpose	To Review
Classification	Public
Executive Summary	<p>This report provides the Housing & Communities Overview and Scrutiny Panel with an update on the Council's progress in preparing for the introduction of the Competence and Conduct requirements arising from the Social Housing Regulation Act (2023), which will become enforceable from October 2026.</p> <p>The report confirms that NFDC is well positioned, having proactively begun preparations before final requirements were published.</p> <p>Significant progress has been made towards the mandatory qualification requirements, with all Service Managers either qualified or on track to complete relevant CIH-accredited courses, and team managers participating to exceed minimum regulatory expectations. Compliance is expected well before the October 2029 deadline.</p> <p>The report identifies the need to develop two key housing specific documents—</p> <ul style="list-style-type: none"> • Learning and Development Procedure, and • Housing Code of Conduct— both of which must be produced meaningfully with tenants, as required by the Competence and Conduct Standard.

Recommendation(s)	<p>That the Housing and Communities Overview and Scrutiny Panel:</p> <ol style="list-style-type: none"> 1. consider the Housing Landlord’s preparation for compliance in meeting the competence and conduct requirements and make any further recommendations to the Portfolio Holder for Housing and Homelessness; 2. note the significance that has been given to ensure the tenants of NFDC continue to receive a professional service from competent officers; and 3. receive a further report on the readiness for the Competence and Conduct requirements of the Consumer Standards, including final versions of the documents required to fulfil the requirements as stated in this report, at its September 2026 meeting.
Reasons for recommendation(s)	This report supports the Council’s Corporate Plan 2024–28, particularly in delivering on priorities related to resident wellbeing, housing needs, and community safety. It also outlines the financial, legal, and operational implications of achieving full compliance with the Consumer Standards Standard.
Ward(s)	All
Portfolio Holder(s)	Councillor Steve Davies, Housing and Homelessness
Strategic Director(s)	Peter Matthew – Housing and Communities
Officer Contact	<p>Lucy Spence Housing Policy and Projects Officer 02380 285 792 lucy.spence@nfdc.gov.uk</p>

Introduction and background

1. A comprehensive background to the implementation of the Social Housing Regulation Act (SHRA 2023) was given in the [January 2025 report](#) to this Panel. Since then, each of the four consumer standards

have been looked at against our gap analysis and work being completed.

2. Progress against the Transparency, Influence and Accountability (TIA) standard was considered in March, the Tenancy Standard in June 2025, the Neighbourhood and Community Standard in September 2025 and the final report on the Safety and Quality Standard was considered in January 2026.
3. The previous Government undertook a public consultation seeking views on a regulatory Competence and Conduct standard, including qualification requirements in 2024. The results of which were published in September 2025.
4. The Competence and Conduct requirements were being referred to as the 'fifth consumer standard' however, we now know, while the requirements remain and will be part of regulation from October 2026, they are likely to sit under the Transparency Influence and Accountability standard rather than as a standalone standard.
5. The Regulator of Social Housing (RSH) has conducted a further consultation seeking views on the changes to the Transparency, Influence and Accountability standard which NFDC responded to. This closed at the beginning of March 2026; we now will await the RSH's responses and confirmation of changes to the Standard to incorporate the Competence and Conduct requirements.
6. As reported in January at our first annual engagement meeting with the RSH in December 2025, it became apparent that their regional team did not have any immediate regulatory concerns about NFDC and there is unlikely to be a planned regulatory inspection in the first two quarters of 2026.
7. If an inspection comes after October 2026 the Regulator will want to see evidence of compliance against the Competence and Conduct requirements. There is also an assumption that if inspected in the lead up to October the regulator may ask to see plans for preparedness.

Competence and Conduct Requirements

8. The introduction of the Competence and Conduct Standard stems directly from the evidence heard by the Grenfell Inquiry and forms part of the government's wider response to the tragedy. The standard will play a pivotal role in the wider work taking place across government to improve the quality of social housing, and it is an important step in professionalising the sector.

9. It is worth noting that NFDC did not wait for confirmation of the implementation of the Competence and Conduct requirements to establish preparations. A self-assessment against the proposed requirements took place and resulting gap analysis actions have been tracked alongside all other consumer standards.
10. All these reports aim to give an accurate picture of the current state of compliance with the standards and the improvement plans in place. The aim is to ensure Members receive transparent assurance that the service understands any compliance gaps and has a clear plan to prioritise and implement required improvements in reasonable timescales taking account of higher risk areas.
11. Each regulated Consumer Standard is broken down into specific expectations. As the finalised Competence and Conduct requirements have yet to be formally published, the consultation outcome, Direction on the Regulatory Standards (Competence and Conduct) 2025, published in September 2025 has been used to aid our preparation and the formation of this report.
12. This report has been broken down in these known areas and performance measured against the outcomes of the self-assessment and gap analysis process.
13. The underlying message across all requirements is; *'Registered providers must, secure that those of their staff who are relevant individuals (individuals involved in the provision of services in connection with the management of social housing provided by the registered provider) have the necessary skills, knowledge and experience, and exhibit the behaviours needed, for the relevant services provided by those individuals to be of a good quality.'*

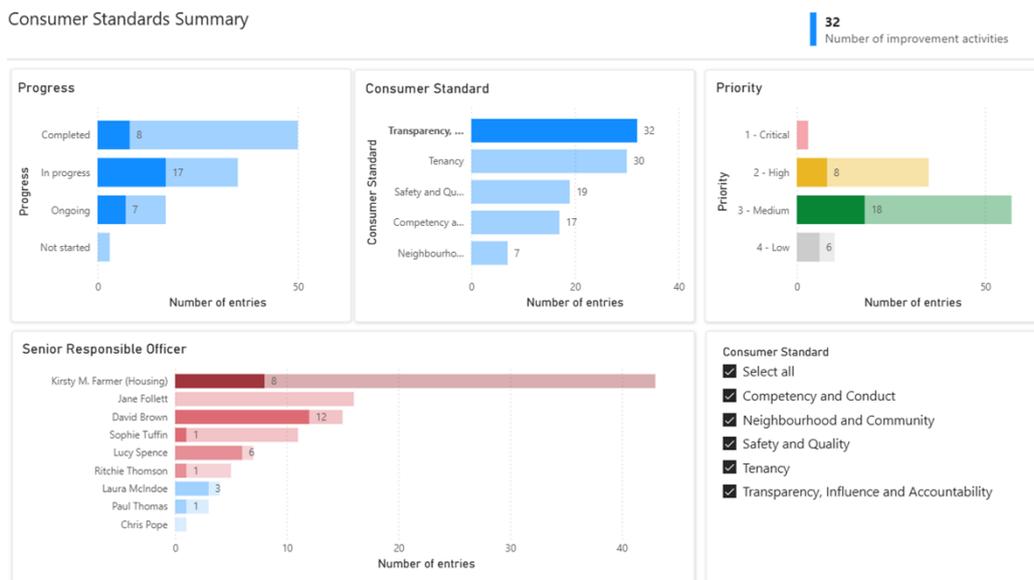
Preparedness for Regulatory Compliance

14. The first stage of the preparedness process was the completion of a self-assessment against the known requirements published by the Housing Quality Network. This resulted in action plans and a gap analysis tracker. The Competence and Conduct self-assessment has been reviewed following the publication of further guidance around the requirements.
15. A full explanation of the methodology of the self-assessment process was provided in the [March 2025](#) report to Panel.
16. We have previously reported on the council's 'mock inspection'. While the mock inspectors had sight of the Competence and Conduct self-

assessment and gap analysis, this was not part of the mock inspection process.

