

## HARTLEY WINTNEY PARISH COUNCIL MEETING AGENDA

The Council Meeting will take place at **7.30pm** on **Monday 2<sup>nd</sup> October 2023** to which Councillors are summoned to attend at the Lucy Pygott Centre, RG27 8EB.



Karyn Reid – Executive Clerk  
27<sup>th</sup> September 2023

### **23/24PC 44. OPEN FORUM**

This session is an opportunity for parishioners to bring matters to the attention of the Parish Council. Each speaker will be limited to five minutes.

### **23/24PC 45. APOLOGIES FOR ABSENCE**

To receive and record apologies for absence from Parish Councillors and Ward Members.

### **23/24PC 46. DISPENSATIONS UNDER S33 OF THE LOCALISM ACT (2011) & DECLARATIONS OF INTEREST**

To consider the granting of a dispensation to enable members to participate in and vote on an item of business on the agenda where they would otherwise have a Disclosable Pecuniary Interest and to confirm how long this dispensation may have effect.

### **23/24PC 47. WARD MEMBERS REPORT**

This twenty minute session is an opportunity for Ward Members to bring matters to the attention of the Parish Council. Each speaker will be limited to five minutes.

### **23/24PC 48. APPROVAL OF MINUTES, ACTIONS LOG & PARISH OFFICE REPORT**

To approve minutes of the Full Council meeting on 6<sup>th</sup> September 2023, actions from minutes & Parish Office report (attached)

### **23/24PC 49. PARISH COUNCIL FINANCE**

Review & approval of following:

- i) Payments listings (attached)
- ii) Additional spend to approve inc. pitch improvement at LPC (attached)

### **23/24PC 50. PARISH COUNCIL MATTERS**

To receive any items for discussion and/or approval, as raised in previous Committee meetings.

**Please note that the following items will not be open to the public and all members of the public and press will be asked to leave the meeting prior to the discussions taking place.**

### **23/24PC 51. CONFIDENTIAL PARISH COUNCIL MATTERS**

i) Members will be invited to discuss and/or take a vote on Applicants for Co-option to Hartley Wintney Parish Council, if applicable *Where the Parish Council is discussing the merits of candidates and inevitably their personal attributes, this could be prejudicial, and the Parish Council will resolve to exclude the members of the press and public, including attending candidates, during this process as pursuant to section 1(2) of the Public Bodies (Admission to Meetings) Act 1960.*

### **23/24PC 52. CHAIRMAN'S ANNOUNCEMENTS, PARISH COUNCILLOR MATTERS**

To receive update on any reports made to Executive Clerk by Parish Councillors since last meetings and an opportunity to briefly bring matters to the attention of the meeting but upon which no substantive decision may be made.

### **23/24PC 53. CORRESPONDENCE & DATES OF MEETINGS**

To review and agree which meetings are to take place in July & August:

Planning Committee – Monday 9<sup>th</sup> October at 7.00pm

Finance Committee – Monday 23<sup>rd</sup> October at 7.00pm

**To access this meeting online, please use the following link;** [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_ZTQyYWlxYmEtMWM0YS00MDA2LWExMGltOGNkNjhiMGNiYzcx%40thread.v2/0?context=%7b%22Tid%22%3a%22796f6541-a299-402a-9ce7-a26b956bc815%22%2c%22Oid%22%3a%22299241e7-0f1b-4963-961b-0e53602f8fd1%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTQyYWlxYmEtMWM0YS00MDA2LWExMGltOGNkNjhiMGNiYzcx%40thread.v2/0?context=%7b%22Tid%22%3a%22796f6541-a299-402a-9ce7-a26b956bc815%22%2c%22Oid%22%3a%22299241e7-0f1b-4963-961b-0e53602f8fd1%22%7d)

**To access this meeting via telephone, please dial this number 5 minutes before the meeting starts and enter the conference code; T - 020 3855 5316 ID - 132 129 792#**

**Minutes of the Council Meeting of Hartley Wintney Parish Council held at 7.30pm on Monday, 6<sup>th</sup> September 2023 to which Councillors were summoned to attend, at the Lucy Pygott Centre.**

**PRESENT:** Cllr Stuart Elborn (Chairman), Cllr Diana Harvey, Cllr Peter Gee and Cllr Roger Robertson. Cllr Deborah Fontana was co-opted under item 41. and was present for the meeting.

**IN ATTENDANCE:** Karyn Reid (Executive Clerk) and County Cllr Tim Davies

**23/24PC 33. OPEN FORUM**

There were two members of the public present.

Resident A expressed an interest in the Parish Council and attended the meeting for information only. Resident B wished to pass on his thanks and appreciation for the services of our HAO, particularly for the difference he has made at The Vaughan Millennium Orchard.

**23/24 PC 34. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr Chris Cornwell and Cllr Steve Airton, District Cllrs Crampton, Southern and Farmer.

**23/24 PC 35. DISPENSATIONS UNDER S33 OF THE LOCALISM ACT (2011) & DECLARATIONS OF INTEREST:**

No interests were declared.

**23/24 PC 36. APPOINTMENT TO WORKING PARTIES (attached).**

Cllr Harvey reiterated that she would be stepping down as Parish Councillor however would like to remain involved in key projects/activities where support is required.

A document was circulated by the Executive Clerk prior to the meeting, detailing the continued involvement of Cllr Harvey as well as Chris Farrance and Stuart Ovenden as follows.

- Orchard Working Party - Stuart Ovenden
- HW Climate Action & Greening - Chris Farrance
- Conservation Area Review - Diana Harvey & Chris Farrance
- Council Policies & Reviews - Diana Harvey

The Executive Clerk recommended continuing with the PC mailboxes for the above activities, to keep in line with GDPR guidelines.

Cllr Elborn proposed agreement to the circulated document; seconded by Cllr Gee and **AGREED by all.**

**23/24PC 37. WARD MEMBERS REPORT**

County Cllr Davies shared updates on reported crimes in Hartley Wintney and surrounding areas, noting that the next meeting will be held in November.

He informed the Council that he will be meeting with the Leader of HCC in early October and will be raising the various matters for concerns as noted on the Ward Members Report.

Cllr Gee requested to add the lack of path maintenance at Kiln Gardens onto the list.

**ACTION: C.Cllr Davies will bring the issue of Kiln Gardens to the meeting scheduled with the Leader of HCC as well as other matters.**

Cllr Elborn thanked Cllr Tim Davies for his participation.

**23/24PC 38. APPROVAL OF MINUTES, ACTIONS LOG & PARISH OFFICE REPORT.**

Cllr Elborn proposed approval of the minutes of the Full Council meeting on 3<sup>rd</sup> July 2023; seconded by Cllr Harvey and **AGREED by all.**

Items noted from the Action Log included:

The new training program for all Cllrs is on hold new Cllrs are co-opted. As suggested by the Executive Clerk on the last meeting and agreed by all. Executive Clerk mentioned that will have some guides from Microsoft Teams and Outlook to help.

The Parish Office Report noted that HWFC are no longer interested in a collaborative approach to the Fireworks evening in November and wish to continue on as they have done previously. It is now too late for the PC to organise a separate event. It was **AGREED** that this would be communicated to the community.

