

## Notice of Meeting

# Cabinet

**Date:** Wednesday 13 May 2020

**Time:** 5.30 pm

**Venue:** Being held virtually by Microsoft Teams. The public can listen to a live stream here:

<http://www.audiominutes.com/p/player/player.html?userid=tvbc>

**For further information or enquiries please contact:**

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**Legal and Democratic Service**

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This is formal notice under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that part of this meeting may be held in private because the agenda and reports for the meeting may contain exempt information under Part 1 of Schedule 12A to the Local Government Act 1972 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it.

**PUBLIC PARTICIPATION SCHEME**

*If members of the public wish to address the meeting they should notify the Legal and Democratic Service at the Council's Beech Hurst office by noon on the working day before the meeting.*

### **Membership of Cabinet**

#### **MEMBER**

#### **WARD**

Councillor P North (Chairman)

Bourne Valley

Councillor N Adams-King (Vice-Chairman)

Blackwater

Councillor P Bundy

Chilworth, Nursling & Rownhams

Councillor D Drew

Harewood

Councillor M Flood

Anna

Councillor I Jeffrey

Mid Test

Councillor A Johnston

Mid Test

Councillor T Tasker

Andover Romans

**Cabinet**

Wednesday 13 May 2020

**AGENDA**

**The order of these items may change as a result of members  
of the public wishing to speak**

- 1 Apologies**
- 2 Public Participation**
- 3 Declarations of Interest**
- 4 Urgent Items**
- 5 Minutes of the meeting held on 11 March 2020**
- 6 Recommendations of the Overview and Scrutiny Committee: None**
- 7 Housing Strategy 2020 to 2025 5 - 32**  
  
**Housing and Environmental Health**  
To consider and approve the Housing Strategy 2020 to 2025.
- 8 Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023 33 - 100**  
  
**Housing & Environmental Health**  
To consider and approve the Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023.
- 9 Street Trading Consent Policy 101 - 135**  
  
**Housing and Environmental Health**  
To consider changes to the existing Street Trading Consent Policy.

**10 Corporate Action Plan - Year 2 update**

**136 - 145**

**Leader**

To consider the update of the Corporate Action Plan.





- 2.2 The strategy has been developed taking into account the national direction of travel and any potential opportunities or pressures that may arise from future changes.
- 2.3 In light of the constantly moving policy agenda, the strategy and associated Delivery Plan will need to be adjusted accordingly, from time to time, to ensure they remain up to date and reflect the Council's approach to proactively tackling emerging pressures and to developing innovative solutions.
- 2.4 The Housing Strategy 2020 to 2025 has been developed in light of local policy too, and with reference to the Test Valley Revised Local Plan. It represents an overarching strategy with a focus across all areas of the Council's responsibilities for meeting housing need.
- 2.5 To accompany the Housing Strategy, and in particular, to ensure the Housing Strategy delivers on its aim to effectively prevent and relieve homelessness, a Preventing Homelessness & Rough Sleeping Strategy has also been produced and will be considered by Cabinet in a subsequent report.
- 2.6 The Housing Strategy links with the Council's Home Energy Conservation Act Action Plan, the Private Sector Renewal Policy, the Allocations Policy, and the Empty Homes Policy.

### **3 Corporate Objectives and Priorities**

- 3.1 The Housing Strategy 2020 to 2025 was developed in light of the new Corporate Plan "Growing Our Potential" and with due regard to the outcomes of the extensive consultation undertaken in 2018.
- 3.2 The Corporate Plan contains a number of elements reflecting a commitment to provide adequate advice and support to both residents and to stakeholders, and also, to meeting the identified housing needs of the borough through the delivery of new affordable homes.
- 3.3 In this way, the Housing Strategy 2020 to 2025 will directly contribute to delivering the following corporate objectives to grow the potential of:
  - (a) Town centres – to adapt and be attractive vibrant, and prosperous places
  - (b) Communities – to be empowered, connected and able to build upon their strengths
  - (c) People – to be able to live well and fulfil their aspirations
  - (d) The local environment for current and future generations

## **4 Consultations/Communications**

- 4.1 The Housing Strategy 2020 to 2025 has been drafted using the results of research, data analysis and benchmarking.
- 4.2 It has also been developed through extensive consultation, including with residents, stakeholders, elected members and staff.
- 4.3 This is demonstrated in the Housing Strategy Evidence Base and Review of Homelessness 2019, which is available to download from the Council's website at [www.testvalley.gov.uk](http://www.testvalley.gov.uk).

## **5 Options**

- 5.1 The options are primarily whether the Council chooses to publish a Housing Strategy or not to do so.

## **6 Option Appraisal**

- 6.1 Whilst section 87 of the Local Government Act 2003 conferred the power on the Secretary of State to require local housing authorities to have a housing strategy, this was repealed by section 29 of the Deregulation Act 2015. This means there is no statutory requirement for the Council to have a Housing Strategy.
- 6.2 Nevertheless, the Council's constitution includes a Policy Framework that references a Housing Strategy as a key strategy or plan.
- 6.3 The Council is committed to delivering best practice housing services, and to doing all it can to meet the identified housing needs of the borough. It is considered best practice for a local housing authority to set out its future strategic plan in a Housing Strategy, and for that strategy to have been developed through evidence and consultation.
- 6.4 Publishing a strategy is, therefore, strongly recommended. It is vital for the Council to provide a clear and accessible statement of intent to its staff, residents and stakeholders, reflecting its firm commitment to meeting housing need.
- 6.5 The Housing Strategy 2020 to 2025 will support the Council to deliver its Revised Local Plan and Corporate Plan, and the evidence base that underpins the strategy is being used to finalise a new Affordable Housing Supplementary Planning Document, which will also be brought to Cabinet in due course.

## **7 Risk Management**

- 7.1 A risk assessment has been completed in accordance with the Council's risk management process and has identified 3 amber risks.
- 7.2 These themselves are, to an extent, beyond the Council's control and relate to:

- (a) Future funding decisions that may be taken by Hampshire County Council (and which could impact on local services), and
- (b) The potential for economic factors leading to an increased demand on statutory services.
- (c) Future changes to national policy (and particularly planning policy) that could impact on the Council's ability to deliver new housing that meets locally identified needs.

7.3 The Housing Strategy includes actions to support risk management in this context, and the risks will be managed as part of the delivery of the Housing Strategy.

## **8 Resource Implications**

8.1 There are no additional resource requirements arising from the approval of the strategy. All immediate activity summarised in the strategy is accounted for within existing budgets. Any additional activity identified as part of the Delivery Plan will be considered for feasibility within the normal yearly budgeting activity.

## **9 Legal Implications**

9.1 The Council has a range of statutory duties relating to housing, homelessness, and reviewing housing conditions. This strategy will assist the Council in meeting those duties.

## **10 Equality Issues**

10.1 The strategy will impact positively on significant numbers of individuals in housing need by increasing the supply of affordable homes in the borough, preventing and relieving homelessness and rough sleeping, and creating sustainable and diverse communities.

10.2 The EQIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken.

## **11 Other Issues**

11.1 Community Safety – the Housing Strategy will contribute to social cohesion and sustainability. It will also seek to ensure that new housing is well designed and meets modern secure by design standards.

11.2 Environmental Health Issues – the Housing Strategy includes actions to improve the environmental quality of homes and reducing fuel poverty.

11.3 Sustainability and Addressing a Changing Climate – The Housing Strategy includes actions to ensure homes are built to a high standard and are as energy efficient as possible. It also includes actions to promote available help to local residents.

11.4 Property Issues – aspects of the Housing Strategy (for example, preventing and relieving homelessness) include actions around the Council’s use of temporary accommodation to meet homelessness duties. Whilst it is not anticipated this will have any immediate impact on Property, the Housing & Environmental Health Service regularly liaises with both Registered Provider partners and Estates colleagues on any matters that may arise.

11.5 Wards/Communities Affected – All wards.

**12 Conclusion and reasons for recommendation**

12.1 The Housing Strategy 2020 to 2025 has been carefully developed through an inclusive process to ensure it has, as far as possible, taken into account a range of views and the results of considerable evidence and analysis.

12.2 The strategy is a key document that details the Council’s priorities for delivering new homes, ensuring good quality homes in the private sector, and enabling vulnerable residents to remain in their homes.

12.3 The Delivery Plan will directly support the Council to meet the aims of its Corporate Plan.

<u>Background Papers (Local Government Act 1972 Section 100D)</u>			
Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023 ( <i>Please see subsequent Cabinet Report and associated Annexes</i> )			
<u>Confidentiality</u>			
It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.			
No of Annexes:	2	File Ref:	N/A
(Portfolio: Housing & Environmental Health) Councillor P Bundy			
Officer:	Phil Turner	Ext:	8544
Report to:	Cabinet	Date:	15 April 2020

# Test Valley Borough Council

Housing Strategy 2020 to 2025



Test Valley Borough Council - Cabinet - 13 May 2020



# Welcome to Test Valley Borough Council's Housing Strategy 2020-2025

"Growing the potential of people, to be able to live well and fulfil their aspirations"

**Foreword by Cabinet Member for Housing & Environmental Health, Councillor Phil Bundy**

"Home" may mean something different to each of us, but most would agree that decent and affordable homes contribute immeasurably to health and wellbeing. They are keystones; underpinning communities, supporting children to learn and grow, helping us develop a sense of security and belonging. Our homes impact how we view the world, reach out, aspire, and achieve.

And yet, for some, accessing a home may feel out of reach. For others, the provision of bricks and mortar does little to abate more deeply entrenched, deeply personal, challenges. For a few, their "home" may be a damaging experience; not least where there is abuse, addiction, neglect, or violence.

To address these issues, the Council has invested heavily in its front line housing services in recent years, and directed funding to our partners to ensure local people have someone to turn to when they are struggling. We have drawn down central government funding to tackle homelessness, and we have exceeded targets we

set ourselves to deliver new affordable housing. We have recently transformed the way we work with people, introducing strengths-based approaches that focus on advantage rather than disadvantage, and we will continue on a transformational journey, challenging ourselves to work in new ways. We will ensure we're providing modern services in these changing times.

In this strategy, as with our Corporate Plan, we commit to improving quality of life. Building on the considerable strengths of our borough, we will enable communities to thrive. We will work in partnership to deliver the right support, in the right place, at the right time, for those who need it; always encouraging greater self-assurance, self-confidence, self-esteem, and ultimately, self-reliance. This is a Housing Strategy that aims to lift the bar for everyone, but particularly, it will deliberately target help for those who may be struggling the most.

We spoke to over 2,000 people during the summer of 2018. And we listened. Housing is a priority for our residents. As a result, we have undertaken a fresh and comprehensive review of evidence. From our consultation, our research, and our analysis, four overarching themes have emerged. They will frame our strategic approach.

We will:



*Enable the delivery of new homes that people can afford and meet different types of need in our communities*



*Improve access to and quality of existing housing*



*Meet the challenge of an ageing population*



*Prevent & relieve homelessness and rough sleeping*

This is an important strategy, setting out our priorities for the next 5 years and beyond. I hope that you will join me and support our ambitions. We are clear that we want to build on success, so that people can live well and fulfil their aspirations.

I am very pleased to endorse this new Housing Strategy on behalf of Test Valley Borough Council.

**Councillor Phil Bundy**  
*Cabinet Member for Housing & Environmental Health*

# Introduction

Test Valley is an attractive, mainly rural borough on the western side of Hampshire, bordering Southampton to the south and Newbury to the north. Projections suggest the population of Test Valley will increase over the next 20 years, and that proportionately, the older population will grow most significantly. The majority of working age residents are economically active, and median earnings exceed south east and national levels.

With a local commitment to economic prosperity, including 'being open for business', there is much to celebrate about the affluence we enjoy in Test Valley. The buoyancy of the housing market is a testament to that prosperity; average house prices increased by over 22% between 2014 and 2018. Yet this buoyancy and prosperity can mask issues affecting our communities. Particularly those affecting people on low incomes or who may be vulnerable.

Against a backdrop of relative prosperity, there remain pockets of deprivation in parts of the borough. There are barriers to accessing services for some residents, often associated with the expansive rural character of the area. It is also true that within areas of relative affluence (and perhaps most strikingly, in our picturesque rural villages) housing costs are preclusive for newly forming households. The housing market is strong and this is positive, but it also means it is competitive and expensive. Unchecked, there are risks that our local housing market will exclude



increasing numbers of people from accessing a decent home.

Housing is, therefore, in its broadest sense, a fundamental issue for the Council and its residents. Every resident should have access to a decent home they are able to afford. Poor or unsuitable housing impacts negatively on people's lives such that, without decent housing, all aspects of life become more difficult and less manageable and our communities become less sustainable. The area needs housing of all different tenures and types, to meet a range of needs, and to ensure our residents can achieve their housing aspirations.

This strategy has been developed in this context, and with due regard to the Council's overarching Revised Local Plan. The Local Plan considers overall housing supply in the area, including the provision of new affordable housing. Test Valley's Local Plan is ambitious, such that Local Plan requirements between 2020 and 2029 are to build a minimum of 5,292 new homes and with a policy aim to achieve 40% on site affordable housing delivery wherever it is possible to do so.

The Housing Strategy 2020 to 2025 is a high level plan that sets the course for our services to develop in partnership in the coming years, whilst drilling down into those priorities to provide a detailed roadmap that will enable us to achieve our aims. It sets out our vision for housing, with inclusive actions the Council and partners will



deliver and that are designed to ensure we meet the housing aspirations of our residents.

The Council is a non-stock holding local authority, having transferred its housing stock in the year 2000 to Testway Housing Association (now Aster Housing). The Council has retained its strategic housing responsibilities and continues to act as the enabler of affordable housing in the borough. It also delivers a range of vital services within a complex legal framework, including housing allocations and homelessness support, aids and adaptations, and ensuring decent housing standards.

This strategy is intended to act as a guide for investment and a framework for project management, meeting locally identified needs, including the wider support needs that contribute to individual housing crises. It is aligned to various health and wellbeing priorities, at a national, sub-regional, and local level, because good housing is a proven determinant of healthy communities. The success of this strategy will have a direct bearing on the health and wellbeing



of our borough and will contribute to reduced costs to the National Health Service and other parts of the wider system of public services.

This strategy also has close links to the Council's Economic Development Strategy, in the context of supporting people to reach their goals through active and meaningful occupational engagement in jobs and training.

The Council holds the values of accountability, ambition, empowerment, integrity and inclusiveness at its heart, and the Housing Strategy 2020 to 2025 embodies these values

at its core. They flow through every aspect of the strategy and not least the commitment to ensuring bricks and mortar are not the sole focus of our work. We recognise the importance of working with people to identify their strengths, encouraging them to succeed. In this context, addressing the needs of residents and communities holistically, sustainably, and with the involvement, ownership and help of those we are supporting, will be part of the ethos of our work to deliver the strategy over the next 5 years.

# Policy and context

The Housing Strategy 2020 to 2025 has been developed with regard to a highly complex network of established and emerging national and local policy, and a range of complex legal duties and powers. This has been summarised in some detail within the Housing Strategy Evidence Base & Review of Homelessness, which can be downloaded from the Council’s website here: [www.testvalley.gov.uk](http://www.testvalley.gov.uk).



## Key National Housing Priorities:

Housing remains at the top of the political agenda and a key feature of political debate. Key priorities nationally include:

- Delivering more housing in the broadest sense to meet demand.
- Delivering more affordable housing, including different rented products and support for first time buyers.
- Developing strategic partnerships with ambitious developing landlords, including support for increased levels of social rented housing.
- Reforming the National Planning Policy Framework.
- Welfare reform and the national roll out of Universal Credit.

- Health and safety in the social housing sector following the tragic Grenfell Tower disaster in June 2017.
- Tackling criminal landlords and improving standards in the Private Rented Sector.
- Preventing and relieving homelessness in all its forms.
- Tackling street homelessness to end rough sleeping.

The national agenda in the context of housing policy is complex. Housing policy has interdependencies with a range of other areas of emerging policy such as welfare and economics. Changes in other areas of policy and law can impact directly on housing delivery, affordability and homelessness. Housing is likely to remain a complex and fast paced policy area for the foreseeable future.

## Key Local Priorities:

In April 2019, the Council published a new Corporate Plan, “Growing Our Potential”. The Housing Strategy 2020 to 2025 has been developed in this context.

In the Corporate Plan 2019 to 2023, the Council has set out its intention to invest to ensure it is actively:

- Working with communities and partners to help identify and deliver the supply of homes which reflects current and future housing need.
- Taking a positive approach to supporting those who are most vulnerable. Enabling people to build upon their strengths to address the underlying causes of their housing need. Improving outcomes and support available for people who are homeless or at risk of homelessness.



- Creating communities that have the infrastructure and accessibility to meet the needs of a changing and growing population. Establishing attractive, sustainable and vibrant communities for people to live, work and enjoy.
- Supporting the growth and quality of employment in Test Valley to enable people to fulfil their aspirations. Addressing barriers within the current and future workforce such as raising aspirations, skills, and access to opportunities. Increase the variety of jobs available so that people can earn and live well.

In addition to the Corporate Plan, in August 2019 the Council declared a “Climate Emergency”. The Housing Strategy will include actions with a view to contributing to reducing carbon emissions.



Test Valley's other related policies and strategies include:

- The Corporate Equality Objectives 2019 to 2023
- The Local Plan, including related Affordable Housing Policies and Affordable Housing Supplementary Planning Document
- The Economic Development Strategy
- The Affordable Housing Grants Policy
- The Preventing Homelessness & Rough Sleeping Strategy
- The Tenancy Strategy
- The Empty Homes Policy
- The Private Sector Renewal Policy
- The Home Energy Conservation Act Action Plan

- The No Second Night Out Procedure
- The Private Rented Sector Offer Policy
- The Allocations Policy & Hampshire Home Choice Based Lettings Process
- The Core Values
- The Test Valley Partnership
- The Climate Emergency Declaration and associated work streams

The Housing Strategy 2020 to 2025 will be delivered within a wider, interconnected, policy context. This includes initiatives at County level and across partnerships. It is anticipated that external policy initiatives will make a positive contribution to the Housing Strategy, whilst the strategy itself will make significant contributions to meeting a range of external agencies' priorities.



# Key facts and figures: the evidence base

The Council has undertaken an extensive piece of work to gather and analyse evidence to inform the Housing Strategy 2020 to 2025 and the Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023. This included comprehensive data analysis and wide ranging consultation. The full body of evidence can be downloaded from the Council's website at [www.testvalley.gov.uk](http://www.testvalley.gov.uk).

Key headlines arising from the review include:

- Demographic projections suggest a 13% increase in population by 2041, with the most prevalent age groups predicted to be 45-54 and 75-84 (the latter predicted to increase from 11% in 2016 to 18% of the population in 2041).
- Over 83% of residents are economically active with median earnings of £33,356 representing a higher level than regional and national medians.
- House prices have been increasing in the area with a 22% increase in the average house price between 2014 and 2018. The ratio of lower quartile house price to lower quartile gross earnings has correspondingly increased such that it is now 10 times the average earnings in Test Valley.



ANNEX 1

- Over the past 6 financial years, in total the Council has exceeded its affordable housing delivery target by 20%, enabling 1,441 units of new affordable housing.
- During the same period, only 12 units of rural exception scheme housing were delivered.
- The average customer seeking shared ownership in Test Valley is 37 years old, earns £33,221, and has savings of £19,409.
- The Council's Housing Register has approximately 2,000 households registered, and 89% of those registered earn less than £30,000 per annum.
- Approximately 71% of those of working age registered on the Housing Register are in work.
- On average, over the last 5 years, the Council nominated 498 households from the Housing Register to housing association homes per annum. Of those, it is estimated 22% were nominated to first lets in new build properties while the remaining 78% were re-lets within the existing housing association stock.
- The local rented housing market has become increasingly expensive, including the social housing sector, and the proportion of net income required to cover housing costs for low income households has increased.
- The borough has seen a declining trend in the delivery of 'social rented' housing and an increasing trend in 'affordable rented' units being delivered on new development sites.



- On average, the Council processed 95 Disabled Facilities Grants a year over the past 3 years, with a spend across that period of £1.9M.
- 11 mandatory Houses in Multiple Occupation licences were issued in the first 6 months of 2019/20 (where only 1 was issued the previous year).
- The take up of discretionary home improvement grants and loans has been low over the past 5 years.
- Demand for Housing Services has increased considerably since April 2018.
- The main causes of homelessness are family or friend evictions (26%), end of private rented sector tenancies (25%), relationship breakdown (15%), end of housing association tenancies (15%) and domestic abuse (7%).
- The Council is reliant on the rented sector (private, social, and supported housing) to meet homelessness demand.



- Only 22% of cases triggering the duty to prevent homelessness were successfully supported to remain in their existing accommodation.
- Despite high demand, the Council has successfully reduced main duty homelessness acceptances and temporary accommodation use.
- In 2018, the Council experienced a spike in rough sleeping levels, with the official estimate for autumn that year identifying 9 individuals who were sleeping rough. This had reduced to 6 individuals in autumn 2019.

- 34% of all cases triggering homelessness duties had a support need associated with a history of poor mental health at initial assessment, and many households were assessed as having multiple support needs.

The evidence base is extensive, yet it should not be considered exhaustive. Other existing research and earlier consultations have also been used to inform this strategy and further research and analysis will be undertaken throughout the delivery period.



# Our priorities



Enabling the delivery of new homes that people can afford and meeting different types of need in our communities



Improving access to and quality of existing housing



Meeting the challenge of an ageing population



Preventing & relieving homelessness and rough sleeping



# Theme 1: Enabling the delivery of new homes that people can afford and meeting different types of need in our communities

Whilst providing bricks and mortar is fundamentally important, Theme 1 is about more than that. It is about working in partnership to help people to adapt, cope and thrive.



## Identified Priorities:

- Deliver 1,000 high quality, suitable and affordable homes throughout the borough between 2020 and 2025.
- Work with local communities and Parish Councils to deliver affordable housing in rural areas, including through Rural Exception Housing schemes and community led development.
- Ensure that affordable housing meets identified local needs in the context of property type, costs and tenure.
- Encourage the development of energy efficient affordable homes to reduce carbon emissions and reduce household heating costs.
- Ensure support is available for a range of needs, including supported housing.
- Ensure alternative housing options are available for people with mobility needs and those affected by physical disabilities where they may be required.

## How We Will Deliver:

- Negotiate the delivery of onsite affordable housing contributions wherever possible, within Local Plan targets, subject to viability.
- Deliver an appropriate mix of new affordable housing in the borough based on locally identified need, ensuring a range of tenure options are available.
- Support the Council's ambitions for town centres in the context of residential homes.
- Undertake satisfaction surveys with occupants of new affordable housing units on all new development sites to learn from their experience.
- Engage with the Hampshire rural housing partnership and actively work with parishes to promote and deliver rural exception and community led affordable housing.
- Support the development of Neighbourhood Plans and Community Led Development schemes, and provide information and feedback to support Parish and Town



Councils to develop the justification to ensure appropriate affordable housing provision is being considered and proposed.

- Adopt an updated Affordable Housing Supplementary Planning Document to complement existing Local Plan policies and set out clear expectations and parameters.
- Actively promote and encourage new affordable housing that incorporates ecologically friendly features and design, working with developers and Registered Providers.
- Work creatively with Registered Providers, including government Strategic Housing Partners and Homes England, to draw down investment to deliver more affordable homes including more social rented homes.
- Introduce a requirement for a percentage of social rented homes to be delivered on new sites, dependent on suitability.
- Promote with Registered Providers the potential for grant funding to be made available by the Council from Section 106 contributions, to develop collaborative approaches and deliver new projects in partnership.



- Continue to monitor the affordability of rented homes in Test Valley.
- Work in partnership with Hampshire County Council, Registered Providers and the Voluntary and Community Sectors to maximise investment in, and access to, appropriate housing related support options.
- Develop an in house Resettlement Support Service and continue to build on strengths-based approaches with participation from the wider system of public services.
- Work with Hampshire County Council to identify people who may benefit from bespoke affordable homes to meet specific needs, that may otherwise be difficult to adequately meet within the existing housing stock.
- Encourage the development of new housing which is suitable for disabled people and encourage higher accessibility standards using the Affordable Housing SPD and Part M of building regulations.
- Review temporary accommodation options to ensure availability of wheelchair accessible units in the local area.





## Theme 2: Improving access to and quality of existing housing

The Council will explore how it can make the most of existing housing stock in the borough, and review ways in which we can improve access to both housing services and to existing housing. The Council will actively promote high standards in private and social housing, including energy efficiency standards, and where appropriate, take robust enforcement action to ensure minimum standards are being met, particularly as they relate to housing health and safety.



### *Identified Priorities:*

- Explore different ways to make the Council's Housing Services accessible for people who need them most.
- Ensure that those who are least able to afford market housing are supported to access a decent and affordable home that meets their needs.
- Work in partnership with the Private Rented Sector to increase the available supply of rented homes to meet local needs and work with landlords and their agents to provide opportunities for them to learn and network.
- Actively promote high standards in the rented sector and take appropriate action where those standards are not being met.
- Support people with disabilities to remain in their homes through the provision of aids and adaptations and make effective use of the Better Care Fund to meet local need.