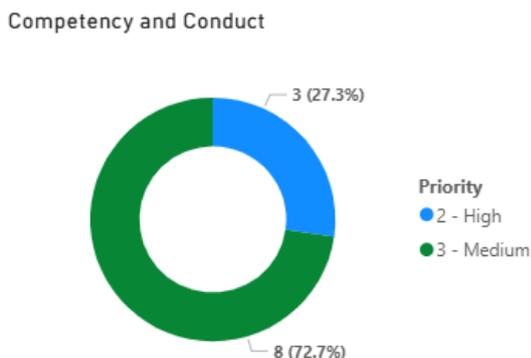
- Chart 1 below displays the current active gaps across the 4 consumer standards, with the competence and conduct requirements alongside. When the finalised requirements are published as part of the Transparency, Influence and Accountability Standard they will be included within the standard.

Chart 1: Current Improvement Activities identified through gap analysis across all standards



- Chart 2 below demonstrates the priority rating for the 11 identified live improvements within the competence and conduct requirements.

Chart 2: Priority Ratings.



Preparing for the introduction of mandatory qualifications

19. *'Registered providers must secure that their Senior Housing Executives and Senior Housing Managers have, or are working towards, a specified qualification, or type of qualification, in housing management and take steps to secure that Relevant Managers of their services providers also gain a specified qualification.'*
20. This element of the requirements has an extended date for full compliance of October 2029. However, as demonstrated below, NFDC is in line to be fully compliant before this date.
21. The Housing Performance and Training Officer led on identifying which roles fall in scope of the mandatory qualifications and established a business partner agreement with the Chartered Institute of Housing to provide the courses.
22. The following posts have been identified as being in scope,

Post Title	Level of Qualification
Strategic Director Housing and Communities	Level 5
Assistant Director - Housing	Level 5
Service Manager Housing Maintenance Programmes and Servicing	Level 4
Service Manager Housing Residents Services	Level 4
Service Manager Housing Major Projects	Level 4
Service Manager Housing Options and Tenancy Accounts	Level 4

23. All Service managers have either completed the level 5 qualification or have enrolled and are due to complete within timescales.
24. When the new Strategic Director is in post, they will have until October 2029 to have completed a level 5 qualification.
25. NFDC has taken the decision to include all team managers within the level 4 qualification programme.
26. Of the 13 team managers, 2 already hold a level 4 qualification, 5 are due to complete their course by October 2026 and 6 are due to enrol on a course starting in 2026.
27. There is planning to work with HR to ensure the elements of the mandatory qualification requirements that may require changes to, for example, contracts - incorporating qualification requirements, timelines and distinguishing between refusal to engage with the qualification and the inability to complete despite effort, take place.

Preparing for the introduction of the broader Competence and Conduct Standard

28. *'Registered providers must –*

- a) have a written policy setting out their approach to a number of things such as learning and development, appraising staff, and managing poor performance,*
- b) adopt or develop an appropriate code of conduct, and to ensure this is embedded within their organisation,*
- c) give tenants meaningful opportunities to influence and scrutinise the development of the policy, and decisions relating to the code of conduct, and ensure they are made accessible to tenants and kept up to date and fit for purpose.'*

29. There are also requirements that these documents will be kept up to date and fit for purpose and made accessible to tenants.

30. In reference to part a) above, NFDC has a corporate Learning and Development Policy which covers the Councils approach to Learning and Development and outlines a commitment to fostering a culture of continuous learning. It explains how learning and development needs can be identified, different methods of learning, how it may be funded and approved and potentially repaid and what time off can be expected.

31. The corporate 'Growth and Goals' conversations, which replaced annual reviews and 1:1s, puts a focus on reflection, past achievements and how this can aid future development and growth.

32. What is missing from these is a real sense of how these corporate processes interact with housing specific roles and relate to the requirements as set out in the Consumer Standards. Tenants have also not had a valid opportunity to scrutinise or influence the development of these documents or processes. It is proposed that a housing specific Learning and Development Procedure will be developed with tenants that will link with the Consumer Standards and sit alongside and incorporate the corporate procedures already in place.

33. In reference to part b) above, NFDC has various Codes of Conduct in operation which relate to confidentiality and general conduct, but none appropriate in this context.

34. The corporate NFDC employee behaviours framework begins to cover the behavioural elements of the Competence and Conduct requirements. These ensure, as an organisation, we have behaviour commitments that bring our values to life. They were also mapped against the Chartered Institute of Housings professional standards. However, the expectations of the Competence and Conduct requirements are such that a specific agreement between tenants and representatives of NFDC setting out the behaviour and specific actions expected when working within tenants' homes and communities is needed.
35. The plan is to incorporate the existing corporate behaviours framework and add a housing specific element. Ensuring, as is explicitly stated in the requirements, tenants are given meaningful opportunities to influence and scrutinise the development of, and final version of, any document. This will include involved tenant consultation, focus groups of tenants and staff, digital consultation via Go Vocal using Hometalk to also promote to the wider tenant population.

Working with service providers

36. While NFDC is in a reasonably comfortable position with the Direct Line Organisation managed within the housing service undertaking most of the property services, there are a number of external service providers the Council employees to carry out some works. Further work is planned to fully understand the Competence and Conduct requirements in relation to external service providers. For example, ensuring there are mechanisms in place that checks they are aware of the appropriate behaviours.

Corporate plan priorities

37. Priority 3: Meeting Housing Needs – particularly in relation to working with our housing tenants to understand their needs and provide high quality service standards in line with the government's new Social Housing Charter and regulatory regime.

Consultation undertaken.

38. We understand that tenant consultation should be factored into any service investment however, the Competence and Conduct requirements are explicit that tenants have meaningful opportunities to influence and scrutinise decisions relating to the adoption or development of the code of conduct and learning and development policy.

39. Consultation with tenants and staff has been factored into the development process as outlined in the report above.

Financial and resource implications

40. Any expenditure required by the proposed action plan will be met from existing budgets within the Housing Revenue Account (HRA) and have already been factored in the draft 30-year business plan.
41. Failure to raise standards, meet the regulatory requirements of the consumer standards and respond appropriately to complaints could lead to fines and compensation levied by the Housing Ombudsman, the Local Government and Social Care Ombudsman or the Regulator of Social Housing.
42. There are significant financial demands on the service in relation to preparedness for the introduction the Competence and Conduct requirements, particularly in relation to the enrolment of relevant managers on the mandatory qualification. This has been factored into budget planning.

Legal implications

43. The Regulator of Social Housing launched its regulatory framework on the 1 April 2024 which outlines our requirements as a social housing provider including compliance with its consumer standards.

Risk assessment

44. This report gives assurance that NFDC is in a good position in the preparedness planning for the upcoming Competence and Conduct requirements of the Consumer Standards.

Environmental / Climate and nature implications

45. Whilst the report has no direct implications, the work of NFDC will include improving the energy efficiency of our local housing stock, providing better services on our estates, including open spaces, and the positive contribution to neighbourhoods.

Equalities implications

46. The Consumer Standards are likely to have a positive impact on NFDC tenants as there is a requirement under the Transparency, Influence and Accountability standard for landlords to 'understand the diverse needs' of tenants, including those arising from protected characteristics, language barriers, and additional support needs and assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services.

47. An Equality Impact Assessment has been completed in relation to the introduction of the Competence and Conduct requirements, looking specifically at the introduction of the Code of Conduct element.
48. The need for consideration to be made around using different methods of communication and engagement for wider consultation should be considered. This has been factored into the plan with face to face discussions with the Tenant Involvement Group, face to face focus groups including tenants and staff, with the option to engage digitally if preferred to be considered, and a wider consultation digitally, promoted via the tenant magazine Hometalk.