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### 23/24 PC 39. PARISH COUNCIL FINANCE

i) Payment listings (attached)

Cllr Elborn proposed the approval of the payments listing; seconded by Cllr Gee, **AGREED** by all.

### 23/24 PC 40. PARISH COUNCILLOR MATTERS

i) To approve the following Policies: Planning Policy 2023, Sustainability Policy 2023, Community Bus Charter 2023 (approved by Planning Committee), Communications & Social Media Policy and Publications Policy 2023 (attached). Cllr Harvey talked through the policies with the support of Executive Clerk, noting where there had been changes from the last approval.

The Executive Clerk noted that since the approval at the July Planning Committee meeting, there had been an update to the Planning Policy due to the requirement from HDC to include any S106 requests in the Planning Responses, if applicable.

Cllr Gee proposed the approval of the Policies; seconded by Cllr Robertson and **AGREED** by all.

ii) To receive and approve the amended Local Connections Criteria, recommended by Planning Committee (attached)

The Executive Clerk highlighted the amendments made on the document, noting that the main principal of the document did not change.

Cllr Elborn proposed the approval of the document; seconded by Cllr Harvey and **AGREED** by all.

iii) To receive final draft of Conservation Area Review 2023 (attached).

Cllr Harvey informed all that the document had been reviewed by the Consultant recommended by HDC and subsequently, the final draft had been submitted to HDC. Once feedback from HDC has been received, the next stage will be Public Consultation.

The Executive Clerk noted that the final draft has been added to the MS Teams folder and that all Cllrs should review and familiarise themselves with the detail prior to the Public Consultation.

### 23/24PC 41. CONFIDENTIAL PARISH COUNCIL MATTERS – All members of the public left the room including C.Cllr Davies.

It was **AGREED** that item ii) would be dealt with first.

i) The Community Awards nominations list was circulated prior to the meeting. The nominations were discussed, and a new nomination received for the Vaughan Millennium Cup, from Cllr Robertson.

All Winners were **AGREED** by Cllrs and will be contacted by the Deputy Clerk that week. Details of the Winners will be published on the website.

ii) Deborah Fontana submitted a brief resume and detailed interest in joining the PC. Deborah met and answered questions from the Cllrs and a brief discussion took place. Deborah opted to leave the room whilst the Cllrs took a vote for co-option.

All Cllrs were **IN FAVOUR** of co-opting Deborah and we welcome Cllr Deborah Fontana to HWPC.

### 23/24PC 42. CHAIRMAN'S ANNOUNCEMENTS, PARISH COUNCILLOR MATTERS

There were no announcements.

### 23/24 PC 43. CORRESPONDENCE & DATES OF MEETINGS

To review and agree which meetings are to take place in September:

Planning Committee – Monday 11th September at 7.00pm

E&A Committee – Monday 18th September at 7.00pm

There being no further business the new chairman thanked all participants at the meeting and closed the meeting at 9.17PM.



Chairman

2nd Oct 2023

Date

### Appendices

- Parish Council Representatives recommendation
- Actions Log
- Parish Report
- Payments Listing

- Local Connections Criteria
- Community Award Winners

*Abbreviations used in these minutes: Cllr ~ Councillor, HCC ~ Hampshire County Council, HDC ~ Hart District Council, HWPC ~ Hartley Wintney Parish Council*

# WARD / COUNTY MEMBER ACTIONS

09.04.22 <b>20/21PC 108</b> & <b>22/23PC 58.</b>	TD	20 IS PLENTY SCHEME HCC Cllr Davies to reflect the request for a 20mph blanket speed limit on all appropriate roads in the Parish	
06.06.22 <b>22/23PC 18.</b>	TD	REGULAR MEETING SET UP HH / HDC / HWPC. <i>HWPC request urgent meeting with HH to discuss road design and allocated speeds.</i>	
03.10.22 <b>22/23PC 49</b> & <b>22/23PC 58</b>	TD	CRICKET GREEN LANE / FLEET ROAD SPEEDING TRAFFIC Extend 30MPH past development on Fleet Road and past the bend on A323. Safety concerns due to drivers speeding up on the bend of Cricket Green Lane as leaving Village creating hazards to junction <i>TD meeting in July with HH to discuss further. If no further action / progress reported by September FC meeting, Cllr Cornwell to attend HCC Cabinet meeting to pursue.</i>	
07.11.22 <b>22/23PC 58.</b>	TD	POOR CONDITION OF ROADS THROUGHOUT VILLAGE ESP. BRACKNELL LANE / FLEET ROAD – WEIR ROAD ADDED 09.05.23 TD confirmed priority for works was A roads, B roads, side roads and then country lanes.	
	TD	BLOCKED DRAINS / CULVERTS - BACKNELL LANE / DITCHES AT CRICKET GREEN / DILLY LANE – BOTTLE LANE & YORK ROAD, MOUNT PLEASANT ADDED 03.04.23	
09.05.23 <b>23/24PC 6.</b>	TD	PATHWAYS ALONG PHOENIX GREEN & MURRELL GREEN HAS BEEN ADDED TO WORKS PLAN	
03.06.23 <b>23/24PC 18.</b>	TD	RE; OVERGROWN HEDGE ALONG HAYWARDEN PLAYGROUND – RAISED ON FIX MY STREET	
03.07.23 <b>23/24PC 26.</b>	TD	OBTAIN AND CIRCULATE HH SCHEDULE OF WORKS PLANNED FOR HARTLEY WINTNEY IN FY23/24.	
<b>23/24PC 26.</b>	TS	RECEIVE COPY OF PLANNING CONCERNS RE; NERO BREWERY SENT TO HDC ENFORCEMENT.	
06.09.23	HCC	Report of tri[ hazard on pavement along Green Lane – HWPC reported it to HCC (email attached)	
06.09.23	HCC	Complaints in Haywarden re; 2 x large trees overhanging road and pathway. HCC to contact LandOwners to remove/cut back?	

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**Introduction**

Recommendation for previous Council members to represent HWPC on various projects / matters.

**Background**

A number of Council members have chosen to step back from the active role of Parish Councillor due to time constraints, however they would like to continue to support the community works on projects and parish matters.

**Content**

Chris Farrance would like to continue to represent HWPC on Greening matters and within the Hartley Wintney Climate Action Group. The role would involve liaising with HWPC planning committee and representing the PC views, as agreed in advance. He would also be leading / implementing any proposals which arise from both Groups, with the permission of HWPC.

Chris Farrance would also like to remain part of the HW Conservation Area Review 2023, working party.

The above has been discussed and AGREED by the HW Planning Committee.

Stuart Ovenden would like to continue to support the Orchard Project, especially with the improvement of access and signage as well as future planting plans. He is currently working with the HAO.

The above has been discussed and AGREED by the HW Planning Committee.

Cllr Diana Harvey has expressed a wish to step down in her role as Councillor, wef 06.09.23, however would like to continue to represent HWPC on strategic planning matters such as the Rural Exception Site, Conservation Area Review 2023 and other key developments.

Diana Harvey would also like to continue to support the Deputy Clerk with the update and review of Council policies.