- Promote energy efficiency in residential homes, the Council's Home Energy Conservation Act (HECA) Action Plan initiatives, and actively support local people to access Energy Company Obligation funding.
- Bring problematic empty homes back into use.

### *How We Will Deliver:*

- Develop the service map for the borough to inform a revised directory of services.
- Work with a range of partners to deliver place-based events to promote initiatives, including affordable home ownership and other targeted opportunities, and facilitate improved access to services and greater awareness of available help.
- Monitor and review the Allocations Policy to ensure it meets all legal requirements and strikes the right 'balance of needs', whilst investigating ways to ensure those most exposed to local affordability challenges have a realistic prospect of securing a home.

- Review the available options for single people and identify how to meet their needs now and in the future.
- Deliver the government funded Private Rented Sector Access Project, including developing an in-house 'Social Lettings Agency' model.
- Support and encourage new, high quality and well managed, Houses in Multiple Occupation in the local area, whilst licensing all HMOs that are subject to mandatory licensing.
- Monitor standards in the rented sector and take robust enforcement action where necessary to tackle disrepair, poor housing conditions and criminal landlords.
- Deliver Private Rented Sector Landlords' & Letting Agents' Forums and other networking opportunities for private landlords; promoting the events widely and using them to consult the Private Rented Sector on the issues that are affecting them.



- Promote, deliver and review the Council's Private Sector Renewal Policy to ensure it is making a positive difference to people's lives and meeting locally identified need.
- Ensure the Private Rented Sector meets the requirements of the Energy Efficiency (Private Rented Property) (England & Wales) Regulations 2015.
- Review and promote initiatives contained in the Council's HECA action plan.
- Deliver targeted promotion about energy efficiency in domestic homes in rural areas and at rural events.
- Provide an effective and efficient Disabled Facilities Grant process including promoting the grants programme to ensure all those entitled to support are accessing services.
- Work with Registered Providers to deliver low cost aids and adaptations in their housing stock to support their tenants, and develop improvements in the recording and identification of adapted units within the existing affordable housing stock.
- Develop and update the Council's approach to bringing problematic long term empty properties in the borough back into use.
- Ensure that victims of domestic abuse are able to access services and support, and that they are able to remain in their homes where it is appropriate for them to do so, working with the Hampshire Making Safe partnership and local domestic abuse services.





## Theme 3: Meeting the challenge of an ageing population

With a growing proportion of older people within the borough's population, it is vital that we understand the housing aspirations and housing needs of older persons, and plan to meet them.

### Identified Priorities:

- Understand the housing aspirations of people aged 55 and over, who may be eligible for older persons housing.
- Understand local need in partnership with Hampshire County Council, to establish demand and identify opportunities for future schemes.
- Ensure new affordable housing for older people adequately meets future needs (including mobility needs and issues such as dementia), in locations close to local amenities, and of a design and type that is attractive to older people.



- Develop a range of alternative housing options for older persons, actively encouraging downsizing to free up family homes.

### How We Will Deliver:

- In partnership, review the housing needs of older people in Test Valley, including an exploration of the barriers to downsizing.
- Conduct satisfaction surveys with residents of older person's housing in the borough.
- Work with partners to deliver events that promote affordable housing options for older people and to seek their views, including understanding their housing aspirations.
- Investigate good practice elsewhere; including where schemes may have been delivered for a mix of ages and household types, successfully integrating older persons housing into a mixed community.
- Work with Registered Providers to identify, and then consult, tenants who are under-occupying affordable homes by 2 or more bedrooms, to understand what would encourage them to move to a smaller home.
- Identify opportunities on new development sites to deliver a small proportion of bungalows that could be ring-fenced for people who are downsizing from family sized affordable homes in Test Valley.
- Review the mix of housing needed in the borough as part of the next Revised Local Plan.
- Review potential for an Extra Care Scheme in Andover town centre to support a mixed and vibrant community as part of future regeneration.
- Work with partners to deliver and allocate Extra Care homes at the Nightingale Lodge scheme in Romsey.



## Theme 4: Preventing & relieving homelessness and rough sleeping

Preventing and relieving homelessness and rough sleeping is a priority for the Council. Theme 4 will be delivered in partnership, and it will be subject to a stand-alone strategy that sets out how the Council will deliver.

### Identified Priorities:

- Improving health & wellbeing, building on skills, empowering communities to thrive.
- Driving innovation across the local system of public services through effective partnership arrangements.
- Supporting people to remain in their homes, or to move into the right accommodation at the right time.
- Developing local partnerships to ensure no-one has to sleep rough in Test Valley.



### How We Will Deliver:

The Homelessness Act 2002 requires that local housing authorities undertake periodic homelessness reviews at least every 5 years, and that they publish strategies that set out how they will prevent homelessness based on the results of these reviews.

The Council has undertaken a comprehensive review of homelessness as part of the wider Housing Strategy Evidence Base and this can be downloaded from the Council's website at [www.testvalley.gov.uk](http://www.testvalley.gov.uk).

The Council is publishing a separate Preventing Homelessness & Rough Sleeping Strategy which will include a detailed delivery plan setting out the way in which it will deliver against this Housing Strategy priority. The Preventing Homelessness & Rough Sleeping Strategy has been developed in parallel to, and dovetails with, the aims of the Housing Strategy; building on the work the Council has undertaken in partnership since the introduction of the Homelessness Reduction Act 2017.

The Preventing Homelessness & Rough Sleeping Strategy feeds directly into the Housing Strategy and can be downloaded from the Council's website at [www.testvalley.gov.uk](http://www.testvalley.gov.uk).

# Resources

The Council's resources are limited. This strategy represents a contribution to a cross-cutting agenda and will meet a range of priorities across the public sector, including those associated with economic activity, health, criminal justice and social care. The strategy can only be delivered successfully in partnership, working alongside the private, public, community and voluntary sectors.

In terms of delivering on the Housing Strategy priorities, the Council's housing related functions are delivered through a mix of council tax and central government grant funding, along with funding from the Department of Work & Pensions through rebates and Discretionary Housing Payment funding.

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The Council also maintains a capital programme and receives developer contributions in lieu of onsite affordable housing contributions, and capital receipts resulting from the Right to Buy (the Council retains a proportion of all Right to Buy receipts resulting from tenants exercising the Right to Buy and who were Council tenants at the time of the stock transfer in 2000).

The Council delivers the Disabled Facilities Grant Programme using allocated Better Care Fund resources and also benefits from Hampshire County Council's Children's Services' and Adult Services' commissioned housing support pathways in the area.

In addition to the resources identified above, the Council continues to work closely with the Ministry for Housing, Communities and Local Government to ensure it is well placed to secure additional short term funding from any housing related bid rounds, particularly when it is clear it will directly contribute to our strategic aims.

## ANNEX 1

# Monitoring & updating the strategy

This strategy has been developed in partnership, including with our service users, and sets out a 5 year plan. During this period, new priorities may emerge and new national policy landscapes may be introduced. Whilst we can anticipate that key themes will remain relevant during this period, the way we deliver them may need to change.

It is likely that each of the strategic themes will stand the test of time during the life of the strategy, as a result of the level of analysis and consultation that informed them. The enabling affordable housing theme is nominally aligned to the life of the Local Plan, while the others are unlikely to be entirely resolved during the life of this strategy alone.

For these reasons, it is important that the Housing Strategy remains under review and that it is kept up to date.

The Delivery Plan is intended to be a live document, to be updated as necessary and as actions are completed and the plan evolves. An updated version of the action plan will be published on the Council's website and shared with our partners in spring each year, setting out the achievements and the challenges of



the preceding financial year, along with any significant recommended changes to the action plan that may arise from emerging demand, guidance, legislation or policy.

Additionally, the Strategy will be overseen by the multi-agency Preventing Homelessness & Rough Sleeping Forum, the Private Landlords' & Letting Agents' Forum, and the Registered Provider Forum. These groups will act as critical friends based on their areas of interest and responsibility, partnering the Council in the delivery of its strategic plans.

Service User Focus Groups will, periodically, help monitor our progress and keep the strategy in touch with the lived experience of our customers.

Multi-Agency Task and Targeting Steering Groups will be developed to oversee specific elements of the Delivery Plan and to take ownership of meeting certain priorities.

The Council's Housing & Environmental Health Service will brief Overview & Scrutiny Committee (OSCOM) annually regarding the operations of the Housing Service.

# The delivery plan

This strategy is deliberately focused on action. The Delivery Plan sets out specific, measurable, achievable and time-phased (SMART) actions that contribute to meeting the overarching aims. The approach to monitoring and review ensures that in addition to SMART actions and targets, there will be regular evaluation and review (SMARTER).

The Delivery Plan has been developed around the key priorities and themes identified in the evidence base and that have been developed through consultation. It is a live document and will be subject to change during the life of the Strategy.

THEME 1: Enabling the delivery of new homes that people can afford and meeting different types of need in our communities	What we will do	When will we do it?	Who will deliver this	Resources	Milestones	Target/Outcome	What would success look like	Comments/status
<p><i>Deliver 1000 high quality, suitable and affordable homes throughout the borough between 2020 and 2025.</i></p>	<p>Negotiate through the planning system to maximise new affordable housing delivery.</p>	<p>Ongoing</p>	<p>Housing Development Team</p>	<p>Staff time</p>	<p>Regular review of delivery at staff 1:1s and appraisals. Quarterly performance monitoring and reporting Year end performance monitoring, analysis, and reporting</p>	<p>At least 200 new affordable homes per annum that meet a range of needs including (and particularly) those on the housing register.</p>	<p>200+ new affordable homes delivered per annum that are of adequate size and design to meet both current and future needs of occupants.</p>	<p>On course to exceed target for 2019/20</p>
	<p>Actively work with partners to ensure new Affordable Homes meet required space standards</p>	<p>Ongoing</p>	<p>Housing Development Team</p>	<p>Staff time</p>	<p>Review policy position on space standards as part of Review of Local Plan.</p>	<p>200+ new affordable homes delivered per annum that are of adequate size and design to meet both current and future needs of occupants.</p>	<p>New affordable homes support households' changing needs and enable larger households to have better prospects of securing affordable homes</p>	
	<p>Empower local communities to become involved in considering how to resolve their housing issues, and to identify their housing needs and aspirations to ensure that the right homes are delivered. Focus on work with Parish Councils and Community Land Trusts to help bring forward housing opportunities.</p>	<p>Ongoing</p>	<p>Housing Development team / Hampshire Homes Hub</p>	<p>Staff time / external resources</p>	<p>Linking in with Community Engagement Officers to keep residents informed on affordable housing topics, and providing an opportunity for them to have input on new housing developments. Partnership working with Hampshire Homes Hub.</p>	<p>Increased delivery in rural affordable housing during the life of the strategy. Increased sense of ownership and inclusion within the community so that they can influence development in their area.</p>	<p>Developments that are supported by the local community and that meet the local needs including rural exception schemes to meet identified housing needs in Parishes.</p>	
	<p>Explore new and innovative models of affordable housing delivery to meet a range of needs.</p>	<p>Apr-23</p>	<p>Housing Development team</p>	<p>Staff time</p>	<p>Respond to government consultations on proposed new affordable housing products. Consider forms of modular housing. Consider use of Merlion Local Authority Enhanced Shared Equity Partnership scheme. Monitor progress of town centre projects and use of Council owned land to ensure potential opportunities are explored (including any arising from the One Public Estate approach in Hampshire)</p>	<p>Increased options for affordable housing delivery</p>	<p>Provision of new affordable housing products to meet a range of needs</p>	
	<p>Implement satisfaction surveys for occupants of new affordable homes to learn from their experience, from allocation of the home, to living in the property - to include paper and online survey</p>	<p>Apr-21</p>	<p>Housing Development Team / Housing Options team</p>	<p>Staff time</p>	<p>Review of current survey practices. Development and rollout of survey. Results of survey responses used to inform future changes to service delivery in partnership with RPs.</p>	<p>Feedback from customers to be incorporated into internal practices, including allocations processes, and design of new homes.</p>	<p>High satisfaction rates on the customers' experience of the allocations process and the standard/quality and energy efficiency of new build affordable housing.</p>	<p>Work with RPs to establish surveys that they may already undertake on new development sites.</p>
	<p>Make best use of grant funding held by the Council to deliver additional affordable homes which are over and above S106 requirements whilst also exploring potential to increase delivery of social rented homes across affordable housing delivery more generally.</p>	<p>Ongoing</p>	<p>Housing Development Team</p>	<p>Staff time</p>	<p>Review and monitoring of funds already received / committed Review funding opportunities at staff 1:1s Allocating funds and monitoring spend</p>	<p>Less reliance on grant funding for S106 schemes. Better use of funds for non-S106 schemes and/or additionality.</p>	<p>Increased delivery of affordable housing and better use of public subsidy. Clear records of funds available for use. Opportunities to target grant funding to enable additional / increased delivery of rented units at social rent identified and supported.</p>	
	<p>Adopt an updated Affordable Housing Supplementary Planning Document to complement existing Local Plan policies and set out clear expectations and parameters to deliver the aims of the Housing Strategy</p>	<p>Jun-20</p>	<p>Housing Development Team and Planning Policy Team</p>	<p>Staff Time / External consultant</p>	<p>Review of current draft Feb 20 Preparation of final document Mar 20</p>	<p>Adoption of SPD</p>	<p>Publication of a completed SPD which gives clear guidance to developers on the policy requirements in Test Valley</p>	<p>Timescales to be confirmed</p>

*Ensure that affordable housing meets identified local needs in the context of property type, costs and tenure*

Work with planning teams to negotiate delivery of new affordable homes as part of the Andover Town Centre project and in support of the Romsey South of Town Centre project as may be appropriate and linking in with the Council's Corporate Plan objectives.	Ongoing	Housing Development team / Planning teams	Staff time	Commencement of initial planning discussions during 2021. Identify housing needs.	Delivery of new affordable homes to contribute towards a vibrant and sustainable town centre	A range of affordable homes delivered in the town centre creating a mixed and sustainable community, providing residents with easy access to local amenities.	
Use evidence from housing register and needs surveys to negotiate a range of affordable housing types, including social rented for those in greatest need, and a range of affordable home ownership options for those who wish to own their own home.	Ongoing	Housing Development Team / Housing Options team	Staff time	Ongoing analysis of housing register, needs surveys, and Help to Buy South register to inform planning consultation responses.	Delivery of new affordable homes to meet identified needs.	Local people having the opportunity to live in accommodation that meets their needs within their local community without having to move to another area.	
Review definitions and clauses within S106 agreements to ensure that all new agreements are fit for purpose and meet the aims of the Affordable Housing policies and the Housing Strategy	Commencing March 2020	Housing Development Team / Legal Team/ Development Management	Staff time	Review of current document to identify any areas for improvement. Consultation between internal teams on proposed changes Agreement on standard template	A standard S106 template which will increase efficiency	Clear understanding between Planning / Legal / Housing on standard affordable housing definitions and clauses. A consistent approach to S106 delivery, eliminating any ambiguity and ensuring that the council secures its affordable housing requirements.	
Continue to monitor the affordability of rented homes in Test Valley	Annually from April 2020	Housing Development team / Housing Options Team	Staff time	Consult with RP partners Initiate resident surveys to assess affordability of new homes Analyse evidence from Hampshire Home Choice and RP partners on affordability issues at offer stage Information from RP partners regarding rent arrears and evictions. Produce an Options Paper to address any specific issues.	Reduction in number of applicants being rejected for a property on affordability grounds. Delivery of homes which are affordable to those on lower incomes and/or benefits.	A clear approach to negotiating new affordable homes that meet a wide range of needs based on affordability.	
Work creatively with Registered Providers, including government Strategic Housing Partners and Homes England, to draw down investment to deliver more affordable homes including more social rented homes	Quarterly reviews from April 2020	Housing Development Team / Registered Providers	Staff time	Re-introduction of RP forum to build effective working relationships to maximise delivery. Re-introduction of strategic 1:1 meetings with RP partners to discuss scheme specific opportunities.	Maximising funding opportunities for affordable housing delivery in Test Valley.	Achieving the delivery of at least 200 homes per annum, to include social rented homes for those in greatest need.	
In conjunction with delivering the Preventing Homelessness & Rough Sleeping Strategy, review temporary accommodation provision to ensure availability of wheelchair accessible units in the local area wherever possible and required	Ongoing	Housing Manager / Registered Providers	Staff time / potential future funding requirements	Temporary accommodation portfolio kept under review	Adequate temporary accommodation provision for all eligible households presenting for homelessness support	Suitable interim and longer term temporary accommodation placements for all households presenting to ensure homelessness can be suitably relieved through offers of temporary accommodation where required.	
Engage with the Hampshire Rural Housing Partnership / Hampshire Homes Hub, and actively work with parishes to help them identify local needs and bring forward sites for development.	Quarterly reviews from April 2020	Housing Development team	Staff time	New partnership to take effect April 2020. Effectiveness of partnership to be reviewed with team at team meetings	To have a one stop shop for rural housing delivery and promotion.	Increased delivery of rural affordable housing.	
Work with planning policy colleagues to identify opportunities for affordable housing delivery through Neighbourhood Plans.	Quarterly reviews from April 2020	Housing Development team / Planning Policy team	Staff time	Review of Neighbourhood Plans in progress Ensure key messages being given to Neighbourhood Plan groups on affordable housing options Assist Neighbourhood Plan groups to bring forward affordable housing schemes	All parishes completing Neighbourhood Plans have a clear understanding of affordable housing and the needs in their area.	Increased delivery of affordable housing in rural areas.	

*Maximise delivery of rural affordable housing to meet identified local needs*



	Review the approach taken for enabling the delivery of rural affordable housing and the methods for method assessing housing needs in rural areas.	Apr-21	Housing Development team and Planning Policy Team	Staff time / potential increased staff resource	Review current processes and costs Consider more cost effective methods of providing an enabling service and producing needs evidence.	A comprehensive and cost effective method of assessing local housing needs and enabling the delivery of rural affordable housing.	A facility to determine the needs in any given area which is robust and cost effective, that will help inform planning policy, and encourage more rural affordable housing delivery to meet local needs.	
	Utilise other council networks to promote affordable housing to parish councils and local communities, ie through local community events (Comms Team) and the Test Valley Association of Town and Parish Councils. Consider use of social media and other media channels to promote AH and gain a wider understanding of its benefits.	Oct-20	Housing Development team / Communications Team	Staff time	Development of a Communications Plan to identify opportunities to promote affordable housing eg. Rural Housing Week Shared Ownership Week Test Valley News	Regular promotion of newly completed affordable housing schemes and other related topics to raise awareness of affordable housing opportunities.	A better understanding and more proactive approach by local communities/Parish Councils in bringing forward opportunities for affordable housing development. Increased interest from households who would qualify for low cost home ownership.	
<b>Encourage the development of energy efficient affordable homes to reduce carbon emissions and reduce household heating costs.</b>	Actively promote and encourage new affordable housing that incorporates ecologically friendly features and design, working with developers and Registered Providers	Quarterly reviews from April 2020	Housing Development team	Staff time	Review of current practices Review current policy position Amend planning consultation responses if applicable	More energy efficient homes being delivered.	Reduced bills for occupants of affordable homes.	
<b>Ensure support is available for a range of needs, including supported housing</b>	Embed and develop the Council's in house Resettlement Support Service and continue to build on strengths-based approaches with participation from the wider system of public services	Mar-21	Housing Manager	Staff time	Full complement of staff in roles Resettlement Officers actively involved in the delivery of Personalised Housing Plans	Minimise the numbers in temporary accommodation. Minimise the length of stay in temporary accommodation. Ensure B&B use is minimised.	TVBC maintains low levels of households in temporary accommodation. Housing Options officers upskilled in resettlement support techniques to enhance pre-existing asset-based approaches	
	Develop close links with Hampshire County Council to identify customers who may benefit from bespoke affordable homes to meet specific needs, that may otherwise be difficult to adequately meet within the existing housing stock	Apr-20	Housing Development Team / Hampshire CC	Staff time	Initial meeting with Hampshire CC to discuss their strategies and identify needs Identify options for meeting needs Identify potential funding opportunities.	A clear process for identifying needs and signposting customers to appropriate services. A clear understanding between TVBC and HCC regarding roles and responsibilities.	Suitable and cost effective housing solutions being made available to customers with specific and high level needs	
<b>Ensure alternative housing options are available for people with mobility needs and those affected by physical disabilities where they may be required.</b>	Encourage the development of new housing which is suitable for disabled people and encourage higher accessibility standards using the Affordable Housing SPD and Part M of Building Regulations	Quarterly reviews from April 2020	Housing Development team	Staff time	Planning policy review Develop standard planning consultation response to seek accessible homes. Development of SPD Development of standard S106 clauses and planning conditions to secure relevant level of adaptations	10% of all new affordable homes on sites of 10 or more dwellings to provide homes that are accessible and adaptable.	Delivery of affordable homes that meet the needs of those with disabilities either now or in future, reducing the need for customers to move when their needs change over time.	
<b>THEME 2: Improving access to and quality of existing housing</b>								
	<b>What we will do</b>	<b>When will we do it?</b>	<b>Who will deliver this</b>	<b>Resources</b>	<b>Milestones</b>	<b>Target/Outcome</b>	<b>What would success look like</b>	<b>Comments/status</b>
<b>Explore different ways to make the Council's Housing Services accessible for people who need them most.</b>	Work with Town and Parish Councils and council teams to deliver place-based events to promote housing related services. Use events to facilitate improved access to services and greater awareness of available help, including promotion on energy efficiency measures in domestic homes.	Ongoing through lifetime of strategy	All housing teams / Community Engagement team	Staff time	Regular reviews across housing service for opportunities to attend events, including use of Community Engagement services to reach into local communities.	Attendance at local community events, promoting housing initiatives.	Better understanding and involvement of local communities in delivery of affordable housing, and a clearer understanding of other housing related services available to them.	
	Continue to provide an up to date and comprehensive Service Directory for the area to benefit residents and agencies / stakeholders	Ongoing	Housing Manager / Partner agencies including Preventing Homelessness Forum	Staff time	Directory of Services is updated annually	Up to date Service Directory available on the TVBC website	Comprehensive directory of services available for residents and professionals	

	Review the available options for single people and identify how to meet their needs now and in the future	Apr-21	Housing Options / Housing Development	Staff time	Discussion at RP forum to identify key issues. Analysis of applicants rejected for housing on affordability grounds. Options Paper to identify issues and options	Clear approach to delivery of affordable housing options for single people	A range of housing options that meet the needs and affordability of single people.	
	Ensure that victims of domestic abuse are able to access services and support, and that they are able to remain in their homes where it is appropriate for them to do so, working with the Hampshire Making Safe partnership and local domestic abuse services	April 2020 onwards	Housing Manager, Hampshire Making Safe Co-Ordinator, ACSC Manager	Staff time	Promotion of the service to Registered Providers and other key agencies.	Updated information available to all staff, customers and partners.	Increased number of households able to remain safely in their home as a result of target hardening measures and housing option interventions. If possible, to work with Hampshire partners to secure further MHCLG funding to ensure continuation of the programme for a further 3 years.	
<i>Ensure that those who are least able to afford market housing are supported to access a decent and affordable home that meets their needs.</i>	Monitor and review the Allocations Policy to ensure it meets all legal requirements and strikes the right 'balance of needs', whilst investigating ways to ensure those most exposed to local affordability challenges have a realistic prospect of securing a home	April 2023 ( quarterly informal reviews during the life time of the strategy)	Head of Service /Housing Manager/ HHC Manager	Staff time	Using data from the Housing Strategy Evidence Base & Review of Homelessness 2019 to target areas of the allocations policy for review	The Allocations Policy achieves the right balance of priorities The Allocations Policy supports the Council's strategic aims	The Allocations Policy remains fit for purpose The Allocations Policy directly contributes to achieving the Council's strategic aims	
<i>Work in partnership with the Private Rented Sector to increase the available supply of rented homes to meet local needs and work with landlords and their agents to provide opportunities for them to learn and network.</i>	Deliver the government funded Private Rented Sector Access Project, including developing an in-house 'Social Lettings Agency' model	6 monthly and April 2021	Head of Service /Housing Manager	MHCLG funding	Launch of TV Lettings, a local lettings agency. Consult with private landlords and letting agents through periodic forums and use feedback to inform future provision. Meet all MHCLG reporting requirements and establish exit strategy including with regard to ring fenced Homelessness Reduction Grant funding.	Increase in the number of private landlords and agencies accommodating our clients. Pre-tenancy training for 40 single people with history of rough sleeping. Increased tenancy sustainment.	TV Lettings - a new service for landlords and tenants. Increased number of households diverted from and moved on from temporary accommodation. Focused PRS project operating sustainably as a 'social letting agency' within Housing Options Service	
	Deliver Private Rented Sector Landlords' & Letting Agents' Forums and other networking opportunities for private landlords; promoting the events widely and using them to consult the Private Rented Sector on the issues that are affecting them	3 forums per annum	Housing Options Team / Private Sector Housing Team	Staff time	Forums to be held every 4 months to enable discussion of key issues and to receive feedback on emerging pressures and the Council's services.	Good communication with landlords and letting agents to highlight any key issues and discuss national policy changes. Contribute to good relationships with the Private Rented Sector to ensure good supply of good quality rented housing in the borough	Good supply and standard of rented accommodation in the borough to meet local needs.	
<i>Actively promote high standards in the rented sector and take appropriate action where those standards are not being met.</i>	Support and encourage new, high quality and well managed, Houses in Multiple Occupation in the local area, whilst licensing all HMOs that are subject to mandatory licensing	Ongoing	Private Sector Housing Team	Staff time	Review all current data held by the Council and formulate action plan in combination with the Housing Stock Condition Database (HSCD).	Additional high quality HMO's, and improvements to existing HMO's in the borough	Good quality private rented accommodation that meets health and safety requirements.	
	Monitor standards in the rented sector and take robust enforcement action where necessary to tackle disrepair, poor housing conditions and criminal landlords	Ongoing	Private Sector Housing Team	Staff time	Monitor service requests received regarding poor housing, identify trends and consider action necessary.	To improve housing standards in the borough	Good quality private rented accommodation that is energy efficient, and in good state of repair.	