Crime and disorder implications

49. It is anticipated there will be potential indirect and direct positive impacts on the Council's tenants and neighbourhoods. The interventions proposed through our improvement to tackling Anti-Social Behaviour as part of the consumer standards is likely to lead to an initial increase in the number of cases prosecuted in the courts, or by the Police, whilst long term interventions proposed should lead to a long-term reduction in crime and disorder.

Data protection / Information governance / ICT implications

50. The collection, retention and deletion of tenant data is governed by GDPR and associated guidance. All data will be collected and maintained in line with the required legislation. The Policies are required in the shorter-term at a service level to improve service delivery and outcomes. Once the service plan is fully adopted the policies will be updated in line with any changes required and will be continuously reviewed.

New Forest National Park / Cranborne Chase National Landscape implications

51. The approach of ensuring the Housing Service is fully compliant with the consumer standards including for housing neighbourhoods as well as home may involve increased and better partnership working with the National Park Authority where the Council's housing stock is also located and managed by the housing landlord.

Conclusion

52. NFDC is generally well-prepared for the Competence & Conduct requirements (coming into force Oct 2026). The Council has already carried out a self-assessment, analysed gaps, and begun implementing improvements ahead of final confirmation of the regulatory changes.

53. Mandatory qualification requirements are on track for full compliance ahead of the October 2029 deadline. Team managers are also being supported to complete Level 4 qualifications, ensuring the service exceeds minimum requirements.
54. Key policy and framework development is required to meet the broader Competence & Conduct Standard. Two essential documents need to be developed with meaningful tenant involvement (a core regulatory expectation):
- A Housing Learning and Development Procedure (to supplement corporate processes and link them directly to the Consumer Standards).
 - A Housing-specific Code of Conduct, incorporating behavioural expectations for staff and service providers when working with tenants and in homes.
55. Tenant influence is fundamental, and NFDC is embedding this into policy development. The standard requires tenants to meaningfully scrutinise and influence both the Learning and Development Procedure and Code of Conduct.
56. Overall conclusion: NFDC is in a strong position but must now focus on the tenant-influenced documents needed for full compliance.
57. The next major milestone will be the September 2026 report, which will present:
- Final versions of the Learning & Development Procedure
 - Final versions of the Housing Code of Conduct
 - and information on how external contractors and service providers are involved in the introduction of these new documents.
 - Evidence of tenant involvement and scrutiny
 - Progress updates on qualification completion
 - And further information as to how the wider staffing Knowledge, skills and behaviours are being mapped and evidenced.

Appendices:

None.

Background Papers:

Regulator of Social Housing
 Consumer Standards
 January 2025 report to HACOSP
 March 2025 report to HACOSP

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Housing & Communities Overview & Scrutiny Panel – 18 March 2026

Right to Buy Policy

Purpose	For Review
Classification	Public
Executive Summary	<p>This report seeks approval from the Housing & Communities Overview & Scrutiny Panel for the new Right to Buy Policy to progress to the Housing and Homelessness Portfolio Holder for decision.</p> <p>The Right to Buy is governed by legislation, primarily the Housing Act 1985 (as amended) which sets out the statutory rights and eligibility criteria for tenants. As a result, the council has limited discretion in how applications are processed.</p> <p>Introducing a formal Right to Buy Policy will strengthen the council’s position by supporting robust, transparent, and consistent decision making. It will also help to reduce the risk of legal challenge and ensuring ongoing compliance with legislative requirements.</p>
Recommendation(s)	The Housing & Communities Overview & Scrutiny Panel to review the new Right to Buy Policy and to support its approval by the Housing and Homelessness Portfolio Holder.
Reasons for recommendation(s)	<p>The new policy ensures that NFDC is meeting their statutory duties under the Housing Act 1985 when administering Right to Buy applications.</p> <p>While core Right to Buy framework is set out in legislation, there are some areas where the council remains limited in discretion. The policy provides a consistent and fair approach to these areas, ensuring decisions are applied uniformly, backed by clear rationale, and aligned with the</p>

	<p>council's responsibility to protect its housing portfolio.</p> <p>In addition, the policy enables the council to address operational requirements not detailed in the Housing Act, such as undertaking Anti-Money Laundering and Fraud checks. In line with the Fraud Act 2006.</p> <p>Embedding these controls strengthens governance and ensures due diligence and further protects the councils financial and housing assets by reducing the risk of fraud and improper transactions.</p>
Ward(s)	All
Portfolio Holder(s)	Councillor Steve Davies - Housing and Homelessness
Strategic Director(s)	Peter Matthew – Strategic Director Housing and Communities (Interim).
Officer Contact	<p>Kirsty Farmer Service Manager – Housing Resident Services 02380 28 5151 Kirstym.farmer@nfdc.gov.uk</p> <p>Emily Berry Housing Business Development Team Leader 02380 28 5942 Emily.berry@nfdc.gov.uk</p>

Introduction and background

1. NFDC currently has no Right to Buy Policy, this report proposes the adoption of a new policy. This policy outlines the statutory processes set out by the Housing Act 1985 (as amended) and sets out NFDC's discretionary decisions, which are not defined within the Act. This policy ensures tenants have a clear and transparent understanding of both the legal framework and NFDC's local approach.
2. The policy sets out NFDC's approach to the Right to Buy, enabling eligible tenants to purchase their homes at a discount. The purchase of properties under the Right to Buy continues to have a direct

impact on housing stock levels, financial planning, and long-term asset management.

3. Tenants with a secure or flexible fixed term tenancy have a legal right to buy their property subject to meeting the qualifying criteria. These include having held an eligible tenancy for a minimum of three years, meeting the continuous occupation requirements, and not falling within any of the statutory exemptions. There are limited legal grounds for refusal.
4. The process is tenant led, with statutory timescales set out in The Housing Act 1985 (as amended). S.124 stipulates, once a RTB1 is submitted. NFDC have 4 weeks to issue a RTB2 in response, either accepting or denying the Right to Buy. Where one or more of the tenant's qualifying years were held with a different landlord, this response period increases to 8 weeks.
5. Grounds for refusal are set out in S.121 of the Housing Act and include if a tenant or family member wishing to join to Right to Buy has:
 - Made a bankruptcy application that has not been determined or has a bankruptcy petition pending against him.
 - Is an undischarged bankrupt.
 - Has made a composition or arrangement with his creditors the terms of which remain to be fulfilled.
 - Is a person in relation to whom a moratorium period under a debt relief order applies.
6. There are also exceptions to the Right to Buy which are set out in Schedule 5 of the Act. The most common exception that arises for NFDC is that the property is particularly suitable, having regard to its location, size, design, heating system and other features, for occupation by elderly persons.
7. If a Right to Buy is admitted, under S.125 of the Housing Act NFDC then have 8 weeks for freehold and 12 weeks for leasehold properties to provide the offer of sale. This notice provides key information, such as the purchase price, any eligible discount and estimated service charge and major works costs for the next 5 years for leaseholders.
8. Anti Money Laundering considerations are not included within the Housing Act 1985 for the processing of a Right to Buy applications. These concerns will be dealt with in line with NFDC own Fraud and Anti – Money laundering strategy and this Right to Buy Policy.

9. The number of RTBs that have completed in the last 12 months is 42. However, we anticipate that these numbers will reduce significantly moving forwards. This increase was due to an influx of applications prior to the secondary legislation being enacted from the 21 November 2024, reducing the maximum capped discounts available.

Corporate plan priorities

10. This Right to Buy Policy best supports the Corporate Plan's People Priority 3: Meeting housing needs, by ensuring the council provides a compliant, transparent, and high-quality housing service for tenants, while enabling effective management of the housing stock in line with statutory responsibilities.

Options appraisal

11. No alternative options have been considered, as the Right to Buy process is set out in the Housing Act 1985 (as amended). This policy is intended to support the council in administering and processing Right to Buy applications in accordance with the statutory requirements.