**Recommendation**

**For Council Members to approve the above persons to continue to support and represent HWPC on the matters as detailed above and to feed back to the relevant Committees.**

**It is also recommended that the PC email addresses are kept and used to full GDPR compliance.**

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## **4 BUSINESS AWARD**

### **1. Ta-Da! Beauty**

The service & attitude of all staff at TaDa is exceptional. Every person who has a service there leaves feeling really pampered and special. All the team are warm, friendly and welcoming. They treat every single customer like an old friend, and provide amazingly high levels of quality and service as well as supporting local

### **2. Mi Mi**

As well as being a lovely shop, the owner Julianne does various fund raising activities for charity and is always ready to participate in village activities. Everyone at Mi Mi cares about their customers and what is happening in the area.

## **5 LIFETIME AWARD**

### **1. Clare Blake**

Clare has been volunteering for Girlguiding since she moved here in the 90s with only a short break when her children were young. She has been District Commissioner in the past and is now Division Commissioner. She currently runs 2 weekly Brownie units alongside division events that are attended by girls aged between 5-14 from across Hook, Hartley Wintney and Odiham. She has also been a School Governor at Dogmersfield for over 10 years, taught recorder to the Year 2s at Oakwood, ran the school uniform sales for Robert May's for about 5-6 years and also ran the mother's and toddlers group at the Methodist Church in the past.

### **2. Mike Sisson**

Mike has been involved in many community activities over the years and was awarded a Community Award in 2017 for his contribution during the HW Neighbourhood Plan process. This year marks over 30 years contribution to the successful organisation and delivery of Contact Magazine.

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organised a mixed ladies and girls festival this year to help inspire and encourage our younger players. If that wasn't enough, she also coaches the boys u11 team and is often around to help out with any last minute coaching requests from other junior sections. Furthermore, she has forged links with Greenfields School and provided taster coaching sessions to encourage more children into cricket.

#### 8. Mandy Smith

Mandy has worked for HWPC for ten years this year, joining as the Community Bus was first established. She does a tremendous job however Mandy is not here this evening being awarded for her employment with us. Mandy has been nominated for a Community Award for her service to Hartley Wintney outside of her role, despite not being a resident here. Mandy frequently offers support, comfort, and guidance to many of our more vulnerable residents, going out on home visits, regularly checking in on residents, even if it's just for a chat as she can often be the only person that resident may have spoken to that day or even week. This was especially evident during lockdown when many residents were not able to venture out. Mandy took time to regularly contact these individuals, with whom she has built up a good relationship with, checking in and offering support/guidance where needed. Mandy is a kind, compassionate and caring person, we feel very lucky to have her as part of the community.

#### 9. Emma Jackson

Emma is an incredibly devoted volunteer to Girlguiding having given her time every week and more since 2004. She currently runs local Brownie and Rainbow groups and works tirelessly to provide girls with fun, exciting experiences every week. In addition to the weekly meetings, she helped organise a Brownie pack holiday in April for 25 girls from Hartley Wintney, giving them the chance to spend the weekend in the New Forest taking part in adventurous activities.

## 2 VAUGHAN MEMORIAL AWARD

#### Graham Gillies

Graham was instrumental in setting up the Rosie Minibus to provide cost effective transport to Community groups in Hartley Wintney and has successfully run this service for many years, alongside his team of volunteer drivers and Trustees, including David Tunnell, who is present here this evening.

Recognising the change in transportation needs in the Village, Graham has worked closely with HWPC for the past few years in setting up the collaboration between HWPC Community Bus and Rosie Minibus Organisation to deliver a wider cost effective bus service to local residents.

## 3 ROYAL BRITISH LEGION CUP

#### HW Community Lunch

Each month the volunteers provide & serve a delicious lunch at St John's Church Hall that is enjoyed by approximately 65 people. Volunteers set up the hall, lay the tables, serve the food, wash up, put everything away and wash the table clothes. Food is bought, prepared & cooked in the kitchen.

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## COMMUNITY AWARDS

### 1. River Hart Sanctuary

The sanctuary started as River Hart Horses 10 years ago and has evolved over this time to now focus on the wellbeing of both humans and horses. The sanctuary is based in Hartley Wintney just off Hulfords Lane, supporting members of the local community by providing a safe-haven and helping to deal with anxiety in an outdoor environment. This is a hidden gem of an organisation run by amazing volunteers in all weathers every day of the year and the costs are covered by fundraising and donations.

### 2. Simon Carter

Simon Carter has been nominated due to the energy he puts into to inspiring young cricketers in the village. This year he has coached the Under 9 girls, Under 9 Boys, Under 11 Boys and the Women's team.

### 3. Joss Peat

Joss instigated The Fairy Door on Oak Common. The children (and adults) walking past the door see the inspirational words that 'The Chief Fairy' (Joss) puts inside the door. On the Hartley Wintney Village Facebook site, Joss has received over 200 positive comments thanking her for creating the Fairy Door for everyone to enjoy.

### 4. Jenny Gillatt

Jenny gives the community bus minimum of two days a week as a volunteer assistant. She is loved by all the users of the bus and is always cheerful, friendly and caring. She puts in so much effort as a volunteer and at Christmas buys small but meaningful gifts for all the passengers.

### 5. Maralyn Aikman

Maralyn has worked in Tesco Express for many years giving such excellent friendly service to all the customers. Her dedication to her job and customers is always evident.

### 6. Rob Cook (Cookie)

For his continued commitment to providing excellent coaching to the kids of HW. Rob is and has always been a great coach particularly with the young kids on a Friday night in the development squad for a number of years. In the past three seasons he has also stepped in to oversee the establishment and development of the ladies team. He supports the ladies 110% and is committed to seeing a hardball ladies team established to provide a proper pathway for young girls to be able to remain playing hardball cricket within the village.

### 7. Laura Gibbons

Laura has given a huge amount of time and commitment to the Hartley Wintney Cricket Club over many years. She has been pivotal in growing the club - particularly the ladies and girls sections. She regularly helps out with the ladies team (helping coach, score and umpire) and does a lot of behind the scenes admin and organising. She organised a hugely successful ladies tournament in the summer which was attended by several local teams and raised money for the club. She has also

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2.1.6 In the event of there being more than one potential occupant fulfilling the criteria set out in this Deed for the vacancy, applicants will be prioritised in line with the stated cascade above, with highest priority given to applicants meeting clause 2.1.2 and lowest priority given to applicants meeting clause 2.1.5.

Where there is more than one applicant meeting the criteria within the same clause, priority will be given to the household whose housing need matches the size of the property (i.e. an applicant with a child/children would be prioritised for 2+ bedroom homes over an applicant without children). Where more than one applicant's household composition is equal, priority should be given to the applicant who is in a position to proceed with the purchase first.

**Definition for 'Family' -**

**'A person shall be taken to be a member of an applicant's family (applicant to mean either adult member of the household who are recorded as being the lead or secondary applicant) if he or she is the spouse, civil partner, mother, father, sister, brother, daughter, son, or grandparent of that other person including relations by marriage i.e step and adoptions etc.'**

Where there is more than one applicant meeting the criteria within the same clause, priority will be given based on housing need as assessed by the identified applicants' Hart Housing Register applications.