<p><i>Promote energy efficiency in residential homes, the Council's Home Energy Conservation Act (HECA) Action Plan initiatives, and actively support local people to access Energy Company Obligation funding.</i></p> <p><i>Support people with disabilities to remain in their homes through the provision of aids and adaptations and make effective use of the Better Care Fund to meet local need.</i></p>	<p>Ensure the Private Rented Sector meets the requirements of the Energy Efficiency (Private Rented Property) (England &amp; Wales) Regulations 2015, and raise awareness of grants available to residents to improve their homes in terms of energy efficiency.</p>	<p>Review to commence April 2020</p>	<p>Private Sector Housing Team</p>	<p>Staff time</p>	<p>Review data held in Housing Stock Condition Database and formulate action plan to target those properties who do not meet the requirement.</p>	<p>To improve housing standards in the borough</p>	<p>All private rented properties with an appropriate energy efficiency rating; reduction in fuel poverty; reduction in cold related illnesses</p>	<p>This relates to the properties identified with a F or G energy rating</p>
	<p>Review and promote initiatives contained in the Council's HECA action plan and actively support local people to access Energy Company Obligation funding.</p>	<p>Ongoing</p>	<p>Private Sector Housing Team</p>	<p>Staff time</p>	<p>Reviewed regularly; next action plan update required to be published 2021</p>	<p>To reduce carbon emissions and reduce the incidence of fuel poverty</p>	<p>Improvement in energy efficiency in domestic properties across the Borough</p>	
	<p>Provide an effective and efficient Disabled Facilities Grant process including promoting the grants programme, and make effective use of the Better Care Fund to meet local needs.</p>	<p>Quarterly reviews</p>	<p>Private Sector Housing Team</p>	<p>Staff time</p>	<p>Regular review at staff 1:1s and appraisals. Quarterly performance monitoring and reporting Year end performance monitoring, analysis, and reporting</p>	<p>To utilise grant funding to assist customers to remain living independently in their own home.</p>	<p>Customers able to remain living independently. Reduced hospital admissions.</p>	
	<p>Work with Registered Providers to deliver low cost aids and adaptations in their housing stock to support their tenants, and develop improvements in the recording and identification of adapted units within the existing affordable housing stock</p>	<p>Over lifetime of the Strategy</p>	<p>Private Sector Housing Team and Housing Development Team / Registered Providers</p>	<p>Staff time / RP involvement</p>	<p>Review current adapted stock details. Review provision of new aids and adaptations to RP stock on annual basis. Aids and adaptations info reflected in property adverts on Hampshire Home Choice.</p>	<p>Comprehensive record of all adapted stock in the borough</p>	<p>Ability to make best use of adapted stock and meet a range of needs.</p>	
<p><i>Bring problematic empty homes back into use.</i></p>	<p>Develop and update the Council's approach to bringing problematic long term empty properties in the borough back into use</p>	<p>Ongoing (Empty Homes policy adopted December 2019)</p>	<p>Private Sector Housing Team</p>	<p>Staff time</p>	<p>Review of internal policies and procedures to ensure streamlined approach. Identify and target specific long term vacant and problematic properties.</p>	<p>Actively working with owners of long term and problematic empty homes to bring them back into use, with reference to the Empty Homes Policy.</p>	<p>Reduced level of empty homes in the borough. Ability to take enforcement action where needed.</p>	
<p><b>THEME 3: Meeting the challenge of an ageing population</b></p>								
	<p><b>What we will do</b></p>	<p><b>When will we do it?</b></p>	<p><b>Who will deliver this</b></p>	<p><b>Resources</b></p>	<p><b>Milestones</b></p>	<p><b>Target/Outcome</b></p>	<p><b>What would success look like</b></p>	<p><b>Comments/status</b></p>
<p><i>Understand the housing aspirations of people aged 55 and over, who may be eligible for older persons housing and understand local need in partnership with Hampshire County Council, to establish demand and identify opportunities for future schemes.</i></p>	<p>Review information available on housing needs for older people in the borough, including a clear understanding of Hampshire County Council's approach to extra care housing. Explore barriers to downsizing.</p>	<p>Alongside review of Strategic Housing Market Assessment</p>	<p>Housing Development team / Planning Policy team</p>	<p>Staff time</p>	<p>Meet with Hampshire County Council to review their older person's strategy and longer term approach to extra care or other forms of supported housing for older people. Work with Planning Policy to ensure that a new Strategic Housing Market Assessment will be able to identify needs and trends.</p>	<p>A clear understanding of the housing needs of older people</p>	<p>Successful joint working with Hampshire County Council to identify needs and deliver a range of accommodation to meet those needs.</p>	
	<p>Conduct satisfaction surveys with residents of older person's affordable housing in the borough to ensure that the type of affordable housing delivered is still appropriate to meet the needs of the ageing population.</p>	<p>Apr-25</p>	<p>Housing Development team</p>	<p>Staff time</p>	<p>Survey residents of older persons' developments completed within the last 5 years.</p>	<p>To ensure that negotiations of new affordable homes for older people take account of the changing needs of the older population and accommodation is fit for purpose.</p>	<p>Policies for delivery of older persons housing that can provide fit for purpose accommodation close to amenities that enhances the experience of tenants and enables them to live independently.</p>	
	<p>Work with partners to deliver events that promote affordable housing options for older people and to seek their views, including understanding their housing aspirations. Also use the event to promote other housing initiatives such as grants to improve their existing home.</p>	<p>Adhoc events</p>	<p>All housing teams</p>	<p>Staff time</p>	<p>Regular reviews across housing service for opportunities to attend events, including use of Community Engagement services to reach into local communities. Discuss potential joint approaches with RP partners to deliver housing events.</p>	<p>Providing older people with opportunity to make informed choices on their housing solutions and to access any grants available to them.</p>	<p>Being able to provide older people with options to suit their needs, including access to financial assistance to improve their existing home</p>	<p>This links to earlier actions in the delivery plan associated with promotion of the service.</p>

<p><b>Ensure new affordable housing for older people adequately meets future needs (including mobility needs and issues such as dementia), in locations close to local amenities, and of a design and type that is attractive to older people.</b></p>	Investigate good practice elsewhere; including where schemes may have been delivered for a mix of ages and household types, successfully integrating older persons housing into a mixed community	Ongoing	Housing Development team	Staff time	Use Registered Provider partnership to access evidence of good practice. Review opportunities on new developments which are providing affordable housing	Providing balanced and sustainable communities where residents can provide support to each other.	Mixed tenure developments where older people are able to benefit from younger households living in close proximity, and where residents in the community help each other	
	Review potential for an Extra Care Scheme in Andover town centre to support a mixed and vibrant community as part of future regeneration	Discussions to commence during 2021	Housing Development team / Hampshire CC/ Planning	Staff time	Consult with Hampshire CC on longer term strategy for extra care housing. Assess needs in the area Consider other housing options Consider proposal in line with other planning considerations	Suitable and affordable housing for older people who have an identified care need	A modern and fit for purpose housing facility where older people can live independently while accessing support, together with communal services which can also benefit the wider community.	
	Work with partners to deliver and allocate Extra Care homes at the Nightingale Lodge scheme in Romsey	May-21	Housing Development team and Housing Options Team	Staff time	Monitor progress of development Nominations to completed units Monitor grant spend	Occupation of all units at Nightingale Lodge	A fit for purpose extra care scheme providing accommodation and support for older people	
	Work with Registered Providers to identify, and then consult, tenants who are under-occupying affordable homes by 2 or more bedrooms, to understand what would encourage them to move to a smaller home	Apr-22	Housing Options	Staff time. Potential incentives.	Identify level of under occupation. Consider options with RP partners Consider incentives to offer residents to downsize.	Depending on the outcome of the consultation it may be necessary for further representation to be made to seek budgets for identified solutions	Better use of stock including releasing larger homes for families in need.	
	Identify opportunities on new development sites to deliver a small proportion of affordable bungalows that could be ring-fenced for people who are downsizing from family sized affordable homes in Test Valley	Through lifetime of Strategy	Housing Development Team	Staff time	Consider extent of under occupation in the borough. Consult with RP partners regarding delivery of bungalows. Consider any requirement for a policy review as part of review of Local Plan.	Affordable homes to meet local needs of older people, and release of larger affordable homes for families.	New affordable homes that enable older people to remain living independently in their local area in accommodation that is affordable for them to run. Increased availability of family sized homes to meet needs of families on the housing register.	
	Review the mix of housing needed in the borough as part of the next Revised Local Plan	2021/22	Housing Development team / Planning Policy team	Staff time	Review Strategic Housing Market Assessment and housing register. Analysis of previous delivery / affordability. Development of revised policies.	Robust policies to secure homes to meet local needs	A range of housing that meets identified needs	
<b>THEME 4: Preventing &amp; relieving homelessness and rough sleeping</b>	<b>What we will do</b>	<b>When will we do it?</b>	<b>Who will deliver this</b>	<b>Resources</b>	<b>Milestones</b>	<b>Target/Outcome</b>	<b>What would success look like</b>	<b>Comments/status</b>
<p><b>Key Themes:</b></p> <ul style="list-style-type: none"> <li>• <b>Improve health &amp; wellbeing, building on skills, empowering communities to thrive.</b></li> <li>• <b>Drive innovation across the local system of public services through effective partnership arrangements.</b></li> <li>• <b>Support people to remain in their homes, or to move into the right accommodation at the right time.</b></li> <li>• <b>Develop local partnerships to ensure no-one has to sleep rough in Test Valley.</b></li> </ul>	Deliver the aims of the Council's Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023	Dec-23	Housing Manager / Social Inclusion Partners / Registered Providers / DWP / Hampshire County Council / Hampshire Constabulary	Identified within the strategy & delivery plan - including MHCLG funding for the purposes of preventing and relieving homelessness	All relevant milestones are contained within the Preventing Homelessness & Rough Sleeping Strategy Delivery Plan	Incidences of homelessness and rough sleeping are minimised, along with the number of households in temporary accommodation (including the use of bed and breakfast).	Effective deliver of the Council's Preventing Homelessness & Rough Sleeping Strategy. Minimal levels of homelessness and rough sleeping, temporary accommodation and the use of bed and breakfast.	preventing and relieving homelessness to be a high priority. This Housing Strategy theme benefits from a separate standalone Preventing Homelessness & Rough Sleeping Strategy including a delivery plan that sets out how the Council and its partners will prevent and relieve all forms of homelessness from

## **ITEM 8      Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023**

Report of the Housing & Environmental Health Portfolio Holder

### **Recommended:**

**That Cabinet approve the Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023 and associated Delivery Plan as shown at Annex 1 and Annex 2 to the report.**

#### **SUMMARY:**

- The Homelessness Act 2002 placed a range of duties on local housing authorities. Those duties included the duty to undertake periodic reviews of homelessness, and to develop strategies for preventing and tackling homelessness based on the outcomes of those reviews.
- The Act requires the outcomes of homelessness reviews to be made available publicly for inspection, and that before adopting or modifying a homelessness strategy, the local authority must consult.
- The Act further requires local housing authorities to publish the resulting homelessness strategies, and that these strategies must be reviewed periodically (but not longer than every 5 years).
- The Council must also have regard to its Allocations Policy and its Tenancy Strategy when formulating a new homelessness strategy.
- Building on the Council's Corporate Plan consultation in 2018, the Housing & Environmental Health Service completed a comprehensive Housing Strategy Evidence Base & Review of Homelessness during 2019. This work included consultation with stakeholders and residents, and meets all legal requirements in the context of developing a new strategy for tackling homelessness in the borough.
- The draft Preventing Homelessness & Rough Sleeping Strategy (Annex 1) also fulfils legal requirements, and has been augmented by a detailed delivery plan (Annex 2).
- For Test Valley, homelessness is a priority issue and the production of periodic homelessness strategies is not just about meeting legal imperatives; it is about best practice and striving to deliver effective and efficient services.
- The Council is committed to preventing and relieving all forms of homelessness and the new draft Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023 reflects this commitment.

- The Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023 has been developed around four key themes and will be monitored and reviewed on an ongoing basis.

## **1 Introduction**

- 1.1 The Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023 will deliver initiatives designed to meet locally identified need. It sets out that we will:
- Improve health & wellbeing, building on skills, empowering communities to thrive.
  - Drive innovation across the local system of public services through effective partnership arrangements.
  - Support people to remain in their homes, or to move into the right accommodation at the right time.
  - Develop local partnerships to ensure no-one has to sleep rough in Test Valley.
- 1.2 The Delivery Plan provides a detailed roadmap setting out how the Council will work with partners to deliver its aims. It will develop further during the life of the strategy.

## **2 Background**

- 2.1 Since the last Preventing Homelessness Strategy was developed, there have been huge changes in the national policy landscape including changes to primary legislation and to guidance.
- 2.2 The strategy has been developed taking into account the national direction of travel and any potential opportunities or pressures that may arise from future change. It has also been developed in the context of our operational experience of administering applications under the Housing Act 1996, Part 7, since it was substantially amended by the commencement of the Homelessness Reduction Act in 2018.
- 2.3 Tackling homelessness remains part of a constantly moving policy agenda, and hence the strategy and associated Delivery Plan will need to be adjusted accordingly, from time to time, to ensure they remain up to date and to reflect the Council's evolving approach to tackling emerging pressures and developing innovative solutions.
- 2.4 The Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023 will deliver on a key Housing Strategy priority, and contribute directly to meeting corporate aims.

### **3 Corporate Objectives and Priorities**

- 3.1 The Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023 was developed in light of the new Corporate Plan “Growing Our Potential” and with due regard to the outcomes of the extensive consultation undertaken in 2018.
- 3.2 The Corporate Plan contains a number of elements reflecting a commitment to provide adequate advice and support to both residents and to stakeholders, and also, to meeting the identified housing needs of the borough through the prevention and relief of homelessness, using strengths based approaches to build on people’s skills and capability.
- 3.3 In this way, the Preventing Homelessness & Rough Sleeping Strategy will directly contribute to delivering the following corporate objectives to grow the potential of:
- (a) Town centres – to adapt and be attractive vibrant, and prosperous places
  - (b) Communities – to be empowered, connected and able to build upon their strengths
  - (c) People – to be able to live well and fulfil their aspirations
  - (d) The local environment for current and future generations

### **4 Consultations/Communications**

- 4.1 The Preventing Homelessness & Rough Sleeping Strategy has been drafted using the results of research, data analysis and benchmarking.
- 4.2 It has also been developed through extensive consultation, including with service users, stakeholders, elected members and staff.
- 4.3 This is demonstrated in the Housing Strategy Evidence Base and Review of Homelessness 2019, which is available to download from the Council’s website at [www.testvalley.gov.uk](http://www.testvalley.gov.uk).

### **5 Options**

- 5.1 The Council is required to have a published strategy setting out its plans for preventing and tackling homelessness in the local area. Such a strategy is required to be developed using the results of a local homelessness review, and must be kept under review. The strategy must be updated and revised at least every 5 years.
- 5.2 In light of legal requirements, there is no sensible argument for the Council not to publish a Preventing Homelessness & Rough Sleeping Strategy. The primary option is whether the Council should publish the Preventing Homelessness & Rough Sleeping Strategy *as it has been proposed in this report* or not.

## **6 Option Appraisal**

- 6.1 For the Council to fail to develop and publish a homelessness strategy, it would be at risk of legal challenge. Indeed, its decision making under the statutory homelessness framework could be challenged at individual level by dissatisfied applicants, on the basis that the authority did not have a current homelessness strategy in place. Moreover, preventing and relieving homelessness is a priority for this Council and it would therefore be a dereliction of our commitment to deliver high quality and effective services for local residents, were the Council to fail to do so. It is recommended that the Council does publish such a strategy.
- 6.2 The strategy presented in this report has been developed through a careful review of homelessness, through evidence that has been developed in partnership, and through detailed analysis. The Review of Homelessness has considered the views of service users, and it has looked at what has been successful and what could be improved in the local network of services. It has also benchmarked the Council's activity under the new statutory homelessness framework, making best use of available experimental statistical releases, to measure itself against its neighbours, county, region and national performance.
- 6.3 The proposed Preventing Homelessness & Rough Sleeping Strategy draws on the successful developmental work undertaken by the Council's Housing Services and through significant investment in front line service delivery. It meets all legal requirements and represents a best practice strategic plan that will inform the local approach to preventing and relieving homelessness for the next 3 years.
- 6.4 Whilst some local authorities have opted to incorporate their preventing homelessness strategies within their overarching housing strategy, the homelessness strategy remains a standalone legal requirement. There is merit to ensuring it stands alone among local policies and plans to ensure that it can be consulted on in a focused way and that homelessness remains a visible high priority, not only for the Council, but for the wider system of public services in the local area.
- 6.5 It is therefore recommended that the Cabinet approves the proposed Preventing Homelessness & Rough Sleeping Strategy and associated Delivery Plan.

## **7 Risk Management**

- 7.1 A risk assessment has been completed in accordance with the Council's risk management process and has identified 2 amber risks.
- 7.2 In both cases the risks themselves are beyond the Council's control and relate to:



- (a) Future funding decisions that may be taken by Hampshire County Council (and which could impact on local services), and
- (b) The potential for economic factors leading to an increased demand on statutory services.

7.3 The Preventing Homelessness & Rough Sleeping Strategy includes actions to support risk management in this context, and the risks will be managed as part of the delivery of the strategy and in the wider context of the Housing Strategy 2020 to 2025.

## **8 Resource Implications**

8.1 There are no additional resource requirements arising from the approval of the strategy. All immediate activity summarised in the strategy is accounted for within existing budgets. Any additional activity identified as part of the Delivery Plan will be considered for feasibility within the normal yearly budgeting activity.

8.2 The Housing & Environmental Health Service will continue to seek to make use of central government funding opportunities as they may arise in order to deliver robust local services that meet identified need.

## **9 Legal Implications**

9.1 The Council has a range of statutory duties relating to homelessness. The proposed strategy meets all legal requirements as set out in the Homelessness Act 2002, and furthermore, it will assist the Council in meeting all duties enshrined in the (now substantially amended) Housing Act 1996, Part 7.

## **10 Equality Issues**

10.1 The strategy will impact positively on significant numbers of individuals in housing need by preventing and relieving homelessness and rough sleeping, and through its contribution to creating sustainable and diverse communities.

10.2 The EQIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken.

## **11 Other Issues**

11.1 Community Safety – the Preventing Homelessness & Rough Sleeping Strategy will directly contribute to social cohesion and sustainability.

11.2 Environmental Health Issues – the Preventing Homelessness & Rough Sleeping Strategy includes actions that will ensure rough sleeping and homelessness are minimised, which will have a positive impact in terms of local environmental protection services.

- 11.3 Sustainability and Addressing a Changing Climate – The Preventing Homelessness & Rough Sleeping Strategy will directly contribute to the delivery of the overarching Housing Strategy 2020 to 2025, which includes actions to ensure homes are built to a high standard and are as energy efficient as possible. It also includes actions to promote available help to local residents.
- 11.4 Property Issues – aspects of the Preventing Homelessness & Rough Sleeping Strategy include actions around the Council’s use of temporary accommodation to meet homelessness duties. Whilst it is not anticipated this will have any immediate impact on Property, the Housing & Environmental Health Service regularly liaises with both Registered Provider partners and Estates colleagues on any matters that may arise.
- 11.5 Wards/Communities Affected – All wards.

**12 Conclusion and reasons for recommendation**

- 12.1 The Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023 has been carefully developed through an inclusive process to ensure it has, as far as possible, taken into account a range of views and the results of considerable evidence and analysis.
- 12.2 The strategy is a key document that details the Council’s priorities for enabling vulnerable residents to remain in their homes and to supporting people to prevent and relieve all forms of homelessness.
- 12.3 The Delivery Plan will directly support the Council to meet the aims of both the Housing Strategy 2020 to 2025 and the aims of its Corporate Plan.

<u>Background Papers (Local Government Act 1972 Section 100D)</u> Housing Strategy 2020 to 2025 and associated Delivery Plan.			
<u>Confidentiality</u> It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.			
No of Annexes:	2	File Ref:	N/A
(Portfolio: Housing & Environmental Health) Councillor P Bundy			
Officer:	Phil Turner	Ext:	8544
Report to:	Cabinet	Date:	15 April 2020

# Test Valley Borough Council

## Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023



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Test Valley Borough Council - Cabinet - 13 May 2020

# Welcome to Test Valley Borough Council's

## Preventing Homelessness & Rough Sleeping Strategy 2020 - 2023

“Easy access to the right support, in the right place, at the right time, for the time that you need it”.

***Foreword by Cabinet Member for Housing & Environmental Health, Councillor Phil Bundy***

In simple terms, ‘home’ means ‘the place where we live’, but a decent home means so much more than that too. For many fortunate people, it is hard to imagine life without a home. And yet for some less fortunate, homelessness will be a reality at some point in their lives.

The threat of homelessness lurks in the shadows. It is pernicious, stalking the edges of health complaints, failing relationships, financial straits, redundancy and more. It can be incremental as well as sudden, not always immediately apparent, and it can brutally damage lives.

It can be easy to take a home for granted and this sense of complacency sometimes prevents people recognising the signs of impending crisis, and stops them seeking help at the right time.

It is also easy to make sweeping generalisations, and this can be another factor dissuading those in trouble from admitting they need help. The media often refers to “the homeless”, inadvertently suggesting those without homes are a collective class, distinct from other people. In reality, homelessness is indiscriminate. It can happen to anyone, and people experiencing it are no different to anyone else. Stigmatisation creates another barrier between people and available help.

So we have embedded a steadfast belief at the heart of this strategy; homelessness should never be allowed to define anyone. Housing crises and homelessness are transitional. People may go through them, but they can and they will, reach the next - hopefully more positive - stage in their lives.

To tackle homelessness effectively, it must be seen as a ‘symptom’ and treated as such. It is a symptom not only of wider economic and social factors that affect our country, but of various, highly individual, underlying causes that converge on people’s lives and destabilise them.

Our strategy aims to catch those people before they fall. Yet we recognise this may not always be possible and so we have married this aim with a firm commitment to work tirelessly to pick people up again and dust them off, hopefully with a renewed confidence, should they fall.

Importantly, this strategy is about believing everyone has potential, and everyone has talent. We will continue to build services that engage people positively, and that help people to move lives forward, enabling them to thrive. These are all ambitions we cannot achieve if the Borough Council acts alone.

It follows that for as long as housing problems are viewed as the Council’s problem, we will fail to address key drivers of homelessness in Test Valley, or to deliver the kind of support that makes a real, sustainable, difference to people’s lives.



We are proud of the positive partnerships we have developed in Test Valley, but we believe that we can go further. So this strategy is outward facing, and it is not really about homelessness. It is about encouraging everyone to think again, to think differently, about homelessness, and to feel a sense of shared responsibility for actively contributing to the prevention and relief of homelessness. Bricks and mortar are not enough on their own to address the enormous range of complex, underlying causes that culminate in individual housing crises.

These views reflect a strategy that has been developed through extensive consultation, research and analysis. It is on that basis that I have set out our ambitions. We are committed to developing evidence led policy and ensuring our approach to tackling homelessness is inclusive.

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Four interdependent, targeted themes have emerged from our work, and our strategy is structured around them. In summary, we will:



*Improve health & wellbeing, building on skills, empowering communities to thrive.*



*Drive innovation across the local system of public services through effective partnership arrangements.*



*Support people to remain in their homes, or to move into the right accommodation at the right time.*



*Develop local partnerships to ensure no-one has to sleep rough in Test Valley.*

Preventing and relieving homelessness is a high priority for us. I am very pleased to endorse this strategy on behalf of Test Valley Borough Council.

**Councillor Phil Bundy**  
Cabinet Member for Housing &  
Environmental Health

## Introduction

The Homelessness Act 2002 introduced a requirement for local housing authorities to undertake periodic reviews of homelessness in their areas, and to publish strategies based on those reviews.

Building on the Corporate Plan consultation which, during the summer of 2018, engaged over 2,000 people and listened to their views, the Council has, more recently, developed a comprehensive Housing Strategy Evidence Base & Review of Homelessness. The detailed results of this review can be downloaded from the Council's website here: [www.testvalley.gov.uk](http://www.testvalley.gov.uk).