Consultation undertaken

12. No formal consultation has been carried out. However, informal consultation has been conducted with our internal Legal Team and our Corporate Fraud and Compliance Officer to strengthen the policy to support aspects like Fraud and Money Laundering, which are not included in the Housing Act.
13. Following EMT further informal consultation is also taking place with our internal Information Governance Team, to ensure GDPR is adequately covered within this new RTB policy. The policy will be updated accordingly.
14. The draft policy has been sent remotely to the Tenant Involvement Group and the Tenant Advisory Panel, following approval from EMT, with any relevant feedback being amended within the policy before it is presented to Housing and Homelessness Portfolio Holder. Feedback can be provided to the Housing & Communities Overview & Scrutiny Panel on the 18 March.

Financial and resource implications

15. This Right to Buy Policy will strengthen the council's position when processing Right to Buy applications by providing a clear, consistent framework to support robust and defensible decision making.

16. The policy will help ensure that officers apply the legislative requirements accurately and consistently, reducing the risk of error, challenge, or avoidable financial loss.
17. There are no additional financial, HR, or procurement implications, as the operational resources required to administer the Right to Buy process are already in place within the Housing Service. The policy provides strengthened guidance and governance for existing staff rather than creating any new staffing or procurement need.

Legal implications

18. This Right to Buy Policy strengthens the council's position by reducing the risk of legal challenge, supporting transparent and defensible decision making, and ensuring compliance with legislative time frames and procedural requirements. The policy does not introduce any new legal obligations but consolidates and clarifies the council's approach to fulfilling existing statutory duties.

Risk assessment

19. There are no new or escalated risks arising from the adoption of this policy, as the procedures will be delivered by existing trained officers who are already responsible for administering the Right to Buy process. The policy therefore enhances governance and reduces exposure to challenge, rather than creating additional operational risk.

Environmental / Climate and nature implications

20. The introduction of a Right to Buy Policy is not expected to generate any direct environmental, climate, or nature-related impacts.

Equalities implications

21. The equality impacts arising from this policy are assessed as low. The Right to Buy scheme is governed by legislation, primarily the Housing Act 1985, which sets out the statutory rights and eligibility criteria for applicants. As a result, the council has limited discretion in how applications are processed.
22. The policy therefore helps to ensure that all eligible tenant, regardless of protected characteristic, can access a clear and transparent process, with appropriate support in place.

Crime and disorder implications

23. The Right to Buy scheme is governed by legislation, and the policy ensures consistent and compliant decision making. It does not affect

crime related risk factors or operational work linked to the prevention of crime or disorder.

Data protection / Information governance / ICT implications

24. Personal information relating to applicants is stored securely on the council's corporate systems in accordance with established data management principles and UK data protection legislation. This includes any additional financial evidence that may be requested by the council to complete anti money laundering checks, carried out in line with the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 (MLRs) and the Fraud Act 2006.
25. No further data protection, information governance, or ICT implications arise from this report.

Conclusion

26. This Right to Buy Policy provides a clear and consistent framework for administering applications in line with legislation. It strengthens governance, supports robust and defensible decision-making, and helps protect the council's housing assets. With trained officers already in place, the policy enhances compliance and reduces risk without creating additional resource requirements

Appendices:

Appendix 1 – Right to Buy Policy

Background Papers:

None.



Right To Buy Policy

HLSPOL

Housing Resident Services

Document publish date: TBC

Version number: 1.0

Version	Author	Date	Changes made
1	Emily Berry	February 2026	New Policy

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Introduction

The Right to Buy (RTB) scheme, governed by Part V of the Housing Act 1985 (as amended), enables secure public sector tenants to purchase the homes they rent from their local authority at a government regulated discount. New Forest District Council (NFDC), as a social landlord, is responsible for administering the scheme locally and supporting eligible tenants who wish to move from renting to home ownership.

This policy sets out NFDC's position on Right to Buy and provides a clear framework for the consistent and lawful management of applications. The Council aims to balance its statutory obligations with the need to protect the long term sustainability of its housing stock.

NFDC recognises that many tenants aspire to own their homes. Through the Right to Buy scheme, the Council offers eligible tenants a fair and transparent route to home ownership in line with national legislation and the wider government objective of promoting social mobility.

Recent government reforms to Right to Buy focus on ensuring the scheme remains fair and sustainable. These include reductions in maximum discount levels, strengthened protections for newly built social housing, and measures to support councils in replacing properties sold under the scheme. Together, these changes aim to maintain opportunities for long-standing tenants while safeguarding the future supply of affordable housing.

Legislative and Regulatory Context

This section outlines the statutory framework and regulatory requirements that govern the Right to Buy scheme. It ensures that NFDC administers the scheme in full compliance with national legislation, statutory instruments, and government guidance.

Relevant Legislation:

The following legislation underpins NFDC'S responsibilities when administering Right to Buy and includes:

- The Housing Act 1985 (as amended), Part V – Right to Buy
- The Housing (Right to Buy) (Limits on Discount) (England) Order 2024
- Housing (Preservation of Right to Buy) (Amendment) Regulations 1999
- Housing (Right of First Refusal) (England) Regulations 2005
- The Fraud Act 2006
- Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017
- The Leasehold Reform Act 2024 (post sale for leaseholders)

NFDC also has regard to the following official guidance documents issued by the Ministry of Housing, Communities and Local Government (MHCLG).

Relevant Government Guidance:

- Right to Buy: a guide for local authorities
- Your right to buy your home (Tenant facing guide).

Policy Aims and Objectives

New Forest District Council's Right to Buy (RTB) Policy sets out the Council's approach to administering the statutory RTB scheme in accordance with the Housing Act 1985 (as amended) and all other relevant legislation and government guidance.

This policy aims to balance tenant aspiration for homeownership with the Council's responsibility to protect, manage, and sustain its social housing stock for current and future residents.

To provide clear guidance and support to tenants. Ensuring tenants receive all necessary information required throughout the RTB process, including:

- Eligibility criteria
- Available discounts
- Information on the responsibility & costs of homeownership
- Post Sale restrictions

In addition to the above, the policy sets out NFDC's approach to discretionary areas not covered by legislation.

To offer equal and transparent access to the RTB scheme for all qualifying tenants.

Eligibility Criteria

To ensure the Right to Buy scheme is applied consistently, transparently, and in full accordance with national legislation, NFDC operates a clear set of eligibility criteria. These criteria reflect the statutory requirements set out in the Housing Act 1985 (as amended) and are intended to confirm that tenants have a legitimate and sustained connection to the public housing sector.

Secure Tenancy Requirement

Applicants must be secure tenants of NFDC at the date RTB1 is received.

Introductory, demoted or non-secure tenants are not eligible until the tenancy converts to secure.

Qualifying Period

Tenants must have a minimum of 3 years in public sector tenancies.

Periods can be non-consecutive and include time with landlords listed in Schedule 4 of the Housing Act.

Principle Home Requirement

The property must be the Tenant's only or principal home. This means the tenant must live in the property as their main place of residence and must not sublet the entire property.

Joint Tenancies

All joint tenants must be named on and sign the RTB1. A joint tenant may consent to the purchase proceeding without joining as a purchaser, but non-consenting joint tenants will prevent the application progressing.

Family Members

NFDC may allow up to three family members to join the Right to Buy, providing they are 18+ and meet all the eligibility criteria set out in the Part V of the Housing Act.

Eligibility Verification

NFDC will assess eligibility in accordance with the relevant statutory provisions and may require tenants, and any family members seeking to join the Right to Buy application, to provide appropriate evidence to confirm identity, residency, tenancy history and any other information necessary to complete eligibility checks. As part of this verification process, NFDC may also contact external organisations, previous landlords or other relevant agencies where required to validate information or clarify an applicant's eligibility.