### **Criteria for Shared Ownership Units:**

## **2. SHARED OWNERSHIP HOUSING OCCUPATION RESTRICTIONS**

Each Shared Ownership Unit to be constructed upon the Site shall be occupied only by a person or persons who has been approved by the Council, and who have been assessed to be eligible for Shared Ownership Housing by the Registered Provider, and who:-

**2.1.1 for the purposes of this Deed a person shall be taken to have a strong local connection to the Parish if he/she meets any of the following criteria. All criteria (i) - (v) to be treated with equal weight with priority given to those able to prove a strong local connection with the Parish of not less than ten years:**

(i) he or she is Ordinarily Resident in the Parish at the date of allocation, OR

(ii) he or she was previously Ordinarily Resident in the Parish prior to the date of allocation and has Family who ordinarily reside in the Parish; OR

(iii) he or she has a demonstrable need to live in the Parish by reason of his/her current employment in the Parish OR

(iv) he or she has a demonstrable need to reside in the Parish either to support or to be supported by another member of his/her Family who are Ordinarily Resident in the Parish at the date of allocation OR

**(v) he or she who has previously lived in the Parish for a substantial number of years having subsequently moved away and is now wishing to return to live in the Parish but having no family members currently living in the Parish.**

2.1.2 If there are no applicants who meet the criteria as set out in clause 2.1.1 (i) to (v) above, priority will be given to applicants who meet and are able to prove a strong local connection with the Parish for a period of between five to ten years.

2.1.3 If there are no applicants who meet the criteria set out in clause 2.1.1 (i) to (v) above or 2.1.2 above, priority will be given to applicants who have and are able to prove a close association with the Parish for less than five years.

2.1.4 If after the Shared Ownership Units have been marketed for a period of 12 weeks (to include proactive marketing locally to the site), there are no applicants who meet the criteria of clauses 2.1.1, 2.1.2 or 2.1.3 above priority will be given to applicants who meet and are able to prove a strong local connection in line with clause 2.1.1 (i) to (v) above to the Parishes of **Winchfield, Mattingley, Eversley, Heckfield, Elvetham (HW) and Bramshill.**

2.1.5 If after the Shared Ownership Units have been marketed for a further period of 4 weeks (to include proactive marketing locally to the site), there are no applicants who meet the criteria of clauses 2.1.1, 2.1.2, 2.1.3 or 2.1.4 above, the Shared Ownership Units will be sold to an applicant with a local connection to the District of Hart in line with the local connection criteria set out in the Council's Housing Allocations Policy.

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## **Draft Local Connection Criteria for Hartley Wintney RES**

### **Criteria for Rented Units:**

#### **1. RENTED AFFORDABLE HOUSING OCCUPATION RESTRICTIONS**

1.1 Each Rented Affordable Unit to be constructed upon the Site shall be occupied only by a person or persons who are considered by a Registered Provider to be in need of such accommodation and in its consideration of such need the Registered Provider shall only permit those applicants on the Councils housing register and who have a strong local connection to the Parish in accordance with clauses 1.1.1 to 1.1.7 inclusive to occupy each Rented Affordable Unit:-

**1.1.1 for the purposes of this Deed a person shall be taken to have a strong local connection to the Parish if he/she meets any of the following criteria. All criteria (i) - (v) to be treated with equal weight with priority given to those able to prove a strong local connection with the Parish of not less than ten years:**

- (i) he or she is Ordinarily Resident in the Parish at the date of allocation, OR
- (ii) he or she was previously Ordinarily Resident in the Parish prior to the date of allocation and has Family who ordinarily reside in the Parish; OR
- (iii) he or she has a demonstrable need to live in the Parish by reason of his/her current employment in the Parish OR
- (iv) he or she has a demonstrable need to reside in the Parish either to support or to be supported by another member of his/her Family who are Ordinarily Resident in the Parish at the date of allocation OR
- (v) he or she who has previously lived in the Parish for a substantial number of years having subsequently moved away and is now wishing to return to live in the Parish but having no family members currently living in the Parish.

**1.1.2 If there are no applicants who meet the criteria as set out in 1.1.1 (i) to (v) above, priority will be given to applicants who meet and are able to prove a strong local connection with the Parish for a period of between five to ten years.**

**1.1.3 If there are no applicants who meet the criteria set out in 1.1.1 (i) to (v) above and 1.1.2., priority will be given to applicants who have and are able to prove a close association with the Parish for less than five years.**

**1.1.4 If there are no applicants who meet the criteria set out in clauses 1.1.1, 1.1.2 or 1.1.3 above, priority will be given to applicants who meet and are able to prove a strong local connection in line with clause 1.1.1 (i) to (v) above to the Parishes of Winchfield, Mattingley, Eversley, Heckfield, Elvetham (HW) and Bramshill.**

**1.1.5 if there are no applicants who meet the criteria of clauses 1.1.1, 1.1.2, 1.1.3, or 1.1.4 or above the rented affordable units will be let in accordance with the Council's Housing Allocations Policy.**

**1.1.6 In the event of there being more than one potential occupant fulfilling the criteria set out in this Deed for the vacancy, applicants will be prioritised in line with the stated cascade above, with highest priority given to applicants meeting clause 1.1.1 and lowest priority given to applicants meeting clause 1.1.5.**

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DATE	SUPPLIER	AMOUNT	DETAILS
06.09.23	COPY CARE	£ 24.00	B&W COPIER - JUL 2023
06.09.23	COPY CARE	£ 24.00	B&W COPIER - AUG 2023
06.09.23	JRB	£ 336.54	2 X DOG BAG DISPENSER & CLIPS
06.09.23	BLUCANDO	£ 289.32	IT SUPPORT AUG 2023
06.09.23	BLUCANDO	£ 151.38	MS LICENCES AUG 2023
06.09.23	NEIL CURTIS	£ 900.00	BURIALS - AUG 2023
06.09.23	TOPSPIN TENNIS	£ 675.00	SUMMER YOUTH PROGRAMME
06.09.23	SCREWFIX	£ 34.48	VARIOUS TOOLS/EQUIPMENT
06.09.23	GUTTERSNIPE	£ 150.00	CLEARANCE OF APPLETON HALL GUTTERING
06.09.23	COMFORT BUILDING SERVICES	£ 10,909.20	INSTALL OF 3 X AIR CON UNITS LADYKAYE & FOYER*
06.09.23	CH CLEANING	£ 444.00	LPC & OFFICE CLEAN AUG 2023
06.09.23	HARTLEY CAR WASH	£ 60.00	BUS CLEAN AUG 2023
06.09.23	LARKSTEL	£ 1,046.40	BINS & PLAYGROUND INSP AUG 2023
06.09.23	NPOWER	£ 145.47	ELEC TOILETS JUL 2023

£ 15,189.79

\*WORKS PREVIOUSLY APPROVED IN BUDGET 2021 AND PART OFFSET AGAINST RE-CHARGE TO VHC

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# Actions Log – Full Council