This strategy sets out the key priorities for tackling homelessness and rough sleeping in Test Valley over the next 3 years. It has a deliberate focus on preventative measures but also, on supporting people who do experience homelessness in the local area with appropriate and effective services. The strategy is accompanied by a detailed delivery plan against which progress can be measured. It is ambitious and it will be delivered in partnership.

## Policy and context

The Preventing Homelessness & Rough Sleeping Strategy will ensure that the Council delivers its Housing Strategy 2020 to 2025 promise to “prevent and relieve homelessness and rough sleeping”.

It has been produced against the backdrop of a complex network of both established and emerging national and local policy, and with regard to a range of legal duties and powers.

Whilst the national housing agenda has been summarised in the Housing Strategy Evidence Base and Review of Homelessness 2019, there are 2 Acts of Parliament, in addition to the Homelessness Act 2002 as referenced above, that are key to the Council's role in supporting people either experiencing, or at risk of, homelessness:

1. The Housing Act 1996 – Part 7 of the Act remains the primary legislation setting out how local housing authorities must respond to statutory homelessness, and the rights of people entitled to statutory homelessness support.
2. The Homelessness Reduction Act 2017 – radically amended Part 7 of the Housing Act 1996. This included introducing legal duties requiring local authorities to prevent and to relieve homelessness, and a duty on specified public bodies to identify and refer people who may be homeless or at risk of homelessness to the local housing authority for assistance.

Whilst there are other Acts of Parliament relevant to local authority homelessness duties, such as the Housing & Regeneration Act 2008 and the Localism Act 2011, the Acts referenced herein represent the most significant primary legislation affecting the way councils respond to the issue of homelessness in their areas.

At Test Valley, the Council goes beyond the requirements of the law, empowering its staff to extend accommodation offers to local people who do not otherwise fulfil the ‘priority need’ criteria. This reflects the Council's commitment to ensuring no-one has to sleep rough in Test Valley. The Council also invests in local services and in a range of flexible and tailored preventative options that have a positive impact on people's lives.

This strategy aims to build on Test Valley's positive track record of investing in front line housing services, and its positive approach to preventing and relieving homelessness effectively. It will directly contribute to the success of the Council's Housing Strategy and in so doing, it will support the Council to achieve the aims of the Corporate Plan, “Growing Our Potential”. It has been developed with due regard to both the Council's Scheme of Allocations and its Tenancy Strategy.



# Strategic ambition: transforming services

The Council embraced the introduction of the Homelessness Reduction Act 2017, using it as an opportunity to review how we work with people to address housing need.

The resulting 'developmental pilot' proved that strengths-based approaches work, and that people appreciate being dealt with in a much more strengths oriented way. The additional Council investment of over £100K to support the pilot, bolstered the service and facilitated innovative new ways of working that have benefited hundreds of people. These methods have since become 'business as usual' and the service continues its journey of change.

The Housing Strategy Evidence Base & Review of Homelessness 2019, demonstrated that people who present to the Council for help with their housing situations, have a range of support needs, and that multiple underlying causes resulted in people facing homelessness. It is also apparent that there are multiple touch points across the wider system that occur before people finally present to the Council for support.



Our experience demonstrates that, for those people with significant and/or multiple support needs, the provision of accommodation does not resolve the underlying factors that resulted in the threat of homelessness in the first place. It also demonstrates that many people, including those working in parts of the wider system, do not necessarily have the skills or ability to recognise when someone ought to be seeking advice from the Council about their future housing needs.

In this context the Council has been reaching out to stakeholders in the interests of creating a shared sense of responsibility for preventing and relieving homelessness. We will continue to do so through this strategy.

The Council has invested heavily in local services. In addition to Council funding, we have been able to draw down central government funding to support transformation, including securing funds from the Private Rented Sector Access Fund, to rethink our approach to working with private rented sector landlords and letting agents, and developed our local partnerships through both Rough Sleeping Initiative and Rapid Rehousing Pathways funding.

The Council continues to challenge itself to do better, constantly seeking out new and more effective ways to engage partners, identify people at risk of homelessness at the earliest opportunity, and to support those people at the earliest possible stage. This strategy represents the latest extension of that journey.

# The review of homelessness

The Council has undertaken an extensive piece of work to gather and analyse evidence to inform the Housing Strategy 2020 to 2025 and the Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023. This included comprehensive data analysis and wide ranging consultation. The full body of evidence can be downloaded from the Council's website at [www.testvalley.gov.uk](http://www.testvalley.gov.uk) and a very brief summary has also been included in the Council's Housing Strategy 2020 to 2025.

As part of the evidence base, the Council undertook a robust Review of Homelessness. This involved a series of targeted consultation exercises, including with service users who had experienced homelessness in the area and with staff. It also analysed both locally held data along with data from other areas. The latter developed effective benchmarking using experimental data from the first 3 quarters of 2018/19. The benchmarking represented the initial activities of local housing authorities under the new legislative framework introduced by the radical Homelessness Reduction Act 2017.

## Key 'homelessness' headlines arising from the review include:

- The housing market is expensive in terms of access to both rented homes and in terms of accessing owner occupation.
- The Council's commitment to delivering new affordable homes has meant that it has exceeded its affordable housing delivery target by 20% over the past 6 years, yet demand for housing services remains high.
- The Council's Housing Register has approximately 2,000 households registered, with the vast majority in work, but earning well below average income.
- The demand for Housing Services has increased considerably since April 2018 (in excess of 50%).
- The main causes of homelessness are family or friend evictions (26%), end of private rented sector tenancies (25%), relationship breakdown (15%), end of housing association tenancies (15%) and domestic abuse (7%).
- The Council is reliant on the rented sector (private, social, and supported housing) to meet homelessness demand.
- Only 22% of cases triggering the duty to prevent homelessness were successfully supported to remain in their existing accommodation.
- Despite high demand, the Council has successfully reduced main duty homelessness acceptances and temporary accommodation use, and has been actively working to reduce instances of rough sleeping.
- In 2018, the Council experienced a spike in rough sleeping levels, with the official estimate for autumn that year identifying 9 individuals who were sleeping rough. This had reduced to 6 individuals in autumn 2019.
- Significant numbers of people presenting who were either homeless or threatened with homelessness had a support need, with many identifiably having multiple support needs.
- 34% of all cases triggering homelessness duties had a support need associated with a history of poor mental health.

The bullet points above represent a brief summary highlighting particular challenges. The evidence base also identified some excellent practice and positive trends in the Council's approach to preventing and relieving homelessness.

The evidence base is extensive, yet it should not be considered exhaustive. Other existing research, and earlier consultations, were used to help inform this strategy. Further research and analysis will be undertaken throughout the delivery period.



# Preventing homelessness and rough sleeping in Test Valley: our priorities

The 4 themes that will inform the strategy’s delivery plan are interlinked and interdependent. This section provides a brief summary of each of the key themes.



**Theme 1: Improving health and wellbeing, building on skills, empowering communities to thrive**

Whilst providing bricks and mortar is fundamentally important, there is much more to effectively preventing and relieving homelessness than solely offering people accommodation.

Theme 1 and its associated action plan focus on ways we can further develop a strengths-based approach, reach out to increasing numbers of people, and support people holistically to achieve sustainable outcomes.



**Theme 2: Driving innovation across the local system of public services through effective partnership arrangements**

Leading by example, the Council will seek to engage the wider system through various forums, and by engaging in sub-regional and countywide activities that are geared to prevent and relieve homelessness and rough sleeping.

Theme 2 and its associated action plan focus on how we work with our partners and on the successful delivery of government funded projects such as Test Valley Lettings and the local social inclusion partnership’s Rapid Rehousing Pathway approach.



**Theme 3: Supporting people to remain in their homes, or to move to the right accommodation at the right time**

The Council will explore whether it can do more to support people to remain in their current home when they present for advice and assistance. The first priority for the housing team will be to identify whether it would be safe and appropriate for a customer to remain where they are, and officers will be empowered to think creatively with the customer about ways in which the current property could become sustainable.

Theme 3 and its associated action plan focus on ensuring we have the right tools to negotiate sustainable outcomes with those asking people to leave their homes, whilst also ensuring that where people have to leave, there are

appropriate options for them that can be made available at the right time.



**Theme 4: Developing local partnerships to ensure no-one has to sleep rough in Test Valley**

The Council will continue to take a lead role in preventing and relieving rough sleeping including through working in partnership with statutory and voluntary sector agencies, and continuing to deliver innovative projects. This section of the strategy will review the Council’s investment and involvement in local social inclusion services and ensure locally identified need continues to be met.

Theme 4 and its associated action plan are focused on single homelessness, both in identifying and engaging people at risk of rough sleeping, but also in proactively seeking to bring people inside from the streets where homelessness has not otherwise been prevented. We will continue to make offers of accommodation to people on the street, and to try and persuade anyone with entrenched issues to come inside.

# Delivering the strategy

This strategy represents a contribution to a cross-cutting agenda and will meet a range of priorities across the public sector, including those associated with economic activity, health, criminal justice and social care. The strategy can only be delivered successfully in partnership, working alongside the private, public, community and voluntary sectors.

In terms of delivering on the Preventing Homelessness & Rough Sleeping Strategy priorities, the Council's housing related functions are delivered through a mix of council tax and central government grant funding, along with funding from the Department of Work & Pensions through rebates and Discretionary Housing Payment funding.

The Council has been successful in drawing down additional funding from the Ministry for Housing, Communities & Local Government (MHCLG) and will continue to work closely with the Ministry to meet the aims of named funding streams whilst continuing to be proactive in any further funding rounds, during the life of the strategy.

The strategy will be led by the Borough Council's Housing & Environmental Health Service, but also through the Test Valley Preventing Homelessness Forum, Test Valley Partnership, and a series of multi-agency 'working groups' tasked with delivering aspects of the delivery plan.

# Monitoring & review

This strategy has been developed in partnership, including with our service users, and sets out a 3 year plan. It is likely that each of the strategic themes will stand the test of time during the life of the strategy, as a result of the level of analysis and consultation that informed them. New priorities may, however, emerge over the next 3 years. Whilst we can anticipate that key themes will remain relevant, the way we deliver them may need to change.

The Preventing Homelessness & Rough Sleeping Strategy will remain under review to ensure it is up to date. Furthermore, the Delivery Plan is a live document, to be updated as necessary and as actions are completed.

An updated version of the action plan will be published on the Council's website in spring each year, setting out the achievements and the challenges of the preceding financial year, along with any significant recommended changes to the action plan that may arise from emerging demand, guidance, legislation or policy.

The strategy will be overseen by the multi-agency Preventing Homelessness & Rough Sleeping Forum. The forum will act as a 'critical friend', partnering the Council in the delivery of its strategic plans. Working groups will also be assigned from the membership of the forum to support the delivery of key actions.

Service User Focus Groups will, periodically, help monitor our progress and keep the strategy in touch with the lived experience of our customers.

The Council's Housing & Environmental Health Service will brief Overview & Scrutiny Committee (OSCOM) annually regarding the operations of the Housing Service, and this will include aspects of our work to prevent and relieve homelessness.

## The delivery plan

This strategy is deliberately focused on action. The Delivery Plan sets out specific, measurable, achievable and time-phased (SMART) actions that contribute to meeting the overarching aims. The approach to monitoring and review ensures that in addition to SMART actions and targets, there will be regular evaluation and review (SMARTER).

The Delivery Plan has been developed around the key priorities and themes identified in the evidence base and that have been developed through consultation.

## Preventing Homelessness and Rough Sleeping Strategy 2020-23: Delivery Plan

### Priorities:

- 1) **Improving** health and wellbeing, building on skills, empowering communities to thrive
- 2) **Driving** innovation across the local system of public services through effective partnership arrangements
- 3) **Supporting** people to remain in their homes, or to move to the right accommodation at the right time
- 4) **Developing** local partnerships to ensure no-one has to sleep rough in Test Valley

### 1) Improving health and wellbeing, building on skills, empowering communities to thrive

No	What we will do?	When we will do it by?	Who will deliver this?	Resources needed	Milestones	Target/Outcome	What will success look like?
1.	Promote the service	Quarterly Reviews	Head of HEH & Housing Manager	Staff time	Press releases to reflect key messaging  Regular Preventing Homelessness Forums  Regular training / information sharing with partner agencies  Close liaison with Corporate Communication	Stakeholders are aware of service developments and how they can feed into them  Residents are reporting rough sleeping to the Housing Service via Streetlink  Greater awareness of homelessness including the impacts of begging in town	Customers will recognise the seriousness of their situation and will approach the Council at the earliest opportunity  Regular press releases showcasing initiatives and services available to prevent and relieve homelessness  Residents reporting rough sleeping through Streetlink and a greater awareness of the implications of giving to anyone who may be begging  Stakeholders are kept up to date on developments and are actively playing their part in the local

**ANNEX 2**

					s Team at Test Valley with regard to messaging around any emerging rough sleeping pressures	centre locations  Service users present at the earliest indications that their housing may be at risk  Customer expectations reflect the way the service operates (housing options, strengths-based discussions, focus on prevention)	response to prevent and relieve homelessness
2.	Conduct regular case audits to inform performance management report and recommendations to be implemented to ensure consistency of service and identify potential areas for training and improvement	Quarterly from March 2020	Housing Manager /  Senior Housing Options Officers	Staff Time	Case audit results discussed at team meetings, in 1-1s and in annual and mid-year performance appraisals.  Findings addressed and service delivery improved	All staff working consistently  All staff working in a procedurally compliant way  Performance issues addressed  Training needs	Recommendations are being acted on and appropriate changes to service delivery and case work are being made  Procedurally compliant service delivery  Improve internal process and procedures



**ANNEX 2**

					Performance management culture embedded	identified  Continuous service improvement through shared oversight	
3.	Conduct casework reviews where the tenant has complained to the landlord and been served notice	Quarterly from March 2020	Senior Housing Options Officers  Principal EH & Housing Officer (Private Sector Housing)	Staff time	Case audit results discussed at team meetings  Findings addressed and service delivery improved	Identify any trends amongst landlord/ and letting agencies  Work with landlords & letting agents to prevent homelessness and reduce service of notices	Reduction in the number of notices being served by landlords  Recommendations are being acted on and appropriate changes to service delivery and case work are being made  Procedurally compliant service delivery
4.	Explore consultation opportunities to learn from the experience of service users	Ongoing  Annual review from March 2021	Housing Manager / Senior Housing Options Officers / Preventing Homelessness Forum (Working	Staff time  MHCLG grants  Incentives for participation	Annual service user focus groups  Identify alternative measures through which to gauge service user experience and learn from it	Service users' experiences and views influence the future service delivery  Customer satisfaction is high  Effect service	Service users regularly engaged in service improvement  High levels of satisfaction with the service  High performance in the context of preventing and relieving homelessness (against performance KPIs)

**ANNEX 2**

			Groups)		to inform service improvements	preventing and relieving homelessness  Targeted promotion and place based working	
5.	Ensure relevant partner agencies understand the reporting requirements of their revenue funding from the Council and are accurately reporting their work	April 2021	Housing Manager  Andover Crisis & Support Centre  Two Saints	Staff time  Service Budget 2021-2024	Agree funding for Andover Crisis and Support Centre and Two Saints for 2021 - 2024  Review SLA requirements to ensure partners are contributing to HRA duties and providing appropriate data	Partner agencies clear on what to report and how to report	SLA agreed with partner agencies from 2021-2024  Partner agencies feeding through their data to ensure we are capturing all the work we can that is happening locally, including monitoring SLAs for value for money  Accurate reporting of data to central government  Funding requirements met from any external funding sources such as the MHCLG
6.	Partnership working with JCP and Skill Zone to support people in receipt of welfare benefits, and	June 2020	Housing Options Team	Staff time	Improved information sharing and working relationships	Effective use of Duty to Refer	The Housing Options Team have the knowledge to provide the correct benefits information to all customers

**ANNEX 2**

	including with regard to Duty to Refer for those people who may be at risk of homelessness as a result of welfare benefit changes		DWP		between district council and DWP		<p>Supporting people on low incomes and linking them in to other services and opportunities to help them develop confidence and skills</p> <p>Develop close working relations with DWP Job Coaches and use of joint interviews to support people to maximise their incomes through employment</p> <p>Attendance and participation in Skill Zone</p>
7.	Ensure the Housing Options team are able to identify and assist people affected by learning disabilities	March 2021	Housing Manager HCC Adult Services	Staff time & training budget	All staffed trained (including through 'train the trainer') to upskill them when working with this client group  Better links to support services for people affected by learning	Learning disabilities identified as a support need at initial assessment in appropriate cases  Appropriate referrals between agencies and into support services for those at risk of homelessness or experiencing	<p>Joint working with the learning disabilities team to assess needs of customers with learning difficulties</p> <p>Customers with learning disabilities are not disadvantaged when applying for help and support with housing</p> <p>Training and raised awareness of the Housing Options team to improve our response and ability to identify potential cases as part of our day to day front line work.</p>

## ANNEX 2

					disabilities	homelessness	
8.	Embed and develop the Council's in-house Resettlement Service during the first year of operation	March 2021	Housing Manager / Senior Accommodation Services Officer / Senior Housing Options Officers	Staff time  Flexible Homelessness Support Grant	Full complement of staff in roles and inducted into TVBC  Resettlement Officers actively involved in the delivery of personal housing plans  All households in temporary accommodation have a named Resettlement Officer working side by side with their named Housing Options Officer	Minimised numbers in temporary accommodation under homelessness duties  Minimised length of stay in temporary accommodation  Personal housing plans taking a more actively holistic approach to meeting need	TVBC maintains low levels of households in temporary accommodation  No use of bed and breakfast for families and those with pregnant household members (except in an emergency and then for not longer than 6 weeks)  Average length of stay in temporary accommodation reduced  Housing Options Officers upskilled in resettlement support techniques to enhance pre-existing asset-based approaches
9.	Partnership working to meet identified mental health needs including undiagnosed mental health needs	April 2022	Senior Housing Options Officers/ Housing Options Officers  CMHT	Staff time and MATT funds	Successful outcomes for customers presenting with mental health issues  People adequately supported to	Mental health support needs identified at initial housing assessment  People presenting with dual diagnosis, or who are acutely unwell	Improved joint working with statutory and voluntary agencies to identify and meet the needs of customers with identified and undiagnosed mental health issues  People with acute mental health needs are adequately supported including with access to appropriate



**ANNEX 2**

			<p>Adult Services</p> <p>Two Saints</p> <p>Inclusion</p> <p>Aster</p>		<p>ensure offers of accommodation are sustainable</p> <p>Improved working relationship and shared sense of responsibility between TVBC Housing and CMHT and other partners in the mental health pathway</p>	<p>either with a diagnosed or an undiagnosed mental health problem receive the right help and support</p> <p>Partnership working contributes to the prevention and relief of homelessness, including rough sleeping</p>	<p>and sustainable housing solutions</p>
10.	<p>Ensure adequate services are in place to meet the needs of single females</p>	<p>July 2020</p>	<p>Housing Manager / Housing Options Officers</p> <p>Two Saints</p>	<p>Staff time and MHCLG funding</p>	<p>Improved access to services (including supported housing) with less impact on capacity in existing schemes during busy periods</p> <p>No female rough sleepers in Test Valley</p> <p>Appropriate</p>	<p>End of single females sleeping rough in Test Valley</p> <p>Greater understanding of the particular health and welfare needs of single females experiencing homelessness</p>	<p>Housing options for single females prevent them from sleeping rough or bring them inside immediately where homelessness could not otherwise be prevented</p> <p>Partners work together proactively to meet the needs of females experiencing homelessness</p>

**ANNEX 2**

					temporary accommodation options available for single homeless females		
11.	Explore the reasons why we lose contact with people we are working with	Dec 2020	Senior Housing Options Officers	Staff time	<p>Case audit review of the reasons why we lose contact with a proportion of our customers</p> <p>Develop actions designed to prevent customers losing contact with Housing Options Team</p> <p>Develop processes through which to establish that a customer no longer considers they require support from the Council</p>	<p>Fewer households lose contact with the Housing Service without any clear understanding of why they have disengaged from the service</p> <p>Prevention and relief of homelessness for those customers who disengage from the Council's housing team</p>	<p>Reduction in the number of homeless households presenting as homeless and losing contact</p> <p>Where ongoing support may be required to facilitate engagement with Council services, partnership working enables the right support for individual customers to get the help they need</p>
12.	All team members receive training to	April 2021	Housing Manager	Service Budget	Training content agreed	Delivery of training resulting	Increase in knowledge and skills of key issues of support linked to

**ANNEX 2**

	ensure they have the skills to deliver the asset based model and the legal aspects of the Housing Act 1996 Part 7 (with a particular focus on amendments made by the Homelessness Reduction Act 2017)				Training content to includes gaps identified in PDD and case audit process	in a fully skilled and aware Housing Options Team	<p>housing options</p> <p>All customers are dealt with in accordance with legal requirements</p> <p>Statutory homelessness function protected from legal challenge</p> <p>Officers understand the law on homelessness, where we may exercise discretion, and how we go beyond legal requirements to end rough sleeping</p>
13.	Revisit the suite of training delivered in the lead up and implementation of the Council’s asset based approach to housing options and homelessness during 2018/19	April 2021 (and ongoing during life of the strategy)	Head of Housing & Environmental Health / Housing Manager	MHCLG homelessness funding / Service Budget	<p>Advantaged Thinking Workshops</p> <p>Follow up “Chimp Management” training</p> <p>Advanced motivational interviewing training</p> <p>Review potential for other training including restorative practice</p>	<p>All staff across the housing options service are trained in these key elements of our approach</p> <p>Asset based model is further developed by operational staff as a result of training</p> <p>New staff members are assimilated into the TVBC Housing Options</p>	<p>Ongoing high performance in preventing and relieving homelessness and ending rough sleeping in Test Valley</p> <p>Officers are highly persuasive and skilled in negotiation, confidence building, motivating and supporting customers</p> <p>Personal Housing Plans are developed with customers through strengths-based approaches</p> <p>Consistency of understanding of the service “mission”, the Council’s corporate aims, and active involvement of key staff in “growing our potential”</p> <p>Increasing numbers of customers</p>

						ethos Ongoing cultural transition supported as the team develops its 'business as usual approach'	receive asset based assessments
14.	Review and update the Service Directory	Dec 2020 and annually	Senior Housing Options Officers	Staff time	Review all services currently detailed in the Directory  Review and monitor annually	Directory is up to date reflecting current services available both throughout the district and in other local authority areas  These services are actively forming part of our personal housing plan approach	The Directory provides easy to understand information to enable staff, partners and customers to access services and make positive choices regarding their housing options  Customers and staff across services are aware and using the directory  Directory facilitates improved level of knowledge of services in the area and improved cooperation between appropriate services

**2) Driving innovation across the local system of public services through effective partnership arrangements**

No	What we will do?	When we will do it by?	Who will deliver this?	Resources needed	Milestones	Target/Outcome	What will success look like?
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**ANNEX 2**

1.	Increasing access to - and preventing homelessness from - the Private Rented Sector	April 2021	Landlord and Tenant Liaison Officers/  Housing Options Officers	MHCLG funding (PRS Fund plus Homelessness Reduction Grant)  Staff time	Meet the targets set out in the PRS Bid	150 Applicants supported in the PRS  60 households prevented or relieved into PRS  Increased move-on from temporary accommodation via the increased use of compulsory Private Rented Sector Offers	Improved partnership working preventing homelessness from the private rented sector  Secure further MHCLG funding should there be any future bid rounds relevant to supporting the project  Facilitate project continuation using new Homelessness Reduction Grant funding
2.	Evaluation of the MHCLG Private Rented Sector funded bid	April 2021	Housing Manager  Private Rented Sector Landlords & Letting Agents Forum	Staff Time	Launch of Test Valley lettings, a local lettings agency  Data analysis to identify successes and where there may be challenges  Feedback from Landlord Liaison Officer and Tenant Liaison Officer to inform any future	Increase in the number of private landlords and agencies accommodating our clients  Pre-tenancy training for 40 single people with history of rough sleeping  Increased tenancy sustainment  Reduction in end	TV Lettings – a new service for landlords and tenants  Increased number of households diverted from and moved on from temporary accommodation  More attractive landlord offer contributing to more available options for households threatened with homelessness  Develop exit strategy including potential to secure further MHCLG funding in any future bid rounds and in light of MHCLG advice with regard to the use of Homelessness

## ANNEX 2

					<p>provision</p> <p>Consult with private landlords and letting agents through the periodic forums and use the feedback to inform future provision</p> <p>Meet all MHCLG reporting requirements</p>	<p>of AST resulting in main duty acceptance</p>	<p>Reduction Grant funding</p> <p>Focused PRS project operating sustainably as a 'social letting agency' within the Housing Options Service</p>
3.	Robust pre-eviction protocols with Registered Providers	April 2021	<p>Housing Manager</p> <p>Senior Housing Options Officers</p> <p>Registered Provider partners</p>	<p>Staff Time</p> <p>RP time and commitment</p>	<p>Review with main RPs (Aster, Vivid Sovereign, Radian and Stonewater) existing pre – eviction protocols and ensure they are all working towards early intervention</p> <p>Introduce regular reviews of pre-eviction processes with</p>	<p>RPs are ensuring that they contact the Housing Options Team at a very early stage to prevent problems accumulating and enabling tenants to sustain their tenancy and prevent future evictions</p> <p>Reduced numbers of RP tenants triggering the duty to either</p>	<p>A protocol is in place, working effectively to ensure tenants remain in their home and prevent homelessness</p> <p>Customers receive structured multi-agency support where needed to maintain their tenancies</p> <p>Tenancies are reviewed by RPs more regularly to avoid crisis</p> <p>A clearer picture emerges of an 'appropriate' level of RP tenants triggering homelessness duties in Test Valley</p> <p>Registered Provider tenants know where and when to seek help to</p>