Statutory Restrictions

The Right to Buy cannot be exercised where statutory restrictions apply. These restrictions are primarily set out in Sections 118–121A and Schedule 5 of the Housing Act 1985. NFDC will assess all applications against these legislative requirements.

Circumstances Right to Buy Cannot be Exercised

Under Sections 121 and 121A of the Act, a Right to Buy application cannot proceed where a tenant or family member:

- Is subject to a possession order.
- Is an undischarged bankrupt, has a pending bankruptcy petition, has made a bankruptcy application, or is subject to a Debt Relief Order (DRO).
- Has entered into an Individual Voluntary Arrangement (IVA) or composition with creditors which has not yet been satisfied.
- Is subject to a suspension period under Section 121A in relation to anti-social behaviour.

Property Exemptions

The Right to Buy does not arise in the circumstances listed in Schedule 5 of the Housing Act, which include (summary):

- Certain sheltered or specially adapted dwellings.
- Dwelling particularly suitable, having regard to its location, size, design, heating system and other features, for occupation by elderly persons.
- Dwellings let in connection with employment (service tenancies);
- Properties required for demolition/redevelopment.
- Where the landlord has insufficient interest to convey a long lease.
- Properties let by the Crown, among others.

A full list of exemptions is provided within Schedule 5 of the Housing Act 1985.

NFDC will assess each RTB application on a case-by-case basis, applying Schedule 5 exemptions strictly in line with legislation and relevant statutory guidance. Where an exemption is applied, NFDC will:

- Provide the tenant with a written decision,
- Clearly set out the statutory grounds relied upon,

Tenants who disagree with NFDC's decision to deny a Right to Buy application on the basis of a Schedule 5 exemption may request a review of that decision.

Information on how to do this, including NFDC's internal complaints procedures and any formal routes that may be available, such as First-tier Tribunal (Property Chamber) proceedings or County Court appeals can be found in the **Appeals and Tribunals** and **How to feedback** sections of this policy.

Application Process

NFDC will determine all Right to Buy applications in accordance with the Housing Act 1985 (as amended) and relevant statutory guidance.

Tenants Notice Claiming the Right to Buy

To exercise the Right to Buy, tenants must submit a valid Notice Claiming Right to Buy (RTB1 form) to NFDC.

For the purposes of this policy, a valid RTB1 is one that:

1. Is made on the prescribed RTB1 form.
2. Signed by all secure tenants named on the tenancy, and any eligible family members who intend to join the purchase in the prescribed places.
3. Identifies the dwelling and the tenants clearly and completely.

Right to Buy: application form (RTB1) - GOV.UK

Where a joint tenant does not wish to buy, they must indicate this and sign the relevant section of the RTB1 form acknowledging the consequences.

Applications with material omissions or missing signatures will be treated as invalid and returned for correction.

The 'relevant time' is the date NFDC receives a valid RTB1, which determines both the statutory timescales and the valuation.

Over 60s

For all Right to Buy applications received for tenants over the age of 60, a 1-1 interview will take place to ensure they are aware of the obligations of purchasing.

Amendments to RTB Application

Where a secure tenant requests to add, remove or amend any person wishing to join the Right to Buy application, a new RTB1 form must be submitted. In such circumstances, the existing application will be treated as withdrawn, and any purchase price previously issued in a Section 125 Offer Notice will be forfeited. A new application will restart the statutory process in full.

While this is the standard procedure, NFDC reserves the right to exercise discretion in exceptional circumstances and may allow an application to continue with amended purchasers where it is lawful, appropriate and does not compromise statutory requirements.

Notice Admitting or Denying Right to Buy

NFDC will issue RTB2 within 4 weeks of receiving a valid RTB1, or 8 weeks where one or more previous public sector tenancies needs verification.

Section 125 Offer of Sale

If admitted, NFDC will issue the Section 125 Offer Notice within 8 weeks for freehold and within 12 weeks for leasehold properties.

The Section 125 Offer Notice outlines:

- the valuation
- discount entitlement
- terms of sale
- estimated service charges (where applicable)
- leaseholders – contribution estimates for repairs in the next 5 years

Tenants may request an independent valuation by the District Valuer. Details

Rural Restrictions

Section 157 of the Housing Act 1985 provides that local authorities in certain areas can impose certain restrictions on the subsequent resale of homes acquired under the Right to Buy scheme.

This legislation will be applied in appropriate cases, alongside NFDC's own Rural Restrictions Policy.

Section 125D Tenants Notice of Intention

The tenant has 12 weeks from receipt of the Section 125 Offer Notice to confirm whether they wish to proceed with the purchase or withdraw their application. If no response is received within this period, NFDC may issue the appropriate statutory notices, as prescribed in the Housing Act, to progress or bring the application to an end.

Tenants are advised to seek their own financial advice and have their own property survey conducted prior to accepting any offer of sale.

Completion

Not less than 3 months after service of the Section 125, if the sale has not completed, NFDC may serve a first notice to complete allowing at least 56 days, followed (if necessary) by a second notice to complete granting a further 56 days. If the purchaser does not complete, the application may be deemed withdrawn.

NFDC will consider any reasonable requests for additional time and will exercise its discretion fairly and lawfully, having regard to the legislation, relevant guidance, and the circumstances of the case.

NFDC will not consider any requests for an extension to the second notice to complete, if they are submitted on or after the notice expiry date.

Tenant Notice of Delay

If a secure tenant believes that the progress of their Right to Buy application is being delayed due to NFDC not meeting its statutory responsibilities, they may initiate the formal delay notice process provided for in the Housing Act.

These notices are intended to address landlord delays or failures to meet required timeframes, particularly during the early stages of the application.

[Right to Buy: initial notice of delay form \(RTB6\) - GOV.UK](#)

Discount Rules

NFDC will determine discounts in accordance with Part V of the Housing Act 1985 and the Housing (Right to Buy) (Limits on Discount) (England) Order 2024 (as amended).

The discount available is subject to:

- The statutory percentage rules based on years of qualifying public sector tenancy and property type; and
- the regional maximum cash cap in force at the time of decision.

The maximum discount an eligible tenant may receive is the lower of:

- 70% of the dwelling's market value; or
- the prescribed regional maximum.

NFDC homes are in the South-east region. The applicable maximum discount under the 2024 Order is £38,000.

The statutory cost floor applies, meaning discount cannot reduce the price below qualifying landlord expenditure within the statutory period of account.

Where a tenant or family member joining the Right to Buy has previously received a Right to Buy discount, this will be deducted from any discount now due in accordance with legislation.

NFDC will apply the current legislation and central guidance at the time of assessing discount entitlement. Where national rules change, NFDC may make minor amendments to this policy to reflect updated statutory discount levels, approved by the Strategic Director Housing and Communities, in liaison with Housing and Homelessness Portfolio Holder.

Cost Floor Determination

From 21 November 2024, the statutory cost floor period increased to 30 years. This means NFDC must take account of qualifying capital expenditure incurred on the property (or by predecessor landlords) within the last 30 years when determining the minimum lawful sale price.

The types of expenditure that may be included are those set out in the Housing (Right to Buy) (Cost Floor) Determination 2024.

The cost floor establishes the minimum price at which the property can be sold. Where the market value minus the tenant's calculated discount would fall below this minimum, NFDC must reduce the discount so that the sale price does not go below the cost floor.

In cases where substantial investment has been made within the 30-year period, the cost floor may significantly reduce or remove the discount available.

Repairs During a Right to Buy

Once NFDC has received a valid RTB1, they will continue to meet its statutory repair obligations under Section 11 of the Landlord and Tenant Act 1985 until completion. NFDC will not normally carry out non-essential or discretionary repairs during this period, as responsibility for the property transfers to the purchaser on completion.