Date/ Minute Ref.    Action

## PARISH COUNCIL ACTIONS

Date/ Minute Ref.	Initials	Action	Update
06.06.22 22/23PC 19	KR/LW/CC	Continue discussion between HWPC, HDC Cllrs and HDC Countryside Team regarding a sensible and appropriate plan of action for the common land area. <b>MANAGEMENT PLAN</b>	ONGOING
07.11.22 22/23PC 59.	KR	Training dates for W/C 21/11 and 28/11 to be circulated to the Councillors. <b>UPDATE – New training programme for all Cllrs</b>	AWAIT CO-OPTED CLLRS
22/23 PC 73.	KR	Investigate parking solutions of end bay with HDC.	ONGOING
06.02.23 22/23PC 81	PO	Publish details / plans for Fireworks once confirmed	ONGOING
03.07.23 23/24PC 29.	KR	Send agreed amendments to Policies to Deputy Clerk for update and publishing.	COMPLETED
23/24PC 30.	KR	Circulate advert for new Cllrs with a closing date of 25.08.23 and put posters in High Street to try and generate interest for September Full Council meeting.	COMPLETED

**Date:** 06 Sept 2023  
**Title:** Full Council Report  
**From:** Executive Clerk  
**To:** Hartley Wintney Parish Council

## **Events**

### **Summer Youth Programme**

The Deputy Clerk & Finance Officer managed another busy and successful Summer Youth programme throughout July and August with lots of positive feedback received.

### **Community Awards**

Plans are in place to celebrate our Community Award Winners on Friday 29<sup>th</sup> September 2023 at Lucy Pygott Centre. Format of the evening will be like 2022 with the option of entertainment.

### **Christmas Market**

Applications for Stallholders have been published on the website and advertised on social media, with many applications received already.

We will be using the Fire & Safety Marshalls as per last year and looking to move the stage to Hatten's Pond area, if appropriate. More details to follow.

### **Fireworks**

We received confirmation from HWFC that they no longer wished to collaborate for a larger Fireworks celebration on Bonfire Night and would like to keep their event as per previous years.

It is now too late to put together something in time however we can look for ideas next year, if E&A Committee agree.

### **LPC**

We have recently installed Dog Waste Bag Dispensers either side of the pitch and advertised on social media. The Pavilion is continuing with regular and frequent bookings and is likely to be even busier next summer season. We are hoping to get a meeting in September / October with main Stakeholders to talk about improving communication and processes.

We will be advertising for additional support for booking admin and day to management of the building, as AGREED in Finance Committee.

# Actions Log – Full Council

Date/ Minute Ref.      Action

## PARISH COUNCIL ACTIONS

Date/ Minute Ref.	Initials	Action	Update
06.06.22 <b>22/23PC 19</b>	<b>KR/LW/CC</b>	Continue discussion between HWPC, HDC Cllrs and HDC Countryside Team regarding a sensible and appropriate plan of action for the common land area. <b>MANAGEMENT PLAN</b>	ONGOING
07.11.22 <b>22/23PC 59.</b>	<b>KR</b>	Training dates for W/C 21/11 and 28/11 to be circulated to the Councillors. <b>UPDATE – New training programme for all Cllrs</b>	AWAIT CO-OPTED CLLRS
<b>22/23 PC 73.</b>	<b>KR</b>	Investigate parking solutions of end bay with HDC.	ONGOING
06.09.23 <b>23/24 PC 37</b>	<b>KR/HCC</b>	Add Kiln Gardens to HCC / Ward Members Report	COMPLETED

## WARD / COUNTY MEMBER ACTIONS

09.04.22 <b>20/21PC 108 &amp; 22/23PC 58.</b>	<b>TD</b>	20 IS PLENTY SCHEME HCC Cllr Davies to reflect the request for a 20mph blanket speed limit on all appropriate roads in the Parish	
06.06.22 <b>22/23PC 18.</b>	<b>TD</b>	REGULAR MEETING SET UP HH / HDC / HWPC. <i>HWPC request urgent meeting with HH to discuss road design and allocated speeds.</i>	
03.10.22 <b>22/23PC 49 &amp; 22/23PC 58</b>	<b>TD</b>	CRICKET GREEN LANE / FLEET ROAD SPEEDING TRAFFIC Extend 30MPH past development on Fleet Road and past the bend on A323. Safety concerns due to drivers speeding up on the bend of Cricket Green Lane as leaving Village creating hazards to junction <i>TD meeting in July with HH to discuss further. If no further action / progress reported by September FC meeting, Cllr Cornwell to attend HCC Cabinet meeting to pursue.</i>	
07.11.22 <b>22/23PC 58.</b>	<b>TD</b>	POOR CONDITION OF ROADS THROUGHOUT VILLAGE ESP. BRACKNELL LANE / FLEET ROAD – WEIR ROAD ADDED 09.05.23 TD confirmed priority for works was A roads, B roads, side roads and then country lanes.	
	<b>TD</b>	BLOCKED DRAINS / CULVERTS - BACKNELL LANE / DITCHES AT CRICKET GREEN / DILLY LANE – BOTTLE LANE & YORK ROAD, MOUNT PLEASANT ADDED 03.04.23	
09.05.23 <b>23/24PC 6.</b>	<b>TD</b>	PATHWAYS ALONG PHOENIX GREEN & MURRELL GREEN HAS BEEN ADDED TO WORKS PLAN	
03.06.23 <b>23/24PC 18.</b>	<b>TD</b>	RE; OVERGROWN HEDGE ALONG HAYWARDEN PLAYGROUND – RAISED ON FIX MY STREET	
03.07.23 <b>23/24PC 26.</b>	<b>TD</b>	OBTAIN AND CIRCULATE HH SCHEDULE OF WORKS PLANNED FOR HARTLEY WINTNEY IN FY23/24.	
<b>23/24PC 26.</b>	<b>TS</b>	RECEIVE COPY OF PLANNING CONCERNS RE; NERO BREWERY SENT TO HDC ENFORCEMENT.	
06.09.23	<b>TD</b>	<b>Report of trip hazard on pavement along Green Lane – HWPC reported it to HCC (email attached)</b>	
06.09.23	<b>TD</b>	<b>Complaints in Haywarden re; 2 x large trees overhanging road and pathway. HCC to contact LandOwners to remove/cut back?</b>	
06.09.23	<b>TD</b>	<b>Maintenance / repairs to Kiln Gardens Pathways</b>	



**Date:** 02 Oct 2023  
**Title:** Full Council Report  
**From:** Executive Clerk  
**To:** Hartley Wintney Parish Council

### **Audit 22/23**

We have received the completed external audit for FY 22/23 and there were no matters arising from the audit, however two notes were provided for future consideration for which I have requested further clarification.

A Notice of Conclusion of Audit will be published this week, with a copy of the signed AGAR and a full review will be on the Finance Committee agenda.

### **Community Awards**

The Community Awards evening took place on Friday and we believe it was well received by our guests. A full Winners List will be published this week on our website and appear in Contact.

### **Events**

#### **Christmas Market**

Plans are underway for the Christmas Market, following the format of previous years, with food in the car park and stalls along the High Street. If we have a stage area, it is likely to be our gazebo so there is a place for the Jazz Band and any other music we may commission. As Fleet Road will be well lit, we will hold the School Choir under the tree on the common.