**ANNEX 2**

					<p>all main partner RPs to identify any operational issues that may contribute to homelessness demand pressures / the need to take Court action to evict social housing tenants</p> <p>Promote available support to tenants including through place based targeted work and the Housing Register application process</p>	<p>prevent or relieve homelessness as a result of being served notice by their landlord</p>	<p>ensure their tenancies are not at risk</p>
4.	<p>Joint Working with Registered Providers to reduce demand on Discretionary Housing Payments (DHPs)</p>	<p>April 2021 (and reviewed annually)</p>	<p>Housing Manager</p> <p>Revenues Team Leader</p> <p>RP Managers</p>	<p>Staff time</p> <p>DWP DHP allocation for TVBC</p>	<p>Quarterly review of progress including monitoring DHP spend between Housing Services and Revenues</p>	<p>Reduction in the number of Registered Provider tenants claiming DHP</p> <p>Reduction in the level of individual</p>	<p>Prevention of homelessness arising from rent arrears in Registered Providers properties</p> <p>Increased scope for DHP to support more households</p>

**ANNEX 2**

					Service	DHP awards for RP tenants  Better use of DHP funding to meet locally identified need	
5.	Review recorded reason for clients presenting as homeless with a particular focus on parental evictions and the end of Assured Shorthold Tenancies (ASTs)	Sept 2020 and quarterly	Housing Manager	Staff Time	Quarterly review of the reasons why people become homeless	More targeted prevention work with families to prevent homelessness  Improved understanding of any underlying issues associated with the end of ASTs where landlord does not cite any clear reason	Understanding the real reasons behind customers approaching as homeless to facilitate better use of resources to address the problem through early intervention and targeted support  Housing Options Officers supported to meet their first priority under this strategy - to keep people in their existing homes where it is appropriate to do so
6.	Housing Options Officers to improve joint working with Mental Health, Learning Disabilities, Adult and Children's Services, Alcohol and Substance Misuse, Physical Health	March 2021	Housing Manager / Senior Housing Options Officers  CMHT  Adult & Children's	Staff time  Development of assessment tools and Enabling Agreements (or Personal	Identify specific professionals to maintain contact within each organisation  Job shadowing arranged for HO staff and agreed	To build up positive working relationships with these agencies, devise referral processes / protocols and share relevant information and data.	Partner agencies liaise in a positive way with the Housing Options Team to enable customers to access the appropriate services to improve their lives and find a suitable housing option  Supportive network of agencies in a multi-disciplinary framework available for individuals and households enabling them to attain their goals



**ANNEX 2**

			Services Inclusion Drug and Alcohol Team NHS partners	Housing Plans)  Training for housing teams	HO leads for the following Domestic Abuse Mental Health Older People Rough Sleepers Job Club Drugs/Alcohol Armed Forces / Veterans	To prevent homelessness and meet the legislative requirements of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017)	and ambitions  Representation from all key partners at Preventing Homelessness Forum and other appropriate partnership groups  Developed 'Working Groups' to tackle specific issues arising and build relationships along with a shared sense of responsibility for preventing and relieving homelessness
7.	Review recorded reason for clients presenting as homelessness with a particular focus on the domestic abuse	April 2021	Housing Manager	Staff Time	Quarterly Review of the reasons why people become homeless	Better awareness of why our clients are approaching and their reasons for homelessness  Identified improvements to service delivery for specific client groups (including ways we may be more successful in preventing homelessness)	Understanding the real reasons clients approach for housing advice and support to facilitate better use of resources to address identified problems through early intervention and targeted support
8.	Maintain positive working relationships	Ongoing	Housing Manager /	Staff Time / Prototyping		Delivery of the following	Raised awareness of controlling relationships and changed behaviour

**ANNEX 2**

	with key partners in meeting needs of people affected by domestic abuse		ASCS Manager	Budget		programmes of work: <ul style="list-style-type: none"> <li>• Freedom</li> <li>• Freedom Forever</li> <li>• CRUSH</li> <li>• 'Who's in Charge'</li> <li>• Own my Life</li> </ul>	for people affected by domestic abuse and abusing relationships
9.	Support the Hampshire Making Safe Scheme, by supporting victims of domestic abuse with options and information to enable them to remain safe in their homes	Ongoing	Housing Manager  Hampshire Making Safe Scheme Co-Ordinator	Staff time  Leaflet reprints / updates may be required	Appropriate changes made to literature  Promotion of the services to Registered Providers and other key agencies	Updated information available to all staff, customers and partners	Increase in the number of households able to remain safely in their home as a result of target hardening measures and housing option interventions  If possible, work with Hampshire partners to secure further MHCLG funding to ensure continuation of the programme for a further 3 years
10.	Incorporating the Countywide youth homelessness action plan into the Hampshire Young Peoples' Strategy	Sept 2021	Housing Manager  Children Services Team Manager	Staff time / Joint working	Maintain positive performance in low levels of youth homelessness  The Joint Housing and Children's Services	Prevent young people aged 16/17 or who may be leaving care from becoming homeless  Joint training between Housing and Children's	A joint approach for the prevention of youth homelessness across Hampshire Children's Services and Test Valley Housing Services  Joint assessment and planning from the point of the young person becoming homeless is embedded

**ANNEX 2**

					<p>Protocol provides clear guidance on prevention</p> <p>No 16/17 year olds in temporary accommodation provided under homelessness provisions save in exceptional circumstances</p>	<p>Services on the protocol providing clear guidance on the duty to support (and the Duty to Refer)</p>	<p>Service that responds to the support needs of young people to ensure they are able to manage independently</p> <p>Clear shared understanding of corporate parenting responsibilities</p>
11.	Monitor demand across all sets of indicators	April 2020 onwards	<p>Head of Service / Housing Manager</p> <p>Performance Board</p> <p>OSCOM &amp; Cabinet (through annual Housing Strategy Updates)</p>	Staff time	<p>Covalent updated</p> <p>Service Plan updated</p>	<p>All Officers working towards HRA performance targets</p> <p>Performance Board review performance against targets</p> <p>Annual briefing for OSCOM and updates for Cabinet</p>	<p>Understanding the pressures and demands affecting TVBC front line Housing Services and allocating resources effectively to meet demand</p>

**ANNEX 2**

12.	Review and improve the on-line administration of homelessness duties	April 2021	Head of service/ Housing Manager/ Hampshire Home Choice (HHC) Board	Staff time / HHC Budget	HHC partnership upgrade software  Upgrade implementation  Promotion to customers of new opportunities to self-serve  Increasing use of self-serve options by customers	Paperless service that is more streamlined  Increased self-serve opportunities	Upgrade to Civica system that facilitates self-service, including completing on line forms and change of circumstances  Self-service to reduce demands on officer time, freeing up time to spend with more vulnerable customers and in undertaking more proactive and partnership focused work to deliver improved personal housing plans
13.	Work with Hospital and Prison Services to develop protocols for discharge from hospital and prison	March 2022	Housing Manager / Senior Housing Options Officers  Hampshire Strategic Housing Officers Group / Hampshire Housing Officers	Staff time	Identify who should be contacted to support this work  Develop approaches that are Duty to Refer compliant  Influence appropriate changes to hospital discharge	Early identification of people in hospital or in prison who are at risk of homelessness on discharge or release  Appropriate referrals being made to TVBC under the Duty to Refer	Effective protocols and Duty to Refer arrangements in place  Instances of homelessness arising when people are discharged from institutions absolutely minimised (with the aim to stop it happening at all)



**ANNEX 2**

			Group		<p>policies and protocols at Basingstoke &amp; Winchester</p> <p>Influence appropriate changes to prisoner release protocol at HMP Winchester</p>		
14.	Engage the Army Welfare Service in our work to prevent and relieve homelessness, and to educate members of Her Majesty's Forces about the reality of local authority housing support	March 2023	<p>Head of Service / Housing Manager</p> <p>Defence Housing Executive / Army Welfare Service</p>	Staff time	<p>Regular joint briefings with Army Welfare Services</p> <p>Housing Options attendance at Army Welfare Service events</p>	Effective joint working to address housing and advice needs of Armed Forces households	<p>Realistic expectations of available help and support and a clear understanding of legal provisions and protections as they relate to people leaving the Armed Forces</p> <p>Identified ways to support people leaving the armed forces to understand the housing support that is available and to prevent homelessness</p>
15.	Use GIS mapping and other data to identify trends and specific hotspot locations, to inform design and identify co-location sites	April 2021 (Annually reviewed every May)	<p>Housing Manager</p> <p>Preventing Homelessness Forum</p>	Staff time	Annual Maps produced to monitor and track location of clients at point of referral (and identifying any specific clusters at certain geographical	<p>Meaningful data is produced</p> <p>Shared priority areas identified with key partners</p> <p>The Housing Options Team attend co-location sites where there</p>	<p>Targeted drop in sessions provided in areas where needed</p> <p>Multi-agency pop-up hubs supported (see also action below)</p> <p>Continued success preventing and relieving homelessness including maintaining low levels of main duty acceptances and levels of temporary</p>

**ANNEX 2**

					<p>locations in the borough)</p> <p>Gain up to date data mapping and produce these annually</p> <p>Partner agencies feeding in their data wherever possible to increase the sophistication of local modelling</p> <p>Monitor success</p>	<p>is an identified need for the service to be offered in the community</p>	<p>accommodation use</p>
16.	<p>Multi-agency pop up hubs as part of placed based activity</p>	<p>Quarterly from April 2020</p>	<p>Senior Housing Options Officers</p> <p>Preventing Homelessness Forum</p>	<p>Staff time</p>	<p>Data analysis including shared data to inform targeted work locations</p> <p>Key partners engaged and supporting the approach</p> <p>At least 1 multi-agency pop up hub delivered per quarter</p>	<p>Targeted drop in sessions as part of placed based activity</p>	<p>“Hot spots” targeted for place based work including relevant agencies to meet identified needs</p> <p>Increased knowledge and understanding among those at risk of homelessness (or affected by other potentially related issues) of services available and the need to seek help at the earliest possible stage</p> <p>Accessible services in target areas</p> <p>Increased prevention and relief of homelessness</p>

**ANNEX 2**

							Improved partnership working with a range of different agencies
17.	Ensure Housing Service uses locally gathered intelligence data as well as data available through central government and partner agencies to inform service development and delivery	June 2020	Housing Manager  Preventing Homelessness Forum	Officer Time  Data analysis training	Clear understanding of data available within service and externally  Regular review of data against service delivery	Increased levels of homelessness prevented through targeted work using data analysis  Ongoing adjustments to strategy actions based on a continuous learning process  Targeted use of flexible funds to prevent and relieve homelessness	Predictive indices developed to highlight relevant cohorts and locations  Services working together to target those cohorts and locations in the interests of early intervention
18.	Progress the predictive indices	Sept 2020	Housing Manager  Preventing Homelessness Forum	Staff Time	Use GIS mapping to prioritise co-location areas  Liaise with a variety of organisations to identify co-location sites in	Support local intelligence and Identify priority areas for different services to come together and to target promotional work  To inform future delivery of services to ensure	Clients who may not normally visit the Council Offices are able to access advice and assistance from the Housing Options Team to enable them to access employment, address debt management and deal with any risk factors relating to their current situation

## ANNEX 2

			Test Valley Partnership		agreed areas	all clients groups are being captured and are able to engage with us in the most appropriate location	
19.	Expansion of the "Housing First" model in partnership	April 2021	Housing Manager / Aster / Two Saints / Hampshire Constabulary / Inclusion	Ongoing financial support through the housing options service budget & cooperation from Aster in securing appropriate units of accommodation  MHCLG funding	10 units tenanted with support  The 2019 pilot extended	Increase current capacity from 6 to 10 units by April 2021  Evaluation of cost benefit of the new approach to the Council and to wider public services (see also later action point)	Housing First approach brings inside most vulnerable rough sleepers sustainably  Housing First tenants do not return to the street  Demonstrating the approach saves public money  Housing First model is expanded to support additional vulnerable people to move forward with their lives away from the street  Direct contribution to ending rough sleeping in Test Valley
20.	Monitor the impact of the Mental Health Accommodation Service in Test Valley and ensure people receive the right housing support and	March 2021	Housing Manager  Together  Hampshire County	Staff time	Monitor through the local Mental Health Service  Collect data and monitor	Customers receive the correct advice and assistance for their needs  Offers of	All clients are referred appropriately to the Housing Options Team and partnership work ensures clients are provided with the appropriate advice/assistance at an early stage to prevent homelessness



## ANNEX 2

	that all processes are HRA compliant		Council		processes  Review quarterly	accommodation are sustainable where there are other support needs associated with mental health  The right services are engaged in complex cases which include a mental health need	Reduced proportion of overall homelessness caseload assessed at initial assessment as having a support need associated with a history of mental ill health  Improved joint working relationships with key partners in the local mental health accommodation and support pathways
21.	Support a local mental health supported accommodation review	March 2022	Housing Manager  Adult Services	Staff time	Review potential options locally for supported housing to meet the needs of people with mental health issues  Identify preferred option	Identified option to deliver appropriate supported housing in the local area for people with housing and mental health related support needs	Alternative identified to the provision at 1&2 Launcelot Close in Andover
22.	Work with Hampshire County Council Adult Services with regard to any future review of Social Inclusion Services (including as part of the Transformation to	March 2021	Head of Service  / Housing Manager	Staff time  Within existing resources	Participate in countywide meetings  Attend 1-1 meetings with	TVBC influences HCC approach to any future review and commissioning strategy	New model of delivery for social inclusion services in Test Valley post August 2021  No increase in statutory homelessness or rough sleeping arising as a result of HCC spending

**ANNEX 2**

	2021 programme)		Two Saints  Adult Services		HCC	TVBC able to assess the impacts of HCC chosen approach	plans
23.	Renegotiate the SLA Agreement and review funding arrangements with Aster for the Family Hostel in Junction Road, Andover	April 2021	Housing Manager	Service Budget	Discussions with Aster	New SLA and funding arrangements with Registered Provider	Provision of suitable and affordable interim accommodation for young families
24.	Provision of Revenue Funding to projects that will assist the Council to discharge its statutory homeless duties towards victims of domestic abuse and single homeless people	October 2020	Housing Manager  Andover Crisis and Support Centre  Two Saints	Service Budget	SLAs	SLAs agreed and signed for 2018-2021 with ACSC and Two Saints.	Assists the Council to meet its statutory duties and access to support and accommodation for two vulnerable client groups, victims of domestic abuse and single homeless people  Reduced front line demand for TVBC services through additional advice and support agencies including supported housing
25.	Take advantage of any potential funding streams for future service delivery or support voluntary sector partners in their bids for funding to prevent or tackle	April 2020 onwards	Head of Service  / Housing Manager  Preventing Home-	Staff time	Successful bids  Local safety net maintained and/or bolstered by new funds  Cohesive	Increased funding in Test Valley to prevent and tackle homelessness	Securing additional funding or resources on our own or through successful bids in partnership with local authority or voluntary sector partners for intervention and early prevention of homelessness

	homelessness		lessness Forum		network of adequately funded services operating under a common strategic umbrella		
26.	Working Groups delegated ownership of key actions and priorities within this strategy and with regard to emerging priorities identifiable during the life of the strategy	December 2020 (and ongoing)	Housing Manager  Community Manager / Community Engagement Officers  Preventing Homelessness Forum	Staff time	Working groups agreed including lead agencies to review specific priorities, deliver on proposed actions and recommend future changes to local services to increase potential to successfully prevent and relieve homelessness	Multi-agency working groups tasked with addressing specific actions  Multi-agency working groups tasked with reviewing key issues and recommending future actions  Working groups are not necessarily led by TVBC	Shared ownership of 'problems'  Preventing Homelessness & Rough Sleeping Strategy is delivered in partnership  New initiatives arising from inter-agency cooperation  Change is led through operational working groups representing wider partnerships

**3) Supporting people to remain in their homes, or to move to the right accommodation at the right time**

No	What we will do?	When we will do it	Who will deliver	Resources needed	Milestones	Target / Outcome	What will success look like?
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**ANNEX 2**

		<b>by?</b>	<b>this?</b>				
1.	Housing Options Interviews focus on all possible ways that may be appropriate to ensure customers can remain in the accommodation they are in at the time of presentation, for as long as practicably possible (and only where to remain would not put the customer or any other person at risk of harm)	April 2020 onwards	Housing Manager / Senior Housing Options Officers / Housing Options Officers	Staff time Training budget	Strengths-based assessments include actively considering all options to keep the household in their existing home  Proactive liaison and negotiation with all excluders where appropriate  Housing Options staff encouraged and empowered to think creatively about solutions to enable people to remain in their existing homes where it is sustainable to do so	Increasing proportion of prevention outcomes relate to households staying in their existing accommodation  Understanding of the 'appropriate' proportion of households enabled to stay where they are versus those who are moved to alternative accommodation  Staff and customers expect the first priority to be about how to keep the customer where they are living at the time of presentation  Alternative accommodation	Increasing successful prevention outcomes associated with households who were supported to remain in their current accommodation  Strengths-based assessment approach evolving and improving likelihood that customers will be able to remain in their homes  Clarity in terms of data on the 'right level' of households who are moved to alternative housing in order to prevent homelessness

**ANNEX 2**

						solutions are explored and provided only where necessary to do so and attempts to keep the household where they are living have failed	
2.	Ensure temporary accommodation options are appropriate for families and people with other vulnerabilities	March 2021 March 2022 March 2023  (Annual Reviews)	Housing Manager / Senior Housing Options Officers / Senior Accommodation Services Officer  Resettlement Officers  Landlord Liaison Officer / Tenant Liaison Officer	Staff time	Reductions in the length of time applicants spend in temporary accommodation	Identify any issues with the accommodation	Resettlement Officers are actively supporting tenants in temporary accommodation to access longer term housing options in the private and social rented sectors  The time households spend in temporary accommodation is minimised  Customers expect to receive offers of Private Rented Sector accommodation to end the Council's homelessness duties as well as (or instead of) offers from the Housing Register  Clear understanding of the current provision and any work that should be undertaken to meet future needs  Potential to devise a separate action plan in the context of temporary accommodation demand and supply and this should encompass any



## ANNEX 2

							future changes to social inclusion services in Test Valley (and with relevant recommendations and resource implications as part of that work)
3.	Increase the use of compulsory Private Rented Sector Offers (PRSOs) to end the Council's main homelessness duty in accordance with the Housing Act 1996 Part 7 (as amended by the Localism Act 2011)	April 2020 onwards	Housing Manager  Senior Housing Options Officers  Senior Accommodation Services Officer  Housing Options Officers / Resettlement Officers / Landlord Liaison Officer / Tenant Liaison Officer / Homelessness Prevention	Staff time  Existing service budget (including through the use of cashless bonds)	Officers are trained in the use of compulsory PRSOs & the Council's PRSO Policy  Officers are clear that PRSOs are to be used in all appropriate cases, subject to due regard to relevant guidance (and availability of suitable PRS accommodation)  Pro-formas are updated to support legal and procedural compliance in making compulsory	Customers are clear that the Council will seek to use compulsory PRSOs to end the main homelessness duty  Homelessness duties are ended in fewer cases by Part 6 Housing Register offers  The average length of stay in temporary accommodation provided under homelessness duties is reduced / minimised  B&B is only used as temporary accommodation in emergencies and	Suitable accommodation in the Private Rented Sector is being used to end the main homelessness duty, thereby reducing temporary accommodation pressures and ensuring all available suitable and settled accommodation options are being used to meet need  Customers triggering homelessness duties expect to be offered suitable PRS accommodation even where the main housing duty is owed  There is no advantage arising through the triggering of specific homelessness duties for any household, in the context of securing housing association homes in Test Valley

**ANNEX 2**

			Officer		PRSOs	for not longer than 6 weeks (where households include dependent children or pregnant person)	
4.	Deliver Housing Strategy 2020 to 2025 ambition to enable 200 new units of affordable housing each year	Annually for the life of this strategy	Housing Development & Standards Manager  Planning / Legal / Registered Providers / Developers	Staff time  Presumption of nil grant as a starting point on all new development sites – but with potential to consider grant funding, use of S106 monies, Right to Buy receipts and cross subsidies where necessary to achieve the Council’s aims	Delivery of 200 affordable homes per annum	Provision of good quality and affordable housing  Housing need is met through re-lets and the development of new affordable housing	Meeting the housing need of households on the Housing Register
5.	Continue to use data and evidence to understand ways to work smarter to	April 2020 onwards (ongoing)	Head of Service / Housing Manager /	Staff time  MHCLG Grant Funding	Quarterly reviews of data to inform internal	Use trends and KPIs to understand demand and work	Effective targeted use of MHCLG funding streams to ensure staffing levels and caseloads are appropriate  Council continues to meet all legal

**ANNEX 2**

	manage demand and to inform how we resource the housing service to prevent and relieve homelessness		Senior Housing Options Officers / Senior Accommodation Services Officer		discussions Data captured by partner agencies feeds into quarterly reviews		requirements Front line resource requirements offset higher costs of increasing levels of homelessness, rough sleeping and temporary accommodation use (including B&B)
6.	Conduct case audits quarterly using a sample of cases from across the service and produce performance management report including time bound recommendations to be implemented to ensure continuous service improvement	Quarterly from April 2020	Housing Manager / Senior Housing Options Officers	Staff Time	Case audit results discussed at team meetings, in 1-1s and appraisals  Findings addressed and service delivery improved  Consistent understanding of aims and requirements resulting in a consistent service delivery for customers requesting assistance  'Real time, real	All staff working consistently  All staff working in a procedurally compliant way  Performance issues addressed  Training needs identified  Continuous service improvement through shared oversight	Recommendations are being acted on and appropriate changes to service delivery and case work are being made  Procedurally compliant service delivery  Improve internal process and procedures  Best use of public funds to prevent and relieve homelessness  Common understanding of aims and requirements

**ANNEX 2**

					life' performance management culture continues and embedded through strengths based approaches		Consistent service for all households being supported
7.	Reduce the number of parental/friend evictions through mediation, home visits and other ways of preventing homelessness	April 2020 onwards (and ongoing)	Senior Housing Options Officers / Housing Options Officers	Staff Time Training budget	Investigate what works well in other areas to prevent presentations when relationships breakdown  Key staff trained in mediation and negotiation techniques	% increase in the number of applicants prevented from becoming homeless through breakdown of family relationships	Reduction in the number of households approaching the Council as homeless from family/friend evictions  Adequate response to family evictions  Home visiting  Staff trained in negotiation and mediation skills.
8.	Embed and monitor the new Resettlement Service	March 2021 and annual review	Head of Service / Housing Manager	Staff time Service Budget	Reduction in the use of temporary accommodation  Reduced / minimised average length of stay in	Management and support for households in temporary accommodation	Reduction in the number of households being threatened with homelessness from temporary accommodation  Minimised numbers of households in temporary accommodation  Reduction in the use of B&B to accommodate homelessness

## ANNEX 2

					<p>temporary accommodation</p> <p>Increased options in the private rented sector for households in temporary accommodation</p> <p>Increased use of PRSOs to end the main housing duty</p>		<p>households owed either interim or ongoing duties to accommodate</p> <p>Reduction in repeat homelessness</p> <p>Increasingly holistic personal housing plans</p> <p>Housing Options Officers upskilled in resettlement and support work</p>
9.	Review the TVBC Scheme of Allocations during the life of the strategy	March 2023 (quarterly informal reviews during the life of the strategy)	Head of Service / Housing Manager / Hampshire Home Choice Manager / Senior Accommodation Services Officer	Staff time	<p>Using data from the Housing Strategy Evidence Base &amp; Review of Homelessness 2019 to target areas of the allocations policy for review</p> <p>Identify where / if the policy may not be achieving the right balance of priorities – both in terms of</p>	<p>The Allocations Policy achieves the right balance of priorities</p> <p>The Allocations Policy does not include any perverse incentives to approach the Council for assistance under homelessness provisions</p> <p>The Allocations</p>	<p>The Allocations Policy remains fit for purpose</p> <p>The Allocations Policy directly contributes to achieving the Council's strategic aims</p> <p>The Allocations Policy achieves the right balance of priorities, with due regard to the variety of competing demands and the prevailing housing circumstances of the borough</p> <p>There is no disproportionate advance to approaching the Council as either homeless or at risk of homelessness in order to achieve a Part 6 Housing</p>