Properties scheduled for modernisation, improvement or planned maintenance may be removed from such programmes once an application is submitted, unless works are already underway.

For leasehold purchases, NFDC will continue to manage and repair communal areas in accordance with the lease. After completion, the leaseholder will be responsible for service charges and contributions toward major repairs and planned works as set out in the terms of the lease.

Mortgage and Financial Assistance

NFDC is unable to provide financial or legal advice to tenants in relation to the Right to Buy process.

Tenants are strongly encouraged to seek independent professional advice and to instruct their own solicitor to support them throughout the property purchase.

Tenants are responsible for all associated fees with purchasing their property under the Right to Buy.

Appeals and Tribunals

Informal Resolution

Should a decision be made by NFDC which provides an adverse outcome tenants are encouraged to seek clarification and attempt informal resolution with NFDC in the first instance. NFDC will review concerns and respond within reasonable timescales in accordance with their corporate complaint's procedure. This procedure is separate from the statutory Right to Buy processes.

Details on raising a corporate complaint or escalation to the Housing Ombudsman can be found in the [How to Feedback](#) section of this policy.

Use of the complaint's procedure does not replace or alter any formal statutory routes available to tenants under the Housing Act 1985.

Valuation Disputes

Where a tenant disagrees with the value stated in the S.125 Offer of sale notice, the Housing Act 1985 allows them to request an independent valuation by the District Valuer (DV). Under Section 128, valuation disputes must be referred to the District Valuer, and their determination is final and binding on both NFDC and the tenant. Matters of valuation fall solely within the DV's jurisdiction and cannot be appealed to the County Court, as confirmed by Section 181.

Tenants must request a referral to the District Valuer within 3 months of receiving the Section 125 Offer notice.

Following the DV's determination, NFDC will issue a revised Section 125 Offer Notice as soon as practicable, in line with Section 128(5). To support clarity and service standards, NFDC will normally aim to provide the revised notice within 4 weeks of receiving the determination; however, this timescale is indicative only and may be adjusted where required.

Issuing a revised Section 125 Offer Notice resets the statutory 12-week period for tenants to serve their Tenant's Notice of Intention.

First-tier Tribunal (Property Chamber)

Where NFDC refuses a Right to Buy application on the grounds that the property is “particularly suitable for occupation by older people”, an exemption under Schedule 5 of the Housing Act 1985, the tenant has a statutory right to appeal the decision to the First-tier Tribunal (Property Chamber).

It is the tenant’s responsibility to initiate this appeal. The appeal must be submitted in writing, in accordance with the Tribunal’s application process, and within 56 days of receiving the RTB2 notice.

County Court Appeals

Under Section 181 of the Housing Act 1985, the County Court has jurisdiction to decide certain legal questions arising under the Right to Buy scheme, such as disputes concerning eligibility or interpretation of statutory requirements.

A tenant may choose to initiate County Court proceedings where they dispute a decision and seek a formal legal ruling. NFDC will respond to such proceedings in accordance with legal requirements and any timescales set by the Court.

This route does not apply to matters that the legislation assigns elsewhere most notably valuation disputes, which must be determined exclusively by the District Valuer.

Post Right to Buy

Ending of Secure Tenancies

The secure tenancy ends automatically on completion of the Right to Buy sale.

All rights and obligations attached to the previous tenancy, such as rent liability, reporting repairs, or rights of succession, will cease.

Any arrears or recharges relating to the former tenancy remain payable and will be pursued by NFDC where appropriate.

Homeowner Responsibilities

Following completion, the former tenant becomes fully responsible for:

- Mortgage payments, where applicable.
- Buildings and contents insurance.
- Utility bills, council tax, and any other household outgoings.
- Repair, maintenance and safety of the property, including structural elements and services.
- Ensuring compliance with any restrictive covenants, planning conditions, or obligations in the transfer or lease.

This is not a comprehensive list of the extensive costs related to homeownership.

Leaseholders remain responsible for service charges, major works contributions and any costs set out in their lease.

Leaseholder Obligations (Where Applicable)

Key responsibilities include:

- Payment of service charges, ground rent (if applicable) and contributions to planned major works.
- Compliance with the lease

Failure to adhere to lease conditions may result in enforcement action by NFDC as freeholder.

Right of First Refusal (First 10 Years)

In line with current legislation and regulations, anyone wishing to sell or dispose of the home they purchased under the RTB scheme within 10 years, will be required to offer it back to NFDC to purchase at full market value.

Each case will be looked at on an individual basis, with no expectation that NFDC will purchase each property offered

Repayment of Discount

Where the property is sold or otherwise disposed of within five years of purchase, the homeowner may be required to repay some or all of the discount, in accordance with current legislation and guidance. The amount repayable depends on the year of resale and is calculated as a percentage of the resale market value.

NFDC won't normally waive the repayment of some or all the discount, except in exceptional circumstances. In these circumstances, NFDC has the right to use their discretion.

Deed of Postponement

NFDC holds a statutory charge against the property to protect any future repayment of discount, as set out in the Housing Act 1985 (as amended). This statutory charge is automatically registered at the Land Registry on completion of the sale and secures NFDC's right to recover discount should the property be disposed of within the five-year repayment period.

Where a mortgage lender requires priority for its own charge, the borrower may request that NFDC enter a Deed of Postponement. This deed has the effect of postponing NFDC's statutory charge behind the lender's first legal charge, enabling the lender to have priority security for the loan they are advancing.

Approval is considered on a case-by-case basis and may require the tenant (now purchaser) to provide evidence to support their request.

Administrative and legal fees associated with this process may be payable by the purchaser.

Fraud and Anti Money Laundering

The Council is committed to tackling fraud, bribery and corruption and will not tolerate these acts in the administration of its responsibilities, whether from inside or outside the Council. It will deal openly and robustly with anyone who acts dishonestly, in accordance with the Fraud Act 2006, which makes it a criminal offence to obtain RTB through false representation, failing to disclose information, or abuse of position.

Internal Checks

In line with government Right to Buy guidance, verification checks to confirm eligibility will be conducted, which will include:

- Secure tenancy status
- Minimum qualifying period
- Main and principal residence requirement

NFDC will carry out internal verification checks to prevent fraud and ensure compliance with anti-money laundering requirements. This may include reviewing existing NFDC records where this is relevant and lawful, for example Council Tax or Electoral Services.

Where tenants or family members wishing to join the Right to Buy are in receipt of Housing Benefit and/or Council Tax Support, further checks will be undertaken by the appropriate internal NFDC teams, to confirm the legitimacy of the information provided and to identify any potential discrepancies or risk indicators.

Verification of Applicant Information

As part of the Right to Buy process, tenants and family members wishing to join may be asked to complete additional forms providing details about the proposed purchase. NFDC may request evidence to support the information provided, including but not limited to:

- Evidence of funding (e.g. mortgage agreement, proof of savings for cash buyers)
- Evidence of residency or occupancy as their main home of all those applying, which could include partner or parent, (such as recent utility bills or bank or building society statements)
- Evidence of identity for all applicants, such as a valid passport or UK driving licence
- Evidence relating to family members who are contributing financially or intending to be joint purchasers
- Confirmation that the applicant(s) are not bankrupt

NFDC may undertake additional checks, such as credit reference checks via external agency, where necessary to confirm eligibility, occupancy or verify financial information. The Council may undertake home visits, for example where home residency is in doubt.

Investigation and Referral

Where there are concerns about the accuracy, completeness, or legitimacy of information provided, referrals may be made to NFDC's Corporate Fraud and Compliance Officer who may conduct further investigations, information gathering, or interviews if appropriate.