We are currently looking into supporting a Funfair, either on central commons or in the Church car park, in place of the Fireworks.

We will be using the Fire & Safety Marshalls as per last year, to support the evening activities, allowing staff to be away from the site.

#### **Wassail**

Wassail is scheduled for Friday 12<sup>th</sup> January 2024, and we are likely to follow the previous year's format with Waggon serving drinks, Hook Eagle Morris Men leading the entertainment and torch lit procession to the Orchard.

### **Conservation Area Review**

Further to the last Full Council meeting, we have received final feedback from HDC re; the Conservation Area Review 2023. The Working Group will be meeting on Wednesday morning to discuss the Public Consultation and the Executive Clerk will also be in attendance. From this meeting, a proposal will be circulated to all Cllrs for consideration at November Full Council meeting.

### **Office Hours - Christmas**

As per previous years, to support staff annual leave, we will be closing the office over Christmas to members of the public from Wednesday 20<sup>th</sup> December 2023 to Wednesday 3<sup>rd</sup> January 2024.

The Bus will run a limited service between these dates, and staff will cover email / voicemails for emergency review only.

The Executive Clerk will be on annual leave from Tuesday 12<sup>th</sup> December to 3<sup>rd</sup> January 2024.

### **2024 Meeting Dates**

The meeting dates for 2024 are proposed as follows;

**2024 CALENDAR OF HARTLEY WINTNEY PARISH COUNCIL MEETINGS****JANUARY**

MON	8 <sup>th</sup>	Full Council (7.30pm)	Lucy Pygott Centre
MON	15 <sup>th</sup>	Planning (7.00pm)	Lady Kaye Meeting Room
MON	22 <sup>nd</sup>	Environment & Amenities Committee (7.00pm)	Lady Kaye Meeting Room

**FEBRUARY**

MON	5 <sup>th</sup>	Full Council (7.30pm)	Lucy Pygott Centre
MON	12 <sup>th</sup>	Planning Committee (7pm)	Lady Kaye Meeting Room

**MARCH**

MON	4 <sup>th</sup>	Full Council (7.30pm)	Lucy Pygott Centre
MON	11 <sup>th</sup>	Planning Committee (7pm)	Lady Kaye Meeting Room

**APRIL (EASTER – 29.03.24 – 01.04.24)**

MON	8 <sup>th</sup>	Full Council (7.30pm)	Lucy Pygott Centre
MON	15 <sup>th</sup>	Planning & Infrastructure Committee (7pm)	Lady Kaye Meeting Room
MON	29 <sup>th</sup>	Finance Committee (7pm)	Lady Kaye Meeting Room

**MAY**

<b>TUES</b>	<b>7<sup>th</sup></b>	<b>Annual General Meeting of the Parish Council (7.30pm)</b>	<b>Lucy Pygott Centre</b>
MON	13 <sup>th</sup>	Planning Committee (7pm)	Lady Kaye Meeting Room
<b>WEDS</b>	<b>15<sup>th</sup> or 17<sup>th</sup></b>	<b>Annual Parish Meeting (7.30pm)</b>	<b>Victoria Hall</b>

**JUNE**

MON	3 <sup>rd</sup>	Full Council (7.30pm)	Lucy Pygott Centre
MON	10 <sup>th</sup>	Planning Committee (7pm)	Lady Kaye Meeting Room
MON	24 <sup>th</sup>	Environment & Amenities Committee (7pm)	Lady Kaye Meeting Room

**JULY**

MON	1 <sup>st</sup>	Full Council (7.30pm)	Lucy Pygott Centre
MON	8 <sup>th</sup>	Planning Committee (7pm)	Lady Kaye Meeting Room
MON	15 <sup>th</sup>	Finance Committee (7pm)	Lady Kaye Meeting Room

**AUGUST – NO FULL COUNCIL MEETING**

MON	12 <sup>th</sup>	Planning Committee (7pm)	Lady Kaye Meeting Room
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**SEPTEMBER**

MON	2 <sup>nd</sup>	Full Council (7.30pm)	Lucy Pygott Centre
MON	9 <sup>th</sup>	Planning Committee (7pm)	Lady Kaye Meeting Room
MON	16 <sup>th</sup>	Environment & Amenities Committee (7pm)	Lady Kaye Meeting Room

**OCTOBER**

MON	7 <sup>th</sup>	Full Council (7.30pm)	Lucy Pygott Centre
MON	14 <sup>th</sup>	Planning Committee (7pm)	Lady Kaye Meeting Room
MON	21 <sup>st</sup>	Finance Committee (7pm)	Lady Kaye Meeting Room

**NOVEMBER**

MON	4 <sup>th</sup>	Full Council (7.30pm)	Lucy Pygott Centre
MON	11 <sup>th</sup>	Planning Committee (7pm)	Lady Kaye Meeting Room
MON	18 <sup>th</sup>	Environment & Amenities Committee (7pm)	Lady Kaye Meeting Room

**DECEMBER – NO FULL COUNCIL MEETING**

MON	2 <sup>nd</sup>	Finance Committee (7pm)	Lady Kaye Meeting Room
MON	9 <sup>th</sup>	Planning Committee (7pm)	Lady Kaye Meeting Room

**JANUARY 2025**

MON	6 <sup>th</sup>	Full Council (7.30pm)	Lucy Pygott Centre
MON	13 <sup>th</sup>	Planning Committee (7pm)	Lady Kaye Meeting Room

DATE	SUPPLIER	AMOUNT	DETAILS
02.10.23	CH CLEANING	£ 444.00	SEPT CLEAN - PC OFFICE & LPC INV 1802 & 1803
02.10.23	BDO LLP	£ 1,008.00	EXTERNAL AUDIT 22/23 - INV00432768
02.10.23	COURTYARD CAFÉ	£ 1,675.80	C AWARDS CATERING - INVCC00139
02.10.23	UNDERCOVERS	£ 200.00	MUSIC C AWARDS
02.10.23	COLIN HORWOOD	£ 2,488.00	WORK AS PER CONTRACT - SEPT 23
02.10.23	LARKSTEL	£ 4,754.40	PLAYGRD INSP, WASTE BINS, WORKS TO JUBILEE & SPRINGFIELD INV0894
02.10.23	COPY CARE	£ 24.00	B& W PRINTER SEPT 23
02.10.23	ALLENS HIRE	£ 291.26	HIRE OF EQUIP C AWARD - INV245249
02.10.23	HCC	£ 407.06	WORKS TO BUS
02.10.23	ELEVTHAM ESTATE	£ 399.19	Q2 SERVICE CHARGE - INV9203
02.10.23	AUBERGINE	£ 1,581.60	ANNUAL WEBSITE SUPPORT INV11450
02.10.23	ELEVTHAM ESTATE	£ 600.00	RENT Q3 - INV9186
02.10.23	STEVEN LAWRENCE	£ 60.00	LEAKING TAP LPC - INV10148
02.10.23	STEVEN LAWRENCE	£ 144.00	BLOCKED TOILET - PUBLIC TOILETS INV10189
02.10.23	VHC	£ 174.00	OVER 55 FORUM 19.09.23 INV1047
02.10.23	IC PRINTING	£ 36.00	C AWARD CERTIFICATES INV 39602
02.10.23	INTRATEST	£ 300.00	TESTING ADD LIGHT COLUMNS CHRISTMAS LIGHTS INV 1112
02.10.23	JEANETTES ENGRAVING	£ 154.80	COMMUNITY AWARDS - INV 233105
02.10.23	THE FESTIVE LIGHTING COMPANY	£ 1,990.01	505 INVOICE FOR FIRST YEAR HIRE CHRISTMAS LIGHTS - INV20899