					<p>meeting the needs of people triggering homelessness duties, but also, in terms of ensuring it is not disproportionately favourable to those triggering homelessness duties</p> <p>Identify any minor changes, or more fundamental amendments, that the Council might sensibly consider</p> <p>Ensure the Scheme of Allocations continues to meet all legal requirements (including any that may emerge over the life of this</p>	<p>Policy supports the Council's strategic aims</p> <p>The Allocations Policy meets all requirements set out in law and with due regard to statutory guidance</p>	<p>Register offer</p>
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**ANNEX 2**

					strategy)		
10.	Review the provision of temporary accommodation at Eastfield Lodge and Station Road	March 2021	Housing Manager	Staff time	Sufficient level of temporary accommodation to address demand	Secure range and type of temporary accommodation to meet range of needs  Reduce use of bed and breakfast accommodation	Portfolio of suitable and affordable temporary accommodation that meets the needs of customers
11.	Review Test Valley Lettings and the roles of the Landlord Liaison Officer and the Tenant Liaison Officer	6 monthly & April 2021	Head of Service / Housing Manager	MHCLG funding	Produce a professional landlords' pack and customers' pack  Have an agreed timescale for settling in visits and regular follow up visits during tenancy	Launch of a successful lettings agency that supports both landlords and tenants and increases options for customers in the private rented sector.	Delivery of a dedicated landlord/dedicated tenant support  Launch of TV Lettings  Excellent communication and support is provided to both landlord and tenant to enable customers to sustain their tenancy  Identify the use of Homelessness Reduction Grant funding for the continuation of the project in accordance with MHCLG suggested use
12.	Minimise (and eliminate where possible) the use of bed and breakfast	On-going and 3 monthly review	Housing Manager / Housing Options	Bed and Breakfast budget	Reduction in the use of bed and breakfast against budget	Only using this form of accommodation in the event of an	Nil use of bed and breakfast  Compliance with the requirements of The Homelessness (Suitability Of Accommodation) (England) Order

## ANNEX 2

	accommodation for young families and young people		Team	Staff time		<p>emergency and for no longer than 6 weeks.</p> <p>Exit strategies for all customers before placed in B&amp;B</p> <p>All placements in B&amp;B subject to case audit and prioritised by Resettlement Officers for support</p>	2003
13.	<p>Review the outcomes of services provided by the Yellow Brick Road project where the housing options services has funded initiatives</p> <ul style="list-style-type: none"> <li>• You Matters</li> <li>• Pre- tenancy Training</li> <li>• Sustain</li> </ul>	June 2020 & April 2021	Housing Manager / Yellow Brick Road Project	Officer time	<p>Review outcomes of MHCLG funded pre tenancy training</p> <p>Identify potential future opportunities to assist additional cohorts</p>	<p>Clear outcomes data informing projects funded</p> <p>To enable prospective tenants to understand the responsibilities of managing a tenancy</p> <p>Tenants of the family hostel undergo pre tenancy training prior to moving on to independent</p>	<p>Data supports business case for further tranches of training</p> <p>Deliver direct pre-tenancy training and support for vulnerable single people</p> <p>The initiatives have supported people to change their behaviour and resulted in sustainable outcomes</p> <p>New tenants are provided with easy to understand useful training, resulting in increased understanding and awareness to enable them to sustain their tenancy and prevent homelessness</p>

**ANNEX 2**

						<p>living</p> <p>Increasingly sustainable positive accommodation outcomes for people who have been affected by homelessness</p> <p>Landlords (private and social) receive tenancy-ready households from the Council's Test Valley Lettings and Hampshire Home Choice services</p>	<p>Reduced instances of repeat homelessness and maintaining high performance in the context of successful prevention and relief of homelessness</p> <p>Reduced levels of rough sleeping</p>
14.	Housing Options Team to identify opportunities for co-location within community settings	September 2020	Housing Manager  Two Saints  ACSC  Preventing Homelessness Forum	Staff time	<p>Work with partner agencies to identify additional outreach opportunities</p> <p>Liaise with other organisations to identify suitable co-location sites</p>	<p>Housing Options Team liaise with customers at a very early stage to provide a holistic service to ensure they do not end up being at risk of homelessness</p> <p>Improved information</p>	<p>Customers are dealing with any potential factors that could lead to homelessness at an early stage so that they can remain in their own homes whilst obtaining additional advice/assistance such as finding employment, dealing with current debts, underlying health complaints and other support needs</p>

**ANNEX 2**

						sharing, knowledge and relationships across participating agency's services	
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4) **Developing** local partnerships to ensure no-one has to sleep rough in Test Valley

No	What we will do?	When we will do it by?	Who will deliver this?	Resources needed	Milestones	Target/Outcome	What will success look like?
1.	Continue to deliver a universal service ( <i>accommodation offers to any local resident who may otherwise sleep rough regardless of priority need or intentional homelessness</i> )	Ongoing since April 2018	Housing Manager	Existing Housing Options Service budget	Capture data to demonstrate offers made / acceptances / refusals  Monitor quarterly, including any learning arising from trends in refusals / acceptances	No-one has to sleep out for a single night	No 'new' rough sleepers hit the street without an offer of accommodation and support  No 'new' rough sleepers spend more than one night on the street without an offer of accommodation and support
2.	Monitor and respond to any future changes to County Council investment in social inclusion services (and including accommodation and support services for people with mental health needs, learning disabilities and young people)	Ongoing from April 2020	Head of Service / Housing Manager  Adult Services  Children's Services  RP partners  Two Saints	Staff time  Existing budgets	Continue to engage in any future HCC reviews of services that may impact homelessness and accommodation provision in Test Valley	Influence HCC decision making where it may otherwise negatively impact on our local residents including the most vulnerable members of our communities  Review TVBCs role in supporting	Ongoing HCC investment at current or increased levels to ensure there is adequate accommodation and support for people who may otherwise meet social care thresholds due to increasing levels of unmet support needs  Joint commissioning of future service provision to meet shared strategic aims  TVBC services fit for purpose and ensuring legal compliance with



**ANNEX 2**

						<p>local services dependent on emerging changes</p> <p>Maintain active dialogue with HCC and with local providers</p>	homelessness duties
3.	Review high level of people presenting who claim to have no fixed abode	December 2020	<p>Housing Manager</p> <p>Two Saints</p>	Staff time	<p>Case audit of cases presenting with no fixed address</p> <p>Housing Options Officers actively investigating cases presenting as no fixed abode</p> <p>Common themes identified</p>	<p>Targeted work to understand the cohort</p> <p>Identified opportunities to prevent people becoming no fixed abode</p>	Local services better prepared to prevent and relieve single homelessness
4.	Conduct rough sleeping hot spot counts	Periodic from April 2020	<p>Housing Manager / Senior Housing Options Officers</p> <p>Two Saints</p>	Staff time	<p>Periodic hotspot counts undertaken where necessary to confirm rough sleeping levels</p> <p>Hotspot counts</p>	<p>Improved intelligence and understanding of the level of need in the area</p> <p>Clear monitoring of rough sleeping</p>	<p>Low levels of rough sleeping</p> <p>Robust local evidence base on which to make strategic decisions about service delivery to tackle rough sleeping</p>

**ANNEX 2**

			Hampshire Constabulary		to be complemented by intelligence locally to ensure any count is understood in the context of local estimate (in accordance with official guidance)	Evidence to support targeted work to tackle rough sleeping (or to endorse pre-existing initiatives)	
5.	Explore Making Every Adult Matter (MEAM)	March 2021	Housing Manager / Senior Housing Options Officers  Two Saints	Staff time  Potentially MHCLG funding	Understand the experience in pilot MEAM areas and how it may be applicable to the situation in Test Valley  Engage with colleagues in Basingstoke and in Winchester to understand their recent experiences of MEAM  Review whether MEAM could be the right approach in	Insight into MEAM in practice and the potential pros and cons of adopting MEAM in Test Valley	Clear view as to whether or not MEAM is a model that should be introduced in Test Valley and what this might entail, including any specific resource implications associated with introducing MEAM

## ANNEX 2

					Test Valley in light of local evidence		
6.	Review the Rough Sleeper Initiative funded project	June 2020	Housing Manager  Two Saints	Staff time  MHCLG Funding	Review of successes and challenges  Case studies identified  Evidence of what works well and what has been challenging	SLA reviewed  Evidence used to make any adjustments to delivery	Effective partnership working demonstrated  Potential adjustments to future service deliver made  Exit strategies identified post-continuation funding
7.	Review the Rapid Rehousing Pathway funded project	June 2020	Housing Manager  Two Saints	Staff time  MHCLG Funding	Review of successes and challenges  Case studies identified  Evidence of what works well and what has been challenging	SLA reviewed  Evidence used to make any adjustments to delivery	Effective partnership working demonstrated  Potential adjustments to future service deliver made  Exit strategies identified post-continuation funding
8.	Deliver the rough sleeping partnership for a further year using new MHCLG Rough Sleeper	April 2020 to March 2021	Housing Manager  Two Saints  Preventing	Staff time  MHCLG funding	Using the learning from the first tranche of funding (as set out in the 2	Minimised levels of rough sleeping (aiming to end rough sleeping)	Additional resource used in a targeted way during 2020/21  MHCLG requirements met through the funding

## ANNEX 2

	Initiative Funding that has been successfully secured for 2020/21		Homelessness Forum (and Working Group on Rough Sleeping)		preceding actions) – deliver a further year of partnership working to end rough sleeping using MHCLG funding	Deliver the terms of the funding and in accordance with SLA requirements  Meet MHCLG reporting requirements  Identify and implement exit strategy (including any further bids for MHCLG funding should the opportunity present itself)	Rough sleeping reduced at official estimate autumn 2020 from the position at autumn 2019  Improved local intelligence informing future approaches to preventing and relieving rough sleeping
9.	Create an operational multi-agency “Homelessness Reduction Board” to review progress towards the action plan quarterly	Dec 2020 (and then quarterly)	Housing Manager  Senior Housing Options Officers  Communities Manager / Community Engagement Officers  Preventing Home-	Officer time	Initial meeting by end of June 2020  Quarterly meetings programmed in	Multi-agency review and monitoring of our strategic approach to tackling rough sleeping (and preventing it) in the local area  Improved partnership working in the interests of	Quarterly well attended meetings  Theme 4 of the strategy Action Plan up to date and actively monitored  Shared responsibility for tackling rough sleeping  TVBC not necessarily the ‘lead’ agency in tackling rough sleeping with acknowledgement of the importance of partnerships to ending rough sleeping  Reduced rough sleeping with the aim to achieve zero rough sleepers in the

## ANNEX 2

			lessness Forum			preventing rough sleeping	area at the earliest opportunity
10.	Consult and inform about homelessness and rough sleeping prevention and partnership work at partnership events	April 2020 onwards throughout the life of the strategy	Head of Housing / Housing Manager  Policy Manager  Communities Manager	Officer time	Housing Service supporting Community Partnerships events throughout the life of the strategy  Homelessness to maintain a high profile and on the agenda for key groups locally	Increased awareness of local strategy development and how partners can link into the strategic umbrella of the housing strategy and preventing homelessness and rough sleeping strategy  Opportunity for further comments on the strategic direction, including operational factors that work well or that need to be improved	Actively engaged partnerships with collective sense of responsibility for homelessness
11.	Encourage all partners to pledge support to the principle of a local	March 2021  Review March 2022	Head of Housing & Environmental Health /	Officer time	Develop a local "pledge" that agencies sign	Key strategic partners sign up to a pledge and commit to working	All key partners signed up to the pledge and actively working towards a coherent partnership response to rough sleeping focused on

## ANNEX 2

	“No First Night Out” approach	& March 2023	Housing Manager  Preventing Homelessness Forum	Access to Flexible Homelessness Prevention budget to support engagement in project work	up to Preventing Homelessness Forum following on from Homelessness Reduction Board reviewing progress and introducing a local “pledge” to work together on a “No First Night Out” basis  All key partners in the local strategic approach to tackling rough sleeping sign up to the pledge.	together as part of a strategic approach that aspire to “No First Night Out”, while delivering a minimum “No Second Night Out” standard	prevention, intervention and recovery  Partners actively working together to deliver the pledge, including: <ul style="list-style-type: none"> <li>• TVBC services</li> <li>• Hampshire County Council (<i>including Adult and Children’s social care, mental health commissioning, and Public Health</i>)</li> <li>• Community Mental Health Team <ul style="list-style-type: none"> <li>• Hampshire Constabulary <ul style="list-style-type: none"> <li>• Registered Providers <ul style="list-style-type: none"> <li>• Two Saints</li> </ul> </li> </ul> </li> <li>• Inclusion Drug and Alcohol Service <ul style="list-style-type: none"> <li>• CRC and Probation <ul style="list-style-type: none"> <li>• CAB</li> </ul> </li> </ul> </li> <li>• Local charities including The Bridge</li> <li>• Local Churches &amp; Street Pastor service <ul style="list-style-type: none"> <li>• Unity</li> </ul> </li> </ul> </li> </ul> <p>Wider voluntary sector agencies with an interest in homelessness</p>
12.	Continue to respond to reports of rough sleepers within 1 working day including outreach undertaken by the Council’s housing team / Two	Ongoing	Housing Manager / Senior Housing Options Officers / Two Saints /	Officer time  Two Saints capacity	All rough sleepers are visited on the street and made offers of emergency accommodation	Local services respond rapidly to reports of rough sleeping  All rough sleepers are offered	No First Night Out  Minimum standard No Second Night Out  Responsive service – all rough sleepers visited on the street urgently



**ANNEX 2**

	Saints		Hampshire County Council	<p>Social Inclusion Services funding</p> <p>MHCLG funding</p>	<p>and support (and ongoing attempts made to engage anyone sleeping rough where offers are otherwise refused)</p> <p>Visits to rough sleepers on the street are made in the interests of building and gaining trusting relationships that enable people to accept help where they may otherwise refuse it due to entrenched issues including health problems and addiction</p> <p>Enforcement action is considered by relevant statutory agencies to reduce ASB and</p>	<p>accommodation and support to end any period of rough sleeping</p> <p>Exit strategies are developed with rough sleepers (from the street, from emergency accommodation, and into medium / longer term plans for independent and sustainable living)</p>	<p>and within no more than 1 working day of the report of rough sleeping</p> <p>Where people refuse assistance, dialogue is commenced at the earliest possible opportunity with the individual to build trust and to work on understanding the obstacles that may be preventing the person from accepting help</p>
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**ANNEX 2**

					harmful street activity		
13.	Undertake regular case audits to monitor service consistency and service quality in the context of supporting single homeless people and rough sleepers, and to inform any appropriate amendments to service delivery and performance management (including identifying skills gaps and training needs)	June 2020 and Ongoing	Housing Manager / Senior Housing Options Officers	Officer time	Case audits discussed at team meetings and 1-1s  Findings addressed each month and service delivery improved	All staff working consistently  All staff working in a procedurally compliant way  All staff delivering against appropriate aims included within this action plan  Performance issues addressed  Training needs identified and met	Recommendations are acted on  Appropriate changes to service delivery and case work are being made  Procedurally compliant service delivery  Rough sleepers and people at risk of rough sleeping are receiving regular help and support that is proactive and engaging, and that seeks to address underlying causes of housing related issues in partnership to achieve sustainable outcomes
14.	Engage partners in regular / as necessary multi-agency “walkabouts” that target anyone sleeping rough (enforcing and supporting) through the continuation of (or building on the experience of) Operation Mazi in	Ongoing (and from April 2020)	Housing Manager / Senior Housing Options Officers  Communities Manager  Two Saints	Officer time	Regular partnership walkabouts are happening (minimum once a quarter with more during summer months or where there are obvious hotspots)	Walkabouts continue to happen and involve key agencies (enforcement, accommodation and support)  Walkabouts are flexible and frequency can be	Visible multi-agency presence taking an interest in rough sleeping and street activity in Andover town centre (and any other areas that may experience rough sleeping pressure)  Offers of accommodation and support are being made by relevant agencies, whilst enforcement options are actively considered and used where appropriate to reduce ASB

**ANNEX 2**

	Andover		Inclusion Hampshire Constabulary  Preventing Home- lessness Forum		Walkabouts are scheduled at different times and on different days	stepped up depending on emerging demands	and harmful street activity
15.	Identify any specific training needs for front line officers and support staff that may assist them in working with people who are rough sleeping (above and beyond any other training that is referenced within this action plan)	July 2020 and ongoing	Head of Service / Housing Manager	Training budget	Use the PDD process to identify any associated training needs for individual team members  Review best practice and identify training options that look at influencing behavioural change	Staff are fully skilled up and equipped to deliver effective services  Staff continue to be supported with the necessary skills to deliver an asset-based service including with people who have complex needs  All staff are able to work positively with rough sleepers in the interests of harm reduction and ensuring accommodation offers are	Staff have the necessary skills to do their jobs  Single people are actively engaged by officers through strengths-based approaches  Front line staff are increasingly participating in the future design of the service, building on new approaches and learning from what works, and what has not worked

**ANNEX 2**

						sustainable	
16.	Support single people with rent deposit loans and/or bond guarantees to assist them to access PRS accommodation	Ongoing <i>(and from April 2020)</i>	Housing Manager / Senior Housing Options Officers / Homelessness Prevention Officer	Officer time  Within existing resources  Any additional resource requirements to be identified	Continue to deliver PRS access support to single people where required  Meet the requirements of the MHCLG PRS Funding bid	Housing Service actively offering PRS access support to single people and couples  Ongoing review and development of landlord incentives and available support for tenants (and prospective tenants)  Using pre-tenancy training as additional lever to persuade landlords to offer tenancies to people who have experienced complex needs and/or street homelessness	Increase in the number of single people accessing the PRS with TVBC support
17.	Review local emergency bed capacity and options to increase it during	April 2020	Head of Housing & Environmental Health /	Officer time  <i>(Any additional</i>	Identify potential options including with local voluntary	Need established based on experience of service delivery	Reduced use of bed and breakfast to meet the Council's commitment to prevent / relieve rough sleeping  Maintain high levels of cases

## ANNEX 2

	periods of high demand		Housing Manager / Senior Housing Options Officers / Two Saints / Aster	<i>resource requirements that may fall beyond scope of existing budget to be determined as part of review)</i>	sector Establish likely future requirements based on caseload and impact of new approaches over the life of this action plan	and partnership engagement Identified flexible options to increase capacity for emergency placements if required at certain times in the year  Identify opportunities to increase E-bed capacity at Dene Court and potential to achieve them	resolved under the duty to relieve homelessness  Low levels of rough sleeping on any given night  Local provision meets need
18.	Develop integrated and coordinated assessment processes for people with complex needs to prevent and relieve homelessness through support planning and active multi-agency engagement	December 2020	Housing Manager / Senior Housing Options Officers  Two Saints  Adult Services  Preventing Homelessness	Officer time  Partner commitment	Improved alignment of agency assessments  Personal Housing Plans owned by a range of agencies and the client  Individual multi-agency action plans agreed for specific	Coherent partnership response to people with complex needs who are either rough sleeping or at risk of rough sleeping  Shared sense of responsibility for the prevention and relief of homelessness	The system demonstrably working together to support people with complex and multiple needs  Partnership working focused on behavioural change and sustainable interventions  Reduced focus on “statutory constraints” across individual components of the system of public services, in the interests of common sense responses and playing to the strengths of agencies with the most relevant skillsets to deal with specific challenges or obstacles preventing

## ANNEX 2

			Forum		individuals	<p>Asset-based assessments undertaken by TVBC housing team are reflected in referral forms to other agencies</p> <p>Care Act assessments are conducted on all elderly / frail rough sleepers</p>	people moving their lives forward positively
19.	Develop individual (multi-agency) action plans for <u>every</u> identified rough sleeper including reviewing obstacles to bringing them inside and specific actions to remove those obstacles (and to include the agency best placed to address specific needs)	Dec 2020	<p>Housing Manager / Senior Housing Options Officers / Engagement Officers (Community Safety)</p> <p>Two Saints</p> <p>Inclusion</p> <p>CMHT</p> <p>Adult Services</p> <p>Hampshire</p>	Officer time  Partner commitment	<p>Develop the CMARAC to include reviews of individual rough sleeper action plans</p> <p>Draw together Personal Housing Plans and wider partnership responses into one place</p> <p>Identify appropriate lead agency in all cases of rough sleeping (this</p>	<p>Multi-agency action plans (and exit strategies) in place for all rough sleepers and including people in accommodation who have recently slept rough</p> <p>Lead agency ownership of monitoring and delivering those plans empowered to challenge delivery by contributing agencies to ensure progress</p>	<p>Multi-agency plans in place for every identified rough sleeper in Test Valley</p> <p>Different agencies leading on plans for different individuals, and at different times</p> <p>Wider system recognition that bricks and mortar alone cannot resolve the underlying causes and effects of rough sleeping</p> <p>Reduced levels of entrenched rough sleeping locally</p> <p>Reduced levels of rough sleeping locally (aiming for zero rough</p>

## ANNEX 2

			Constabulary		may not always be “housing”)	across all partner commitments  Rough sleeping no longer seen to be a “housing problem” and treated in the context of the underlying causes and wider, complex issues associated with each individual who finds themselves on the street	sleepers)  Reduced levels of people “returning” to the street  Enforcement supporting the aims of the partnership where individuals are refusing help whilst generating complaints from businesses and residents
20.	Develop multi-agency risk assessment / action plans setting out how individual rough sleepers will be supported to sustain their accommodation in the initial stages of moving from the street and / or from supported accommodation (1-6 months), and in the medium term (6-12 months)	April 2021	Housing Manager / Senior Housing Options Officers / Engagement Officers (Community Safety)  Two Saints  Inclusion  CMHT	Officer time  Partner commitment	Partners working together to identify key risk factors that may result in a return to the street, and practical actions to overcome them and mitigate risk  Develop the CMARAC to include reviews of individual	Multi-agency risk assessment action plans (and exit strategies) in place for all rough sleepers who are brought inside  Lead agency ownership of monitoring and delivering those plans empowered to challenge delivery by contributing	Multi-agency risk assessment plans in place for every newly accommodated rough sleeper in Test Valley  Different agencies leading on plans for different individuals, and at different times  Wider system recognition that bricks and mortar alone cannot resolve the underlying causes and effects of rough sleeping  Reduced levels of repeat rough sleeping locally



## ANNEX 2

			Adult Services Hampshire Constabulary		rough sleeper action plans once accommodation has been secured  Identify appropriate lead agency to ensure the right support is being provided to maximise prospects of success	agencies to ensure accommodation is sustainable and the right support is being delivered	Reduced levels of rough sleeping locally (aiming for zero rough sleepers)  Reduced levels of people “returning” to the street
21.	Promote the national Street Link service to ensure residents, business and agencies are actively reporting rough sleeping (also link to the local referral pathway)	April 2020 and Ongoing	Head of Service / Housing Manager / Communications Manager  Preventing Homelessness Forum	Officer time	Ensure awareness of Street Link as part of homelessness communications planning	Press releases / media output periodically highlights the national service and encourages residents to contact the Council if they are worried about their housing situations / report rough sleepers to Street Link	Increased awareness of Street Link services  People contacting the Housing Service at the first sign of tenancy problems  Street Link reports flagging rough sleepers in the local area with the TVBC housing team
22.	Review eviction protocols with key	Sept 2020	Housing Manager /	Officer time	Eviction process reviewed with	Proportionate staged responses	Managed evictions from supported housing with exit strategies to ensure

**ANNEX 2**

	partners in the provision of supported accommodation for single people		Senior Housing Options Officers		Two Saints and other partners as may be appropriate	to tenancy / licence breaches  Flexible approaches where those accommodated have complex support needs  Adjustments to operational approaches to eviction protocols ensure the health and safety of relevant schemes and staff	wherever possible that evictions do not result in street homelessness  Fewer evictions from supported housing
23.	Undertake 'deep dive' reviews of service involvement and costs associated with service users with complex needs to identify real time cost-benefits of initiatives such as Housing First and the potential savings to the wider system of public services	Ongoing (March 2022)	Housing Manager / Housing First Steering Group / Preventing Homelessness Forum / Health Services / Hampshire Constabulary	MHCLG Funding  Staff time  Wider system support and contribution (time and data)	Clients identified on an ongoing basis  Initial assessments undertaken to identify system touch points and costs prior to intervention  Review of system touch points and costs after 6 months	Identify successes  Develop business case using real case data  Work with the wider system to review where costs could be saved through investing existing budgets differently	Clear, costed case study examples  Generalised financial assessment using extrapolation of individual case study data  Clear evidence of the benefits of investing in initiatives such as Housing First and other homelessness prevention and relief methods  Increased interest from the wider system in working differently

**ANNEX 2**

					<p>post-intervention</p> <p>Review of system touch points and costs 12 months post-intervention</p>	<p>Robust business case to support future funding bids</p> <p>Clear evidence of the financial value (and social value) of delivering initiatives such as Housing First</p>	
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- Other minor revisions to the policy are proposed and highlighted in the ‘tracked changes’ version of the existing policy at Annex 2.
- This report sets out an options appraisal for revising the current arrangements, and recommends that the Council continues to require street traders to apply for the Council’s consent to trade, and with appropriate updates to the policy as proposed at Annex 1.