Cases may be referred to relevant external agencies, including but not limited to the Department for Work and Pensions (DWP), HM Revenue & Customs (HMRC), or law enforcement bodies, where fraud is suspected.

NFDC may pause or withdraw a Right to Buy application where fraud is found, eligibility verification is required under the Housing Act 1985, where false or misleading information is suspected under the Fraud Act 2006, or where money laundering concerns arise requiring further checks in accordance with the authority's fraud and anti-money laundering responsibilities.

If fraud is proven, NFDC may take enforcement action, which may include, civil recovery of any discount obtained, tenancy enforcement, including possession proceedings where relevant, or other legal remedies including criminal prosecution, with financial penalties or imprisonment.

Administration & Legal Fees

NFDC reserves the right to recover any reasonable administrative or legal fees incurred in the reissue of documents or the processing of a Deed of Postponement.

Helpful Resources for Tenants

There are a number of resources available to support tenants who wish to exercise their right to buy their Council home. These include:

- GOV.UK website [Your right to buy your home: a guide - GOV.UK](#)
- GOV.UK [Right to Buy: summary booklet - GOV.UK](#)
- GOV.UK Website [Right to Buy: buying your council home: Help and advice - GOV.UK](#)
- Money and Pension Services [Money and Pensions Service](#)
- Leaseholder Advisory Service [Home - The Leasehold Advisory Service](#)
- Citizens Advice [Citizens Advice](#)
- MHCLG Email: RTB@communities.gov.uk

How to feedback

You can get this policy in large print, Braille, audio or in another language by contacting our Housing Business Development Team

Email: Righttobuy@nfdc.gov.uk

Telephone: 02380 285222.

Compliments

To help us provide the best service we can. We would like to hear tenants' views on the services that they use. If the customer wishes to highlight positive contributions from a member of staff or service, please let us know.

Email: Righttobuy@nfdc.gov.uk

Telephone: 02380 285222

Complaints

If a tenant is unhappy with the service, they can refer to our Corporate Complaint procedure – [Corporate Complaints Procedure](#)

Email: complaints@nfdc.gov.uk

Telephone: 02380 285000

Housing Ombudsman

If a tenant is unhappy, they can escalate to the Housing Ombudsman Service.

Online complaint form: [Online complaint form | Housing Ombudsman Service](#)

Service Telephone: 0300 111 300

Review

The Government reviews the maximum discounts annually and this policy will be updated with any changes to the maximum capped discount with approval from the Strategic Director of Housing and Communities.

The Strategic Director for Housing and Communities has authority to make minor amendments in consultation with the Portfolio holder for Housing.

A full review of this policy will be carried out every 5 years, or amendments will be implemented sooner if required due to legislation changes or feedback from tenants.

This policy will be available on the council's website at www.newforest.gov.uk

Housing and Communities Overview and Scrutiny Panel – 18 March 2026

Homelessness Update

Purpose	For Information
Classification	Public
Executive Summary	<p>The Panel receives an update on the current position of homelessness within the district twice a year.</p> <p>The report and presentation will cover the key areas to include emergency accommodation use and spend, the levels of Prevention and Relief Duties and the numbers of applicants to the Homesearch Housing Register.</p> <p>It will also outline developments of the service.</p>
Recommendation(s)	To note the updated position of Homelessness within the district.
Reasons for recommendation(s)	The last update to the Panel was in September 2025. This update brings the Panel up to date with the current position detailing pressures, spending and developments within the team.
Ward(s)	All
Portfolio Holder(s)	Cllr Steve Davies – Housing and Homelessness
Strategic Director(s)	Peter Matthew - Interim Strategic Director, Housing and Communities.
Officer Contact	<p>Christopher Pope Service Manager – Housing Options and Tenancy Accounts 023 8028 5511 chris.pope@nfdc.gov.uk</p>

Introduction and background

1. Prevention of Homelessness is a key priority for the Council. This has been recognised with increased government grant for the

current 2025/26 year, in the draft Homelessness and Rough Sleeping Strategy and in the National Plan for Homelessness.

2. The main reasons for Homelessness in the district remain friends and family evictions (249 cases between April 2025 and January 2026), End of private sector tenancy (131 cases) and domestic abuse (21 cases).
3. There have been 1376 approaches from people seeking homelessness advice and of these 1290 Homelessness cases opened between April 2025 and January 2026. This equates to an average each month of 137 and 129 respectively.
4. The numbers of households prevented from Homelessness within the district have increased from around 45% in 24/25 to an average of 60% plus of cases since April 2025 with the current figure being 78% of cases in January 2026.
5. The majority of households were assisted into the private rented sector with advice, links to agents and landlords, rent deposit and the rent guarantor scheme.
6. Despite this increase in Prevention it remains challenging to prevent Homelessness especially when clients are issued S.21 notices and the landlord is determined to end the tenancy due to exiting the private rented sector market.
7. When homelessness cannot be prevented, the case is passed to the Homelessness Relief Team. To Relieve Homelessness the council must source suitable accommodation to meet the needs of the household. If private rented sector accommodation cannot be found, this pushes pressure on finding nightly paid Emergency Accommodation or Council owned/leased accommodation.
8. The Relieving rates have remained stable with around 28% of cases being successfully relieved with the current figure of 30% in January 2026.
9. When alternative accommodation cannot be found, emergency accommodation (EA) is needed. Currently there are 35 households in emergency accommodation, down from 64 in December 2025. The team are focussed on reducing this number further to ensure better suited accommodation for households and reducing the expenditure on nightly paid accommodation.

10. There were 107 households placed in EA between April 2025 and December 2025, and the average stay for a household in EA was 122 nights over the same period.
11. This position reflects the often-complex needs households present and places pressure on both the household and the EA budget.
12. The EA budget is £1.4 million for 2025/26 and has been under pressure across the current financial year, with a projected annual overspend from budget of approx. £390,000. To reduce this pressure, investment in prevention of Homelessness has increased.
13. Clients have choice and so when offering better longer-term accommodation, the Council must consider their vulnerabilities such as Special Educational Needs, support networks and transport for health needs. All are open to Review of Suitability and are considered when nominating households to Temporary Accommodation however, we recognise that due to the limitations on the number of properties available, location might not always be favoured by the household.
14. When the Council needs to place a household with children in emergency accommodation, we work closely with the family to ensure that they are supported and search for better suited accommodation as soon as practical.
15. The work to continue to identify, verify and support those people sleeping rough continues. There have been real successes in reducing the numbers rough sleeping, especially the entrenched cases who have rough slept for many years.
16. There is a gap between the official number of people recorded as sleeping rough on a single night and the actual number experiencing rough sleeping across the year. For example, on a single night in autumn 2025, 13 individuals were reported or suspected to be sleeping rough. However, when outreach teams visited the identified locations, only 2 people were physically found at that time.
17. This illustrates a limitation in the methodology: single-night counts capture only those visible at the exact moment of the snapshot, not everyone who has slept rough recently or who moves between locations. As a result, the official figure can underestimate the true scale of rough sleeping in the district. It also means that future official numbers may rise or fall simply due to changes in how and when people are counted—not necessarily because the underlying issue has improved or worsened.

18. The Homesearch Housing Register has seen a reduction in the number of applicants since the beginning of 2025 from a high of 2100 when the annual renewal process was put in place to the current 1770.
19. The renewal process means that each applicant is required to renew/update their application annually to ensure that their circumstances remain up to date and they remain eligible to join the register.
20. The largest reduction is in Band 4 which has reduced from 967 in January 2025 to 741 in January 2026 and in Band 3 718 in January 2025 to 588 in January 2026. The main reason for this reduction is the number of applicants not renewing their application or no-longer being eligible.
21. The top reason for being in each band is:
 - Band One – Urgent health or wellbeing
 - Band Two – Accepted Full Housing Duty
 - Band Three – Overcrowded and lack one bedroom
 - Band Four – Financial or unable to purchase

Corporate plan priorities

22. This update contributes to achieving the ambitions of the Council's Corporate Plan 2024-28 including: -

Priority 1: Helping people in the greatest need and creating balanced, resilient, and healthy communities who feel safe and supported with easy access to services.