# **IMPACT REPORT**

## **2022 - 2023**

**SAMANTHA MABBOTT, CEO**

# INTRODUCTION

We began our year with a consolidation of our service and team to one location in Fleet, closing our Yateley office (est.1982). We settled in well to our additional office space in the Civic Offices and our staff and volunteers became one team. Our numbers have since grown and we have seen a fantastic cohort of highly skilled volunteers join our charity.

→ We have seen increased demand for our services due to the cost of living crisis with more complex issues and cases. There has been a significant impact on mental health for many people, exacerbated by financial pressures.

→ We have provided emergency/crisis and charitable support for an unprecedented number of clients, a 361% increase this past year.

→ We have seen 55% more people in person.

→ We have delivered a number of successful projects, including Advice First Aid, upskilling teams from local organisations and creating partnerships.

→ We have continued to service clients in Yateley with advice appointments at health centres/surgeries and provided home visits and outreach appointments across numerous locations in the heart of the community.

We could not do what we do without our incredible team of staff, volunteers and trustees – thank you to each and every one of them. **Our advice service has never been more needed.**

# IN 2022/2023 WE HELPED 4,231 CLIENTS\* WITH 6,685 ISSUES

During this financial year each client had an average of 2.9 issues. Additionally, each issue is becoming increasingly complicated. Advisors completed 11,197 activities in 2022/2023, which is an increase of 28% on the 8,769 activities completed in 2021/2022.

## Outcomes for clients

- Income Gain – £275,391
- Debts Written Off – £201,428
- Re-imbursments, services, loans – £5,259
- Repayments rescheduled – £2,631
- Other – £7,359

# TOP FIVE ISSUES COMPARISON

## 2021-2022



BENEFITS AND TAX CREDITS



BENEFITS - UNIVERSAL CREDITS



HOUSING



DEBT



RELATIONSHIPS AND FAMILIES

## 2022-2023

BENEFITS AND TAX CREDITS



HOUSING



DEBT

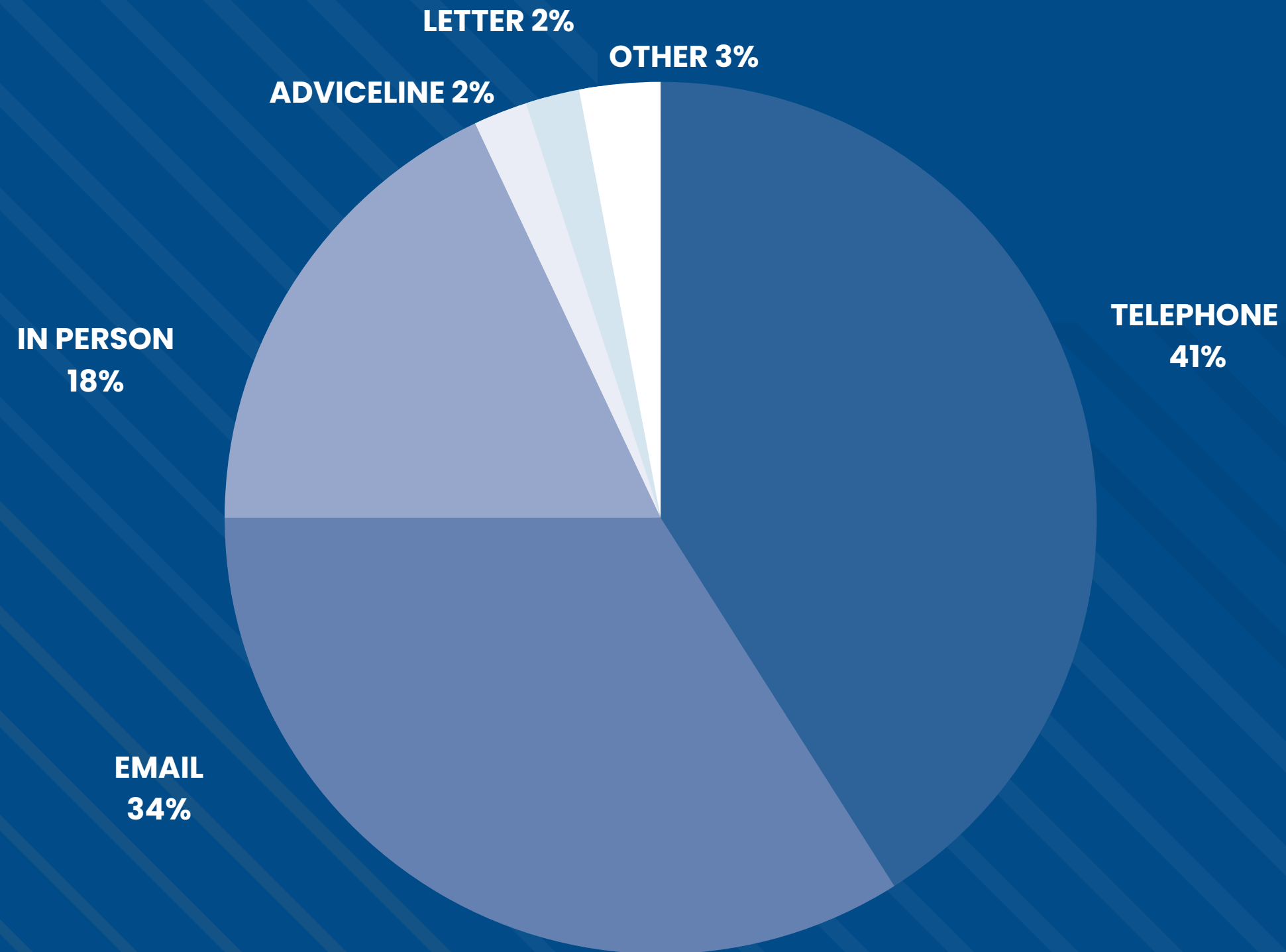


RELATIONSHIPS AND FAMILIES



UTILITIES AND COMMUNICATION





## HOW ARE WE CONTACTED?

Most of our clients in 2022/2023 contacted us via telephone or email (75% combined)

We still have a high number of in-person clients at 18%

# OUR VALUE TO SOCIETY



- Fiscal Value – £933,545
- £2.59 for every £1 invested

Financial savings to local and national Government due to fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants and less demand on the NHS



- Public Value – £6,507,483
- £18.08 for every £1 invested

When people have fewer problems they have higher levels of wellbeing, participation in society & productivity. Our calculation of public value also includes the value of a volunteer run service