## **1 Introduction**

- 1.1 The current Street Trading Consents Policy was approved on 18 August 2004.
- 1.2 The policy has not been updated since that time and a review has been carried out by the Housing & Environmental Health Service.
- 1.3 This review has resulted in identified changes to the policy that would make it more practicable and that would bring it up to date. The proposed revised Street Trading Consents Policy is set out in Annex 1 to this report with Annex 2 containing a track changes version of the original Policy for ease of reference.

## **2 Background**

- 2.1 Section 3 of the Local Government (Miscellaneous Provisions) Act 1982 gives local authorities the power to adopt the street licensing provisions given in Schedule 4 to the Act. These provisions prohibit most mobile trading (i.e. the sale of goods from a van or stall) in streets designated by formal resolution as ‘consent streets’ without the prior consent of the local authority.
- 2.2 The aim of the legislation is to minimise problems associated with mobile trading, allowing controls to be put in place in respect of matters such as nuisance, litter, traffic hazards, public safety, trading hours and anti-social behaviour.
- 2.3 On 6 January 2005, a Council resolution was passed, following a consultation process, to adopt the Local Government (Miscellaneous Provisions) Act 1982 powers and designate all streets (present and future) within the borough as ‘consent streets’.
- 2.4 The effect of the resolution is to make it an offence, in most cases, to trade within 10 metres of any street without a valid Street Trading Consent, or to trade in breach of any of the conditions attached to the Street Trading Consent. As required in law, new applications must be made every year, and consent cannot last for longer than 12 months.
- 2.5 There are some exemptions to the requirement for a Street Trading Consent as set out in the 1982 Act. These include news vendors, persons trading under a pedlar’s certificate, markets and fairs established by virtue of a grant, an enactment or order, and trading in connection with adjoining shop premises.

- 2.6 The Street Trading Consents policy written in 2004 anticipated the resolution to adopt the Street Trading Consents provisions and set out the principles for how the Street Trading resolution would operate in practice.
- 2.7 Since that time, applications have been determined by the Head of Housing & Environmental Health, consistent with the Scheme of Delegations. The policy includes safeguards for applicants who have their applications refused and who are unhappy with the refusal. In these circumstances, the policy allows for a request for the decision to be reviewed by the Licensing Committee. The Licensing Committee is empowered to hear representations from
- (a) applicants, in cases where the application for a Street Trading Consent has been refused by the Head of Housing and Environmental Health; or
  - (b) the holder of a Street Trading Consent which has been revoked by the Head of Housing and Environmental Health.
- 2.8 In the year 2018/19, twelve traders held a consent for year-round trading, nine of which were mobile food trading vans and the other three involved non-food trade. In addition, there were another six short-term consents issued, mostly in respect of incidental street trading associated with short events in either Andover High Street, Stockbridge High Street or Romsey town centre. These were the Andover A Fest, the Romsey Beggars Fair, the Andover Cycling Festival, the Andover Shilling Fair, the Stockbridge Trout 'n About Festival and the Christmas lights switch on in Andover.
- 2.9 The Housing & Environmental Health Service's review of the Street Trading Consent Policy concluded that the Council should sensibly continue to require street traders to apply to the Council for Street Trading Consents, and for the same reasons the resolution was adopted in 2005. However, the review also identified that the current approach would benefit from a number of specific changes. These changes are set out in more detail in Section 3 below.

### **3 Key Changes Under The Proposals**

- 3.1 The existing policy requires that consultation is undertaken in all cases (21 days is generally allowed). This means that Street Trading Consents normally take at least 28 days to be issued, even if no objections are received. Whilst the consultation process is warranted for traders wishing to trade regularly throughout the year, flexibility should be built into the revised policy to dispense with the consultation requirement in some situations where the risk of problems occurring is low. This would enable Street Trading Consents to be issued at much shorter notice in some cases, such as street trading in connection with short duration festivals and community events in well-established locations.
- 3.2 It is therefore proposed that the policy is revised to include discretion to dispense with the normal consultation process in cases of street trading:
- (a) for a period of 7 days or less; or
  - (b) on land that is managed by the Council.

- 3.3 The current policy could further be revised to give the Head of Service responsible for managing land on which street trading is requested, authority to grant Street Trading Consents as part of their existing consent processes for use of the land. Whilst it is not possible under the existing resolution to exempt sites from the requirement to hold a Street Trading Consent, the format of the consent is not prescribed but should contain conditions which are reasonably necessary, so it can be integrated with existing terms and conditions for using the Council's land. The benefit would be avoiding users of the land requiring separate consents from the land managing Service and the Housing & Environmental Health Service.
- 3.4 The revised policy therefore makes provision to enable the *option* for the Head of Communities & Leisure and Head of Property & Asset Management to grant Street Trading Consents in respect of street trading on land managed by that Head of Service on behalf of the Council. This would be reserved for straightforward situations where no significant concerns are identifiable and the wording in the scheme of delegation should reflect this. In all other cases, the application would be referred to the Head of Housing & Environmental Health for consideration with a view to granting or refusing in the usual way.
- 3.5 The revised policy at Annex 1 no longer includes the information that is provided in Appendix 2 and Appendix 3 of the existing policy as these relate to operational detail that is not strictly 'policy'. These appendices include the application form, notes for applicants and standard conditions. It is proposed to remove these elements from the actual policy because they will benefit from more frequent updating, will remain subject to the Council's policy, and doing so would enable practical changes to be made quickly. It is proposed that the detailed arrangements for implementing the policy should be delegated to the Head of Housing & Environmental Health in consultation with the Housing & Environmental Health Portfolio Holder to formulate and revise as necessary.
- 3.6 Various minor revisions and updates to the policy are also being proposed. These include widening the scope of what constitutes 'public safety' to include food safety and health & safety. It is proposed to refuse Street Trading Consent if the business has been rated as a low performer (rated 0 to 2 out of 5 under the Food Hygiene Rating System) either at the time of application or at the time of renewal. This revision is in the interests of preventing significant food safety risks to the public and would not be an onerous restriction in practice. At April 2019, just 3% of rated food businesses within the borough scored below 3 on the Food Hygiene Rating System. The intention of this revision is simply to exclude very poor performing traders from achieving Street Trading Consent while encouraging high standards to be upheld.
- 3.7 The flowchart contained in Appendix 1 of the policy has been updated to reflect these proposals. The flowchart gives a simple overview of the procedure for determining Street Trading Consent applications.



3.8 Finally, this report proposes that delegated authority is given to the Head of Housing & Environmental Health, in consultation with the Housing and Environmental Health Portfolio Holder, to make minor amendments to the policy itself. This would enable small changes to be made, including to reflect any relevant future organisational changes (such as job titles referred to in the policy), without requiring re-approval of the whole policy by Cabinet.

#### 4 Corporate Objectives and Priorities

4.1 The proposed changes aim to make it quicker and simpler for traders and event organisers to obtain a Street Trading Consent for short term trading in established sites and also on land managed by the Council. This may have benefits for the delivery of town centre projects of importance to the Council and more generally for the vitality of the town centres.

4.2 Streamlining the Street Trader Consent process is good for business, and will support town centres, communities, people and the local environment. In that context, the proposed revised Street Trading Consent Policy will contribute to the delivery of the Council's Corporate Plan "Growing Our Potential".

#### 5 Consultations/Communications

5.1 Internal consultees who are routinely consulted about Street Trading Consent applications have been consulted and their feedback incorporated into the proposed revisions.

5.2 The Head of Communities and Leisure and Head of Property & Asset Management were consulted about the proposal to enable a Street Trading Consent to be incorporated into their land hire approvals process.

5.3 All current consent holders have been consulted regarding the proposed revisions. No objections, comments or suggestions for improvement were received.

#### 6 Options

6.1 The possible options for change are summarised in Table 1 below.

<b>Table 1 – Options Appraisal</b>				
	<b>Option</b>	<b>Anticipated Requirements to Implement the Change</b>	<b>Preferred Option?</b>	<b>Key Reasons</b>
A	No change	Not applicable	No	<ul style="list-style-type: none"> <li>• Inflexible towards short term trading</li> <li>• Duplication of consent requirements on Council land</li> <li>• The policy would benefit from some updating</li> </ul>

B	Keep the resolution unchanged but revise / update the policy	Cabinet approval to amend the policy adopted by the Executive on 18 August 2004.	Yes	<ul style="list-style-type: none"> <li>• Improve flexibility towards short term trading</li> <li>• Avoid duplication of consent requirements on Council land</li> <li>• The policy would benefit from some updating anyway so this is a simpler option than revising the resolution</li> </ul>
C	Vary the resolution to enable certain streets to be exempt	Publish a notice of intention in a local newspaper, consult the Police and Highway Authority, obtain the consent of the Highway Authority, make the resolution, then publish another notice of the resolution in a local newspaper.	No	<ul style="list-style-type: none"> <li>• The resource implications of altering the resolution are likely to be disproportionate to the benefits</li> <li>• This would not address every shortcoming identified</li> <li>• Defining the exempted streets, or parts of streets, could be quite complicated</li> <li>• Lesser flexibility than Option B</li> </ul>
D	Rescind the resolution completely and dispense with all street trading controls		No	<ul style="list-style-type: none"> <li>• The lack of control over trading locations risks adverse consequences for public safety and nuisance, as well as potentially reduced standards</li> <li>• Would be unable to recover any monitoring costs</li> </ul>

## 7 Option Appraisal

7.1 Option A is the 'Do Nothing' option. This is not recommended because it would not address the shortcomings identified with the existing policy.

7.2 Option B is the preferred option and the reasons for this are set out in Section 3 above.

- 7.3 Option C would require amending the Council resolution made on 6 January 2005. Whilst this option could have some advantages, for example to make exceptions applicable to some favoured street trading locations and/or all Council land, it is also true that whilst a site may be favoured for certain types of street trading it may not be favoured for *all* types of street trading. Option C would be inflexible in that context. Defining sites to be exempt would also be complex and fraught with challenges (for example if only parts of streets were exempted). The approach could not be changed easily after the effect and could create confusion over those areas included and those which are not. Furthermore, the policy would have to be revised in any case, whether or not the resolution were amended. For these reasons, option B is considered the most appropriate course of action to address the shortcomings that were identified with the existing arrangements.
- 7.4 Option D is to rescind the resolution, thereby removing the requirement for street traders to apply for and be granted Street Trading Consent. The Regulators' Code (published in 2014 by the government Department for Business, Innovation & Skills and in accordance with the Legislative and Regulatory Reform Act 2006) requires that, in developing policies, local authorities should consider whether or not regulatory controls remain relevant and necessary, so as to avoid placing unnecessary regulatory burdens on businesses. The shortcomings of this option are that it would remove: (i) controls which are considered to be valid safeguards to the public; (ii) a mechanism for compliance checking and cost recovery for doing that; (iii) an incentive for traders to trade responsibly in order that Consents are not revoked. The circumstances associated with the original resolution remain the same, and the risks of inappropriate and irresponsible trading are considered unacceptable. This option is not recommended.

## **8 Risk Management**

- 8.1 An evaluation of the risks indicate that the existing controls in place mean that no significant risks have been identified at this time.

## **9 Resource Implications**

- 9.1 There are no resource implications associated with the implementation of the proposals.

## **10 Legal Implications**

- 10.1 No legal implications have been identified.

## **11 Equality Issues**

- 11.1 No equality issues have been identified.

## **12 Other Issues**

- 12.1 Community Safety – No further issues have been identified.
- 12.2 Environmental Health Issues - No further issues have been identified.

12.3 Sustainability and Addressing a Changing Climate – No issues have been identified.

12.4 Property Issues - No further issues have been identified.

12.5 Wards/Communities Affected - No specific issues have been identified.

**13 Conclusion and reasons for recommendation**

13.1 Following a review of the existing Street Trading Consents Policy, it has been identified that the current Council resolution remains relevant and should be unchanged, but the policy itself would benefit from specified changes.

13.2 The proposed changes would make the consent process more flexible and speed up the process for short term consents in most cases.

<u>Background Papers (Local Government Act 1972 Section 100D)</u>			
None			
<u>Confidentiality</u>			
It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.			
No of Annexes:	2	File Ref:	N/A
(Portfolio: Housing & Environmental Health) Councillor P Bundy			
Officer:	Mark Lee	Ext:	8035
Report to:	Cabinet	Date:	15 April 2020

**LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1982****STREET TRADING**

Test Valley Borough Council made the following resolution on 6 January 2005:

‘That for the purposes of controlling street trading and in accordance with para. 2, Schedule 4, Local Government (Miscellaneous Provisions) Act 1982, all streets (present and future) within the administrative area of the Council, including any forecourts, car parks, roads, footways or other areas adjacent to the streets referred to in this resolution for a distance of 10 metres, be designated ‘consent streets’, with effect from 17<sup>th</sup> February 2005.’

**POLICY**

This Policy will be applied to street trading activities in the Borough of Test Valley to ensure consistency in decision making. Each application will be considered on its own merits so that individual circumstances, where appropriate, are taken into consideration.

**1. Definitions of terms used in these Guidelines**

Within the terms of the Borough Council of Test Valley’s Street Trading Consent Scheme the following definitions apply:

The Council:-	The Borough Council of Test Valley.
Street Trading:-	The selling or exposing or offering for sale of any article (including a living thing) in any street.
Street:-	Includes: (a) any road, footway, or other area to which the public have access without payment. (b) a service area as defined in section 329 of the Highways Act 1980, and also includes any part of a street.
Consent Street:-	Means a street in which street trading is prohibited without the consent of the Council.
Consent: -	A consent to trade on a street granted by the Council, pursuant to Paragraph 7, Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982.
Consent Holder:-	The person or company to whom the consent to trade has been granted by the Council.
Authorised Officer: -	An officer of the Council authorised by it to act in accordance with the provisions of the Local Government (Miscellaneous Provisions) Act 1982.

## **2. Procedure for determining Street Trading Consent applications**

The application and approval procedure normally comprises of the stages as set out below and in Appendix 1, though alternative arrangements for applications, consultations and site assessments may be made in the following circumstances:

- (a) Applications for trading on land owned or managed by the Council; and
- (b) Applications for trading for a period of 7 days or less.

All applications for Street Trading Consent will be determined in accordance with delegated powers of the Head of Housing & Environmental Health, except for Consents on land owned or managed by the Council, in which case the relevant Head of Service may issue the Consent or else refer the application back to the Head of Housing & Environmental Health for determination.

## **3. Submission of the application**

An application for a Street Trading Consent must be made to the Council in writing. An application form will be made available for this purpose, though this may be dispensed with in the case of trading on land owned or managed by the Council where a broader consent process applies.

Applications will not be processed unless / until adequate information is provided to enable the application to be determined. Applications will be rejected if not accompanied by the applicable fee and may also be rejected if, where requested, all or part of the following information is not provided:

- (a) A completed Street Trading Consent application form (except if expressly told that one is not required), signed and dated.
- (b) Where the proposed street activity is from a fixed position, a copy of a map or plan. The map should clearly identify the proposed site position by marking the site boundary with a red line.
- (c) At least one colour photograph of the stall, van, barrow, cart etc that will be used for the street trading activity.
- (d) An in-date copy of the certificate of insurance that covers the street trading activity for third party and public liability risks (minimum cover to be set by the Head of Housing & Environmental Health).
- (e) For traders intending to sell food, the name of the local authority that the trader is registered with for food hygiene purposes and the current food hygiene rating score.
- (f) For street traders using gas appliances, an in-date copy of the most recent gas safety check record.
- (g) A signed declaration from the applicant that all work activities in connection with the street trading activity will be conducted by workers who have the legal right to work in the UK.
- (h) The arrangements for the disposal of litter and waste.

An applicant for an initial new Street Trading Consent should normally give a minimum of 30 working days notice of the application to provide sufficient time for consultation and determination.

#### **4. Consultations on applications made**

Before a Street Trading Consent is granted or renewed, the Council may carry out a consultation process with various persons and groups. The extent of the consultation will be at the discretion of the Service issuing the consent and will depend upon the type of trade, the duration of the proposed consent, and location of the proposed street trading consent applied for. In particular the following organisations or persons may be consulted.

- Hampshire County Council Highways – area office
- The Test Valley Borough Council Property and Asset Management Service
- Hampshire Constabulary
- Local Councillor(s)
- The appropriate Parish or Town Council
- Test Valley Borough Council Environmental Services
- Test Valley Borough Council Health Protection Team
- Test Valley Borough Council Environmental Protection Team

Any written observations from such consultees will be taken into consideration when determining an application.

#### **5. Site Assessment**

Street Trading Consents will not normally be granted where any of the following apply:

- A significant effect on road safety would arise either from the siting of the trading activity itself, or from customers visiting or leaving the site.
- Where there are concerns over the recorded level of personal injury accidents in the locality where the street trading activity will be sited.
- There would be a significant loss of amenity caused by traffic, noise, rubbish, potential for the harbourage of vermin, odour or fumes.
- There is already adequate like provision in the immediate vicinity of the site to be used for street trading purposes.
- There is a conflict with Traffic Orders such as waiting restrictions.
- The site or pitch obstructs either pedestrian or vehicular access, or traffic flows, or places pedestrians in danger when in use for street trading purposes.
- The trading unit obstructs the safe passage of users of the footway or carriageway.
- The pitch interferes with sight lines for any road users such as at road junctions, or pedestrian crossing facilities.



- The site does not allow the Consent Holder, staff and customers to park in a safe manner.
- The street trading activity is carried out after dusk and the site is not adequately lit to allow safe access and egress from the site for both customers and staff.
- In the case of a food business, it is rated a 0 (urgent improvement necessary), 1 (major improvement necessary) or 2 (improvement necessary) under the national food hygiene rating scheme, and/or is considered to present a significant food safety risk to the public, at the time of the application or renewal.
- The business presents a significant health and safety risk to the public or employees under the Health and Safety at Work etc. Act 1974.

## 6. Inspection of the Street Trading Unit

The vehicle, van, trailer, stall or other device to be used for the proposed street trading activity may be subject to compliance checking from time to time during the Street Trading Consent period and prior to the issue of any Street Trading Consent where this is reasonably practicable. The unit to be used for the street trading activity shall comply in all respects with the legal requirements relating to the type of street trading activity proposed.

## 7. Determination of the Application

The application will be determined using the criteria listed below. Similarly any objections received will be considered against these criteria. All should normally be satisfied, with equal weight applied to the criteria listed. Each case will be assessed on its merits and individual circumstances, where appropriate, may be taken into consideration.

**a) Public Safety:** The location of the proposed street trading activity should not present a substantial risk to the public, for example in terms of road safety, obstruction, food safety, health & safety or fire hazard.

**b) Public Order:** The street trading activity should not present a risk to good public order in the locality in which it is situated. Observations from the Hampshire Constabulary will be taken into consideration.

**c) Avoidance of Nuisance:** The street trading activity should not present a substantial risk of nuisance from noise, rubbish, potential for the harbourage of vermin, smells or fumes to households and businesses in the vicinity of the proposed street trading site. Observations from Council Officers will be taken into consideration.

**d) Needs of the Area:** The sufficiency of other trading outlets will be taken into consideration in relation to:

- i. The presence of like outlets already existing in the immediate locality of the proposed street trading site.

- ii. The general needs of a locality, should no comparable outlets exist.

Applicants will have to demonstrate to the Council the need for the proposed street trading activity in relation to either points i. or ii. above, whichever applies.

**e) Compliance with legal requirements:** The proposed street trading activity should be carried out from a trading unit that complies with the relevant legislation.

**f) Consultees Observations:** In relation to points a) – d) above, consideration will also be given to written observations from consultees. Any objections made to the proposed street trading activity will be considered in terms of relevancy and appropriateness to the application that has been made.

**g) Trading Hours:** The Council may restrict trading hours in some cases where appropriate.

**h) Market days:** Those Street Consent Holders who have consent to trade in the town centres may not be permitted to do so on Market days.

## 8. Approval of Applications

The Head of Service may approve applications meeting the criteria contained within these guidelines.

On approving the application the Council will issue a Street Trading Consent to which standard conditions will normally be attached. The Consent may also contain specific terms such as days and hours when street trading is permitted, or the goods that may be sold. Additional conditions may be attached if special circumstances apply to the Consent being granted by the Council. The Consent will normally be issued within 21 days of the decision.

The conditions attached to the Consent form part of the approval to carry out street trading in the Borough of Test Valley. They MUST be complied with at all times and failure to do so could lead to the Consent being either revoked, or not renewed.

Consent Holders are therefore requested to familiarise themselves with the terms and conditions attached to the Street Trading Consent and comply with the requirements.

## 9. Issue of Street Trading Consents

A Street Trading Consent for any particular site will be issued for a maximum period of 6 months for the first year and thereafter for 12 months providing there have been no problems. Shorter term Consents may be issued on a daily, weekly or monthly basis. These particular Consents will expire, unless renewed, on the date specified in the Consent.

If a cheque is dishonoured by a bank this will result in the revocation of the Street Trading Consent issued by the Council unless payment of the outstanding fees is made in cash within 5 working days. In such cases an administration charge will also be imposed on the Consent Holder. If an application is refused then a full refund will be made.

#### 10. **Decision to refuse or revoke**

If the Head of Service is unable to grant a Street Trading Consent, or decides to revoke a Consent, the applicant will be notified in writing within 21 days and will be offered a meeting with them to discuss the reasons for a potential refusal of the application or revocation of the Consent. At the meeting the applicant will be informed of the criteria from these guidelines that have not been met or adhered to. The applicant will be given an opportunity to discuss any relevant matters in relation to the application or Consent. After the meeting the outcome will be confirmed in writing by the Head of Service within 5 working days of the meeting taking place. The Head of Service may decide to: revoke the Consent, grant the Consent or allow the existing Consent to continue.

If an applicant refuses an offer of attending a meeting with the Head of Service or fails to attend, then the Head of Service will review the matter and a letter will be sent to the applicant confirming the decision reached.

If the applicant is not satisfied with the decision to revoke or refuse a Consent, he/she may make representation, in writing within 28 days, to the Licensing Committee for it to consider the application.

#### 11 **Representation to the Licensing Committee**

The Council's Licensing Committee has been established to consider applications and hear objections and appeals in relation to licensing matters.

The role of the Licensing Committee as regards Street Trading Consents is to:

Hear representations from applicants in cases where the application has been refused or revoked by the Head of Service.

On receipt of a written representation, arrangements will be made to have the application heard at the next available meeting of the Licensing Committee.

Once arrangements have been made for the representation to be heard by the Licensing Committee the applicant will be advised in writing of the date, time and place where the representation will be heard. The person making the application is expected to attend the hearing. The applicant can be represented by a solicitor, or supported by a friend or colleague. The Licensing Committee will follow a set procedure that will be notified to the applicant in advance of the meeting, along with any officer reports that will be presented at the meeting.

The decision of the Licensing Committee will be confirmed in writing to the applicant within 5 working days of the meeting at which the application was considered.

The Licensing Committee will always adhere to the rules of natural justice when it is considering an application to ensure that all persons get a fair hearing.

## 12. Refusal of Applications

The Local Government (Miscellaneous Provisions) Act 1982 does not allow any legal appeals against the decision of the Council in relation to the refusal of Street Trading Consents. A person aggrieved by a decision of the Council may seek a Judicial Review of the decision, should it be felt necessary.

## 13. General Information on Street Trading Consents

**Reimbursement of Fees:** Fees will be reimbursed to Consent Holders where they cease to trade and surrender their Consent to the Council. Any reimbursement will be strictly from the date the Consent is surrendered to the Council.

Refund of any fee paid in connection with the granting of a Street Trading Consent will be based on the following formula:

Number of complete days remaining divided by the fee paid **less** the current administration fee.

**Persons under the age of 17 years:** The Council will not grant a Street Trading Consent to persons under the age of 17 years.

**Access by Council and Police Officers:** Consent Holders should allow access to Authorised Officers of the Council and Police Officers at all reasonable times.

**Street Trading Consents:** The conditions attached to all Street Trading Consents stipulate that a Consent Holder shall not assign, sub-let or part with his interest or possession of a Street Trading Consent.

**Variance of conditions:** The Council may at any time vary the conditions of a Street Trading Consent.

*The Consent granted is specific to the person to whom it is issued and is **non-transferable and there can be no sub-letting.***

## 14. Enforcement of Street Trading

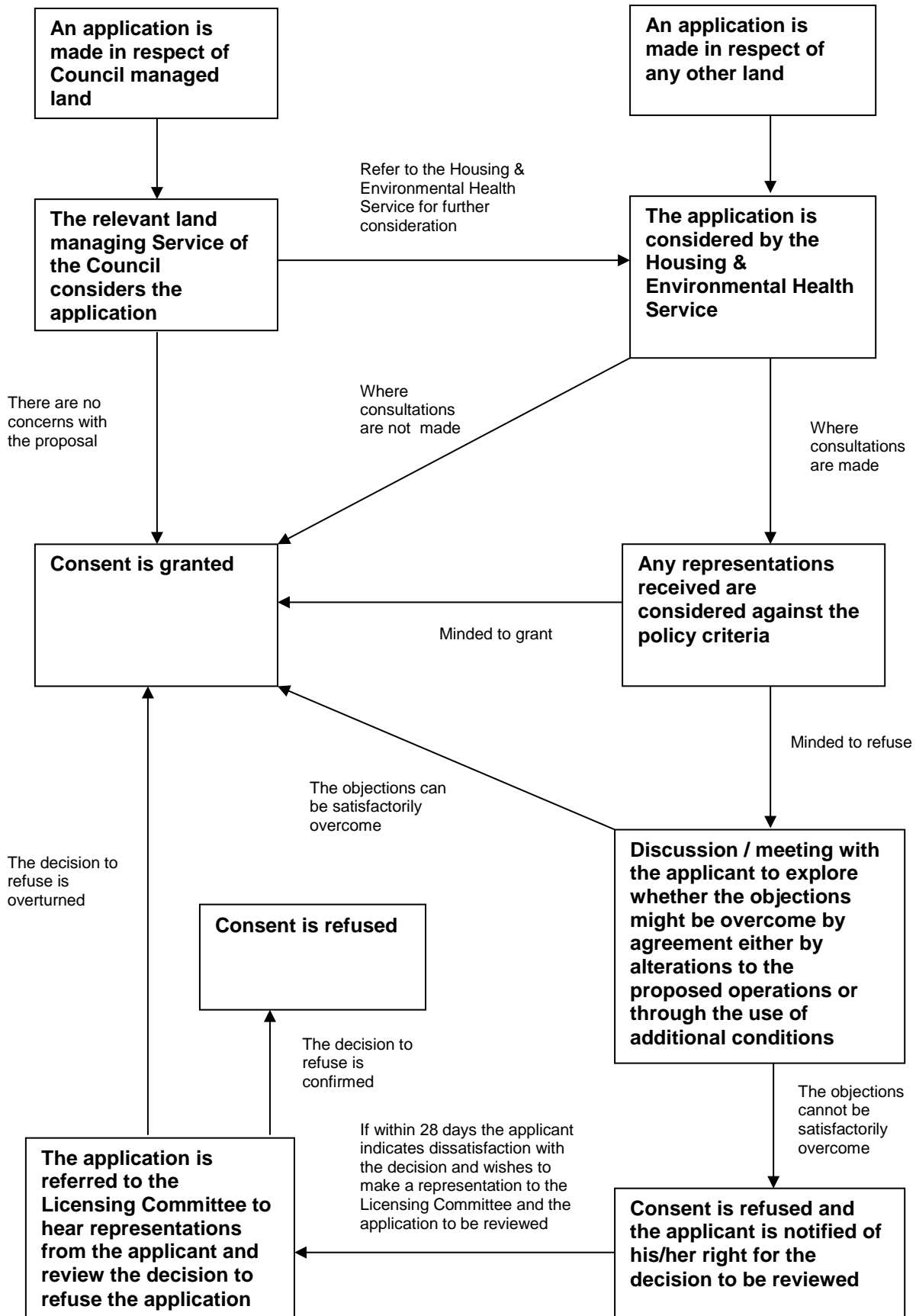
The Council will enforce the provisions of the Street Trading legislation within its area in a fair and consistent manner. All enforcement activities will comply with the relevant Service Enforcement Policy.

15. **Complaints against the Service**

The Council has a Corporate Complaints Procedure copies of which are available from the Council Offices or on the Council's website [www.testvalley.gov.uk](http://www.testvalley.gov.uk).

**Appendix 1**

**Summary of the Procedure for Determining Street Trading Consents**



**LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1982**

**STREET TRADING**

~~The Borough Council of Test Valley has by the powers invested in it resolved that for the purposes of controlling Street Trading all current and future streets (adopted or unadopted highway), Council car parks including all forecourts, roads, footways or other areas adjacent to the streets referred to in this resolution for a distance of 10 metres be designated as 'consent streets' with effect from 17<sup>th</sup> February 2005.~~

Test Valley Borough Council made the following resolution on 6 January 2005:

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~~'That for the purposes of controlling street trading and in accordance with para. 2, Schedule 4, Local Government (Miscellaneous Provisions) Act 1982, all streets (present and future) within the administrative area of the Council, including any forecourts, car parks, roads, footways or other areas adjacent to the streets referred to in this resolution for a distance of 10 metres, be designated 'consent streets', with effect from 17<sup>th</sup> February 2005.'~~

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**POLICY**

This Policy will be applied to street trading activities in the Borough of Test Valley to ensure consistency in decision making. Each application will be considered on its own merits so that individual circumstances, where appropriate, are taken into consideration.

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**1. Definitions of terms used in these Guidelines**

Within the terms of the Borough Council of Test Valley's Street Trading Consent Scheme the following definitions apply:

- The Council:- The Borough Council of Test Valley.
- Street Trading:- The selling or exposing or offering for sale of any article (including a living thing) in any street<sup>7.2</sup>.
- Street:- Includes:
  - (a) any road, footway, or other area to which the public have access without payment.
  - (b) a service area as defined in section 329 of the Highways Act 1980, and also includes any part of a street.
- Consent Street:- Means a street in which street trading is prohibited without the consent of the Council.
- Consent: - A consent to trade on a street granted by the Council, pursuant to Paragraph 7, Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982.

Consent Holder:- The person or company to whom the consent to trade has been granted by the Council.

Authorised Officer: - An officer of the Council authorised by it to act in accordance with the provisions of the Local Government (Miscellaneous Provisions) Act 1982.

23. Procedure for determining Street Trading Consent applications

The application and approval procedure normally comprises of the stages as set out below and in Appendix 1, though alternative arrangements for applications, consultations and site assessments may be made in the following circumstances:-

- (a) Applications for trading on land owned or managed by the Council; and
(b) Applications for trading for a period of 7 days or less.

All applications for Street Trading Consent will be determined in accordance with delegated powers of the Head of Housing & Environmental Health, except for Consents on land owned or managed by the Council, in which case the relevant Head of Service may issue the Consent or else refer the application back to the Head of Housing & Environmental Health for determination.

34. Submission of the application

An application for a Street Trading Consent must be made to the Council in writing. An application form will be made available for this purpose, though this may be dispensed with in the case of trading on land owned or managed by the Council where a broader consent process applies.

The Application Form is included in this policy document at Appendix 2.

Applications will not be processed unless / until adequate information is provided to enable the application to be determined. Applications will be rejected if not accompanied by the applicable fee and may also be rejected if, where requested, all or part of the following information is not provided:

The following will be required to be submitted with the application

- (a) A completed and signed Street Trading Consent Application Form (except if expressly told that one is not required), signed and dated.
(b) The full fee as appropriate for the periods of trading applied for.
(c) Where the proposed street activity is from a fixed position, a copy of a map or plan of at least 1:1250 scale. The map should clearly identify the proposed site position by marking the site boundary with a red line.
(d) At least one Three colour photographs of the stall, van, barrow, cart etc that will be used for the street trading activity.

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- (d) An original in-date copy of the certificate of insurance that covers the street trading activity for third party and public liability risks (minimum cover to be set by the Head of Housing & Environmental Health).
- (e) For traders intending to sell food, the name of the local authority that the trader is registered with for food hygiene purposes and the current food hygiene rating score.
- (f) For street traders using gas appliances, an in-date copy of the most recent gas safety check record.
- (g) A signed declaration from the applicant that all work activities in connection with the street trading activity will be conducted by workers who have the legal right to work in the UK.
- (h) The arrangements for the disposal of litter and waste.

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~~All applications should be marked for the attention of the Environment & Health Service.~~

An applicant for an initial new Street Trading Consent should normally give a minimum of ~~60~~ 30 working days notice of the application to provide sufficient time for consultation and determination.

#### 45. Consultations on applications made

Before a Street Trading Consent is granted or renewed, the Council ~~may~~ will carry out a consultation process with various persons and groups. The extent of the consultation will be at the discretion of the Service issuing the consent and will depend upon the type of trade, the duration of the proposed consent, and location of the proposed street trading consent applied for. In particular the following organisations or persons ~~may be~~ are consulted.

- Hampshire County Council Highways – area office
- The Test Valley Borough Council Property and Asset Management Estates & Economic Development Service
- ~~Technical Services~~
- Hampshire Constabulary
- ~~Hampshire Fire & Rescue Service~~
- Local Councillor(s)
- The appropriate Parish or Town Council
- ~~The local Chamber of Trade or Commerce where relevant~~
- Test Valley Borough Council Environmental Services
- Test Valley Borough Council Health Protection Team
- Test Valley Borough Council Environmental Protection Team

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~~For new applications, in addition to the above, further consultations could be carried out with property owners within 100 metres of the proposed site. This consultation will be by the Council sending copies of the Application Form to the relevant property owners.~~

~~Any written observations from such consultees the above organisations and occupiers of properties~~ will be ~~sought and~~ taken into consideration when determining an application.

#### 56. Site Assessment

Street Trading Consents ~~from static locations~~ will not normally be granted where any of the following apply:

- A significant effect on road safety would arise either from the siting of the trading activity itself, or from customers visiting or leaving the site. ~~of~~
- Where there are concerns over the recorded level of personal injury accidents in the locality where the street trading activity will be sited. ~~of~~
- There would be a significant loss of amenity caused by traffic, noise, rubbish, potential for the harbourage of vermin, odour or fumes. ~~of~~
- There is already adequate like provision in the immediate vicinity of the site to be used for street trading purposes. ~~of~~
- There is a conflict with Traffic Orders such as waiting restrictions. ~~of~~
- The site or pitch obstructs either pedestrian or vehicular access, or traffic flows, or places pedestrians in danger when in use for street trading purposes. ~~of~~
- The trading unit obstructs the safe passage of users of the footway or carriageway. ~~of~~
- The pitch interferes with sight lines for any road users such as at road junctions, or pedestrian crossing facilities. ~~of~~
- The site does not allow the Consent Holder, staff and customers to park in a safe manner. ~~of~~
- The street trading activity is carried out after dusk and the site is not adequately lit to allow safe access and egress from the site for both customers and staff.
- In the case of a food business, it is rated a 0 (urgent improvement necessary), 1 (major improvement necessary) or 2 (improvement necessary) under the national food hygiene rating scheme, and/or is considered to present a significant food safety risk to the public, at the time of the application or renewal.
- The business presents a significant health and safety risk to the public or employees under the Health and Safety at Work etc Act 1974.

#### 67. Inspection of the Street Trading Unit

The vehicle, van, trailer, stall or other device to be used for the proposed street trading activity ~~may~~ will be subject to compliance checking from time to time during the Street Trading Consent period and inspected by an Authorised Officer of the Council, prior to the issue of any Street Trading Consent, where this is reasonably practicable. The unit to be used for the street trading activity shall comply in all respects with the legal requirements relating to the type of street trading activity proposed. ~~In particular the unit to be used shall comply with the following legislation:~~

- ~~• Food Premises (Registration) Regulations 1991.~~
- ~~• Food Safety Act 1990.~~
- ~~• Food Safety (General Food Hygiene) Regulations 1995 (as amended).~~
- ~~• The Food Safety (Temperature Control) Regulations 1995.~~
- ~~• Health and Safety at Work etc Act 1974 and any Regulations made under this Act.~~
- Environmental Protection Act 1990.

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### 78. Determination of the Application

~~The application will be determined using the criteria listed below. The Head of the Environment & Health Service, acting on delegated powers will use the criteria listed below in determining any Street Trading Consents.~~ Similarly any objections received will be considered against these criteria. All should normally be satisfied, with equal weight applied to the criteria listed. Each case will be assessed on its merits and individual circumstances, where appropriate, may be taken into consideration.

~~Once the application is referred to the Head of Service, The applicant will be informed in writing and notified that application will be determined within 28 days unless advised otherwise. Persons or bodies making written objections will also be informed along with the appropriate Ward Councillors for the proposed street trading site.~~

**a) Public Safety:** The location of the proposed street trading activity should not present a substantial risk to the public, for example in terms of road safety, obstruction, food safety, health & safety or and fire hazard. ~~The term "public" refers to both customers requesting the street trading activity, and other members of the public using the street. In particular reference will be made to the guidelines set out in section 6 on site assessment criteria.~~

**b) Public Order:** The street trading activity should not present a risk to good public order in the locality in which it is situated. Observations from the Hampshire Constabulary will be taken into consideration.

**c) Avoidance of Nuisance:** The street trading activity should not present a substantial risk of nuisance from noise, rubbish, potential for the harbourage of vermin, smells or fumes to households and businesses in the vicinity of the proposed street trading site. Observations from Council Officers will shall be taken into consideration.

**d) Needs of the Area:** The sufficiency of other trading outlets will be taken into consideration in relation to:

- ~~1.i.~~ The presence of like outlets already existing in the immediate locality of the proposed street trading site.
- ~~2.ii.~~ The general needs of a locality, should no comparable outlets exist.

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Applicants will have to demonstrate to the Council the need for the proposed street trading activity in relation to either points i.4 or ii.2 above, whichever applies.

**e) Compliance with legal requirements:** The proposed street trading activity should be carried out from a trading unit that complies with the relevant legislation.

**f) Consultees Observations:** In relation to points a) – d) above, consideration will also be given to written observations from consultees. Any objections made to the proposed street trading activity will be considered in terms of relevancy and appropriateness to the application that has been made.

**g) ~~Permitted Trading Hours:~~** The Council ~~may restrict trading hours in some cases where appropriate. generally will only permit street trading between 6.00 am and Midnight, in Andover town centre, 22.00hrs in Romsey town centre and until 2.00am elsewhere, on any one day. Any trading outside these hours will have to be approved by the Council. Street Trading outside the guideline hours will be assessed in terms of the criteria detailed above. The Council however retains the right to specify permitted hours of trading that are less than those specified above if local circumstances dictate.~~

**h) Market days:** Those ~~Street Consent Holders Street licensees~~ who have consent to trade in the town centres ~~may will~~ not be ~~permitted able~~ to do so on Market days.

## 89. **Approval of Applications**

The Head of Service may approve applications meeting the criteria contained within these guidelines.

On approving the application the Council will issue a Street Trading Consent to which ~~standard~~ conditions will ~~normally~~ be attached. The Consent ~~may will~~ also contain specific terms such as days and hours when street trading is permitted, ~~or~~ the goods that may be sold. ~~A copy of the Council's standard conditions, which are attached to Street Trading consents, are shown at Appendix 3.~~ Additional conditions may be attached if special circumstances apply to the Consent being granted by the Council. The Consent ~~will normally shall~~ be issued within 21 days of the decision.

The conditions attached to the Consent form part of the approval to carry out street trading in the Borough of Test Valley. They MUST be complied with at all times and failure to do so could lead to the Consent being either revoked, or not renewed.

Consent Holders are therefore requested to familiarise themselves with the terms and conditions attached to the Street Trading Consent and comply with the requirements.

**940. Issue of Street Trading Consents**

A Street Trading Consent for any particular site will be issued for a maximum period of 6 months for the first year and thereafter for 12 months providing there have been no problems. Shorter term Consents may be issued on a daily, weekly or monthly basis. These particular Consents will expire, unless renewed, on the date specified in the Consent.

~~In all cases when a Consent has expired, and an application has not been submitted to the Council for renewal, a new application will have to be made. In such cases the application will be required to go through the full consideration process outlined in these guidelines.~~

If a cheque is dishonoured by a bank this will result in the revocation of the Street Trading Consent issued by the Council unless payment of the outstanding fees is made in cash within 5 working days. In such cases an administration charge will also be imposed on the Consent Holder. If an application is refused then a full refund will be made.

~~Street Trading Consents will be issued only at the Council Offices. The applicant must attend in person to collect any documentation.~~

**1044. Decision to refuse or revoke**

If the Head of Service is unable to grant a Street Trading Consent, or decides to revoke a Consent, the applicant will be notified in writing within 21 days and will be offered a meeting with them to discuss the reasons for a potential refusal of the application or revocation of the ~~application~~ Consent. At the meeting the applicant will be informed of the criteria from these gGuidelines that have not been met or adhered to. The applicant will be given an opportunity to discuss any relevant matters in relation to the application or Consent that has been made. ~~If after the meeting the Head of Service is still unable to proceed with the granting of a Consent, the outcome of the meeting with the applicant~~ After the meeting the outcome will be confirmed in writing by the Head of Service within 5 working days of the meeting taking place. The Head of Service may decide to: revoke the Consent, grant the Consent or allow the existing Consent to continue.

If an applicant refuses an offer of attending a meeting with the Head of Service or fails to attend, then the Head of Service will review the matter and a letter will be sent to the applicant confirming the decision reached. ~~reasons for being unable to proceed with the application.~~

If the applicant is not satisfied with the decision to revoke or refuse a Consent, he/she may ~~they~~ make representation, in writing within 28 days, to the Licensing Committee for it to consider the application.

**11 Representation to the Licensing Committee****42. Representatation to the Liconsing Committee**

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The Council's Licensing Committee has been established to consider applications and hear objections and appeals in relation to licensing matters.

The role of the Licensing Committee as regards Street Trading Consents is to:

Hear representations from applicants in cases where the application has been refused or revoked by the Head of Service.

On receipt of a written representation, arrangements will be made to have the application heard at the next available meeting of the Licensing Committee.

Once arrangements have been made for the representation to be heard by the Licensing Committee the applicant will be advised in writing of the date, time and place where the representation will be heard. The person making the application is expected to attend the hearing. The applicant can be represented by a solicitor, or supported by a friend or colleague. The Licensing Committee will follow a set procedure that will be notified to the applicant in advance of the meeting, along with any officer reports that will be presented at the meeting.

The decision of the Licensing Committee will be confirmed in writing to the applicant within 5 working days of the meeting at which the application was considered.

The Licensing Committee will always adhere to the rules of natural justice when it is considering an application to ensure that all persons get a fair hearing.

#### 1213. Refusal of Applications

The Local Government (Miscellaneous Provisions) Act 1982 does not allow any legal appeals against the decision of the Council in relation to the refusal of Street Trading Consents. A person aggrieved by a decision of the Council may seek a Judicial Review of the decision, should it be felt necessary.

#### 1344. General Information on Street Trading Consents

**Reimbursement of Fees:** Fees will be reimbursed to Consent Holders where they cease to trade and surrender their Consent to the Council. Any reimbursement will be strictly from the date the Consent is surrendered to the Council.

Refund of any fee paid in connection with the granting of a Street Trading Consent will be based on the following formula:

Number of complete days remaining divided by the fee paid **less** the current administration fee.

**Persons under the age of 17 years:** The Council will not grant a Street Trading Consent to persons under the age of 17 years.

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**Access by Council and Police Officers:** Consent Holders should allow access to Authorised Officers of the Council and Police Officers at all reasonable times.

**Street Trading Consents:** The conditions attached to all Street Trading Consents stipulate that a Consent Holder shall not assign, sub-let or part with his interest or possession of a Street Trading Consent.

**Variance of conditions:** The Council may at any time vary the conditions of a Street Trading Consent.

*The Consent granted is specific to the person to whom it is issued and is **non-transferable and there can be no sub-letting.***

#### 1445. **Enforcement of Street Trading**

The Council will ~~actively~~ enforce the provisions of the Street Trading legislation within its area in a fair and consistent manner. All enforcement activities will comply with the relevant Service Enforcement Policy.

#### 1546. **Complaints against the Service**

The Council has a Corporate Complaints Procedure copies of which are available from the Council Offices or on the Council's website [www.testvalley.gov.uk](http://www.testvalley.gov.uk).

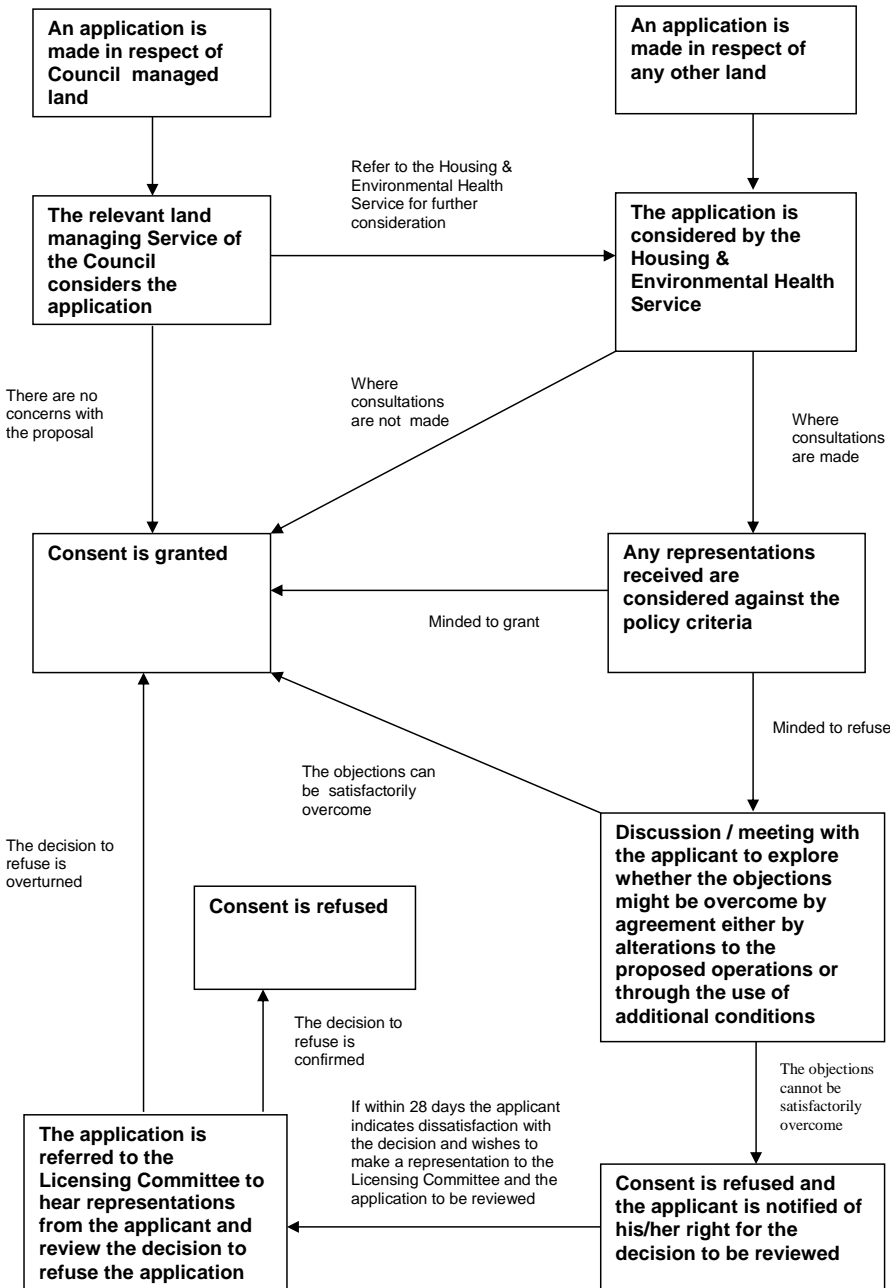
**Appendix 1**

**Summary of the Procedure for Determining Street Trading Consents**

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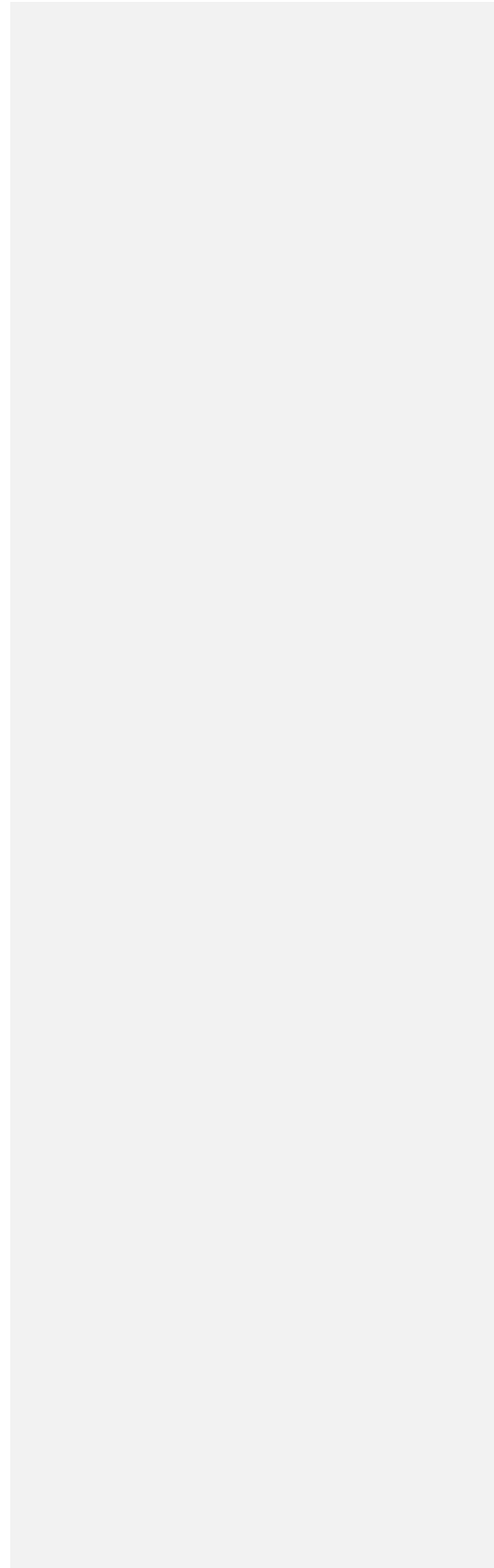
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