Priority 2: Empowering our residents to live healthy, connected and fulfilling lives.

Options appraisal

23. Not applicable.

Consultation undertaken

24. The Council continues to work closely with a number of community voluntary organisations including The Crossings, Youth and Families Matter and Citizens Advice who provide valuable advice and support to vulnerable residents.
25. Both Youth and Families Matter and Citizens Advice have either started or about to start Homelessness Advice/Prevention drop-in services to provide more easily accessed, early local advice in the

community. The benefits of this will be monitored however early indications are that they are valuable to residents. These services are targeted to the 249 of people who experience homelessness due to friends and family evictions, are experiencing homelessness or think they may experience homelessness. This is aimed to reduce the need for crisis intervention.

Financial and resource implications

26. The total grant to be provided by the government to assist with Homelessness in the NFDC area is £1.7 million from April 2026. This removes several funding streams that focus on Rough Sleeping including Rough Sleepers Initiative, Accommodation for Ex Offenders, Rough Sleeping Prevention and Recovery Grant and Rough Sleeping Accommodation Programme.
27. The Homelessness Prevention Grant will be changed as from April 2026 with an un-ringfenced grant, meaning that the Council can focus on its priorities of preventing homelessness, working with local statutory and voluntary agencies and reducing the spend on emergency accommodation.
28. This allows the team to be strengthened in areas that the Council see as priorities which is preventing homelessness in the first instance and reduce the need for emergency accommodation.
29. The projected net spend on Emergency Accommodation for 2025/26 is £1.833 million. The spend has increased over the past three years and so a number of interventions are due to be undertaken to strengthen team areas to focus on preventing homelessness and reduce the need for EA to as low as possible.

Legal implications

30. The key legislation covering homelessness and rough sleeping in England includes Part VII of the Housing Act 1996, which sets out the statutory duties toward people who are homeless or threatened with homelessness; the Homelessness Act 2002, which requires councils to conduct regular homelessness reviews and publish homelessness strategies; the Homelessness Reduction Act 2017, which introduced prevention and relief duties for all eligible applicants and established the Duty to Refer; and the Localism Act 2011, which allows local authorities to discharge the main homelessness duty through suitable private rented sector offers. All duties must be exercised in accordance with the Statutory Homelessness Code of Guidance, most recently updated in 2025.

31. The Renter’s Rights Act 2026 is expected to reduce crisis driven presentations however it will introduce a more regulated and administratively complex environment for applicants. The shift from Section 21 to Section 8 grounds for eviction will likely increase case complexity. A Members briefing will be delivered to provide more information on this act and the preparations being undertaken.

Risk assessment

32. Not applicable.

Environmental / Climate and nature implications

33. Not applicable.

Equalities implications

34. Not applicable.

Crime and disorder implications

35. Homelessness and rough sleeping can contribute to crime and disorder by creating a cyclical relationship between street homelessness and the criminal justice system, where unstable living conditions increase the risk of both victimisation and offending, and contact with the justice system in turn increases the likelihood of further homelessness. People who are homeless or sleep rough are also significantly more exposed to violence, harassment, theft, and anti-social behaviour, and these experiences, combined with unmet mental health and substance use needs, can heighten tensions in public spaces and increase the visible impact of disorder in local communities.

36. By acting efficiently and effectively with households presenting as homeless it contributes to safer public spaces and more harmonious community relations.

Data protection / Information governance / ICT implications

37. Not applicable.

New Forest National Park / Cranborne Chase National Landscape implications

38. The Housing Options team continue to work closely with the National Park Authority.

Appendices:

None

Background Papers:

None

HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

WORK PROGRAMME 2026/2027

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
17 JUNE 2026			
Tenant Representative on the Housing and Communities Overview and Scrutiny Panel	To agree the tenant representative on the Housing & Communities O & S Panel	Report to Panel	David Brown
Corporate Plan: Key Performance Data – Quarter 4 and target refresh for 2026-27	To consider the performance data against KPIs identified in the Corporate Plan and details of measures requiring updated targets.	Report to Panel	Saqib Yasin
Annual Performance Report 2025/26	To receive the Annual Performance Report 2025/26	Report to Panel	Saqib Yasin
Complaints Performance and Service Improvement Report	To receive the annual complaints performance and service improvement report	Report to Panel	Amanda Wilson
Housing Landlord Annual Performance Report	To receive the Annual Housing Report	Report to Panel	Lucy Spence/Saqib Yasin
Housing Maintenance Compliance Performance (Annual)	To receive a report on the progress made against the Council's compliance performance	Report to Panel	Sophie Tuffin
Affordable Housing Delivery Plan	To receive a report on the HRA property development and acquisition and delivery plan	Report to Panel	Tim Davis
Housing Management Strategy	To receive the Housing Management Strategy	Report to Panel	Kirsty Farmer
16 SEPTEMBER 2026			
Annual Review of Leisure Contracts and Dibden Golf Course	To consider the Annual Review of Leisure Contracts and Dibden Golf Course	Report to Panel	Pawel Duchnowski Freedom Leisure Mytime Active

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
Corporate Plan: Key Performance Data (Quarter 1)	To consider the performance data against KPIs identified in the Corporate Plan	Report to Panel	Saqib Yasin
Social Housing Regulation Act Progress Report	To receive an update on the Social Housing Regulation Act progress.	Report to Panel	Lucy Spence
Greener Housing Strategy Annual Review	To consider the annual update on the progress of the Greener Housing Strategy	Report to Panel	Sophie Tuffin
Homelessness Update	To receive an update on homelessness	Report to Panel	Chris Pope
Progress of the Annual Strategic Priorities of the Safer New Forest Partnership	To receive an update on the progress of the priorities set though the Safer New Forest Strategic Assessment	Presentation to Panel	Brian Byrne
Health and Wellbeing Action Plan	To receive an annual update	Report to Panel	Joanne McClay / Jamie Burton
Food Safety Service Plan	To consider the Food Safety Performance report and the service priorities for 2026/27	Report to Panel	Ben Stockley
Review of Community Lottery Scheme	To review the Community Lottery Scheme	Report to Panel	Ryan Stevens
21 JANUARY 2027			
Corporate Plan: Key Performance Data (Quarter 2)	To consider the performance data against KPIs identified in the Corporate Plan	Report to Panel	Saqib Yasin
Housing Revenue Account Budget and the Housing Public Sector Capital Expenditure Programme for 2027/28	To consider the HRA budget and the housing public sector capital expenditure programme for 2027/28	Report to Panel	Sophie Sajic/ Kevin Green
18 MARCH 2027			
Corporate Plan: Key Performance Data (Quarter 3)	To consider the performance data against KPIs identified in the Corporate Plan	Report to Panel	Saqib Yasin

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
Homelessness Update	To receive an update on homelessness	Report to Panel	Chris Pope
Tenant Engagement Strategy – Annual Update	To receive the progress being made in meeting the objectives and actions from the Tenant Engagement Strategy 2024-28	Report to Panel	David Brown

NOTE:

*The Resources and Transformation Overview and Scrutiny Panel on 19 November 2026 will consider the half yearly update complaints performance and service improvement report, this will include housing complaints. The Housing and Communities Overview and Scrutiny Panel members are invited to attend the meeting in relation to this item.

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