- Value to the People we help – £2,763,920
- £7.68 for every £1 invested

We help individual clients to achieve individual financial outcomes like getting back-dated benefits, writing-off debts and refunds for consumer issues

# OUR PROJECTS



## Macmillan

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Hampshire Macmillan Citizens Advice Service delivers a consistent, targeted and holistic advice service for people affected by cancer who are resident in or being treated in Hampshire



## Adviceline

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Providing a free and confidential general advice service



## Help to Claim

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Help to Claim can support you in the early stages of your Universal Credit claim, from the online application, through to support with your application before your first full payment



## Healthwatch Hampshire

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Healthwatch Hampshire is the independent consumer champion created to gather and represent the views of the public and to give citizens and communities a stronger voice

# OUR PROJECTS



## Home Money Management Project

Home Money Management supported people working with Hampshire Adult Social Care Team to manage their finances more effectively



## Outreach Project

Our Outreach Project provides local people with an advisor at various locations across Hart through the week



## Hart Household Support Fund

A project to distribute funds to eligible households who had been impacted by Covid



## Household Support Energy Fund

Working with East Hants Citizens Advice to provide fuel grants to eligible households in Hart District

# OUR PROJECTS



## Solicitor Services

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Citizens Advice Hart are working with Neale Turk – solicitors in Fleet, to improve the access to legal services to all regardless of social background or wealth



## Advice First Aid (AFA)

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AFA aims to broaden the awareness of our service across Hart by working with local charities, community groups and statutory services to support residents to use our website or refer directly to us



## MaPS (Money & Pension Service)

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Providing a free and confidential money and debt advice service.

## KEY TRENDS AND ISSUES



In 2022/2023 we saw an increase of 158% clients with cost-of-living issues compared to 2021/2022



In 2022/2023 we saw almost twice as many clients with issues relating to Utilities and Communications as in 2021/2022



40% of our clients have a disability or long-term health condition compared to just 13% of Hart's residents

## CLIENT STORY

Client A is married with children, the eldest and husband both have multiple disabilities. The children travel to school in different directions. The client was already claiming their maximum allowed benefits but was still struggling with the cost-of-living crisis on a day-to-day basis.

Our adviser was able to direct the client towards additional support from the East Hants Household Support Fuel Fund, the Lions Fuel Grant and the Household Support Fund.

This additional support provided much needed assistance to the client during a difficult period as their children returned to school after the holidays – they were able to purchase new uniform without worrying about the cost of food shopping. They felt a huge relief and improvement in their mental wellbeing as a result.

**“Thank you...this will  
make a huge impact  
to our family”**



## CLIENT FEEDBACK

"CAB and SAAFA worked together extremely well to sort out my problem and to lessen my stress and anxiety. Knowing they were there to help me made me sleep much better and made me feel physically and mentally healthier"

"A very important service all delivered with a smile and reassurance and understanding"

"I was so grateful for the help and advice received. Things are so complicated now around benefits that an elderly, disabled person can receive, and I was so grateful for the help "

"Invaluable service - please keep doing what you're doing as there's nowhere else that gives such detailed advice, and the volunteer advisors are brilliant"

"I received an email reply far more quickly than I had expected, which answered my query, fully giving suggestions, contacts etc. Citizens Advice is a such a helpful service - thank you. "

"The service was great. The staff were, professional, discreet and friendly"

"The lady helping me was kind, friendly, gave me additional guidance and went through everything and what would happen. I felt at ease right away"

"Very helpful and follow up phone calls to check on progress have been made so far. "

# MENTAL HEALTH IMPACT

The Royal College of Psychiatrists report

- **1 in 4** adults will have a mental health problem at some point in their life
- **1 in 2** adults with debts have a mental health problem
- **1 in 4** people with a mental health problem are also in debt

We see first-hand how people's mental health problems interlink with practical problems.

On average, Citizens Advice clients experiencing a mental health problem will have 5 separate advice problems, from unmanageable debts to employment, housing and access to welfare benefits.

In 2022/23 the top advice issues for clients with mental health problems in **Hart** were:

- **Personal Independence Payments**
- **General Benefit Entitlement**
- **Fuel (gas, electricity, oil, coal etc.)**

# NATIONAL RESEARCH AND CAMPAIGNS

Throughout the year we have supported a number of national campaigns with advice given online , via social media and face to face to the community in Hart. These campaigns included:

## SCAMS AWARENESS CAMPAIGN



The campaign aims to create a network of confident, alert consumers who know what to do when they spot a scam.

## ENERGY SAVERS CAMPAIGN



In response to the issues with the energy market, Citizens Advice and the Energy Saving Trust shared information and advice to help people manage their energy bills.

## NATIONAL CONSUMER CAMPAIGN



The National Consumer Campaign is an annual campaign which aims to raise people's awareness of specific consumer issues and provide support and advice for those who need it in the community.



## SUPPORT FOR POLICY CHANGES / CAMPAIGNS

**We supported potential policy campaigns and changes in the year in a number of ways:**

- We raised 281 evidence form issues in the year, highlighting areas where systems / processes of agencies and companies were potentially unfair. Of the total number raised 79 were in the areas of Benefits / Tax Credits and 50 in Housing.
- We supported the national campaign on suspending the ability for Energy Companies to enforce prepayment meters on their vulnerable customers. We collated evidence locally to forward to the local MP to raise the issue with the relevant Government departments.

# OUR ADVICE IS EFFECTIVE

Problems don't happen in isolation and can have a severe consequences. Solving them stops these situations escalating.

## 8 IN 10 PEOPLE

said their problem was solved following advice, and 3 in 4 of them said they could not have resolved their problem without us

## 9 IN 10 PEOPLE

said we helped them find a way forward



**PQF CLIENT EXPERIENCE  
SURVEY 2022/2023**

# THE DIFFERENCE THIS MAKES...

## CASE STUDY

Client B approached our office asking for help making a Universal Credit claim on behalf of her daughter who has had significant mental ill health. This affected the daughter's ability to apply for benefits through the usual methods.

After a number of phone calls and appointments we were able to assist in making the relevant applications and to direct the client to additional support. This reduced the levels of stress and anxiety felt by both our client and her daughter.

**The wider impact of advice – what we achieve as a result of solving problems and providing support – is just as important**

**86%**

**said they felt from a little to a great deal less stress, depressed or anxious as a result of the help they received from us**



# PARTNERSHIPS

We value partnership working. This past year we have developed new partnerships and strengthened existing relationships, of which some are:



**HART DISTRICT  
COUNCIL**



**HERE FOR HART**



**HART VOLUNTARY  
ACTION**



**HART FOODBANK**



**CITIZENS ADVICE**



**NEALE TURK  
SOLICITORS**



**Hampshire**

**CITIZENS ADVICE  
HAMPSHIRE**



**PLUS 29 ADVICE FIRST  
AID (AFA) PARTNERS**



# SPECIAL THANKS TO OUR FUNDERS\*

\*not all funders may be represented here



Hampshire



# THANKS

Published by Citizens Advice Hart 2023

[www.citizensadvicehart.org.uk](http://www.citizensadvicehart.org.uk)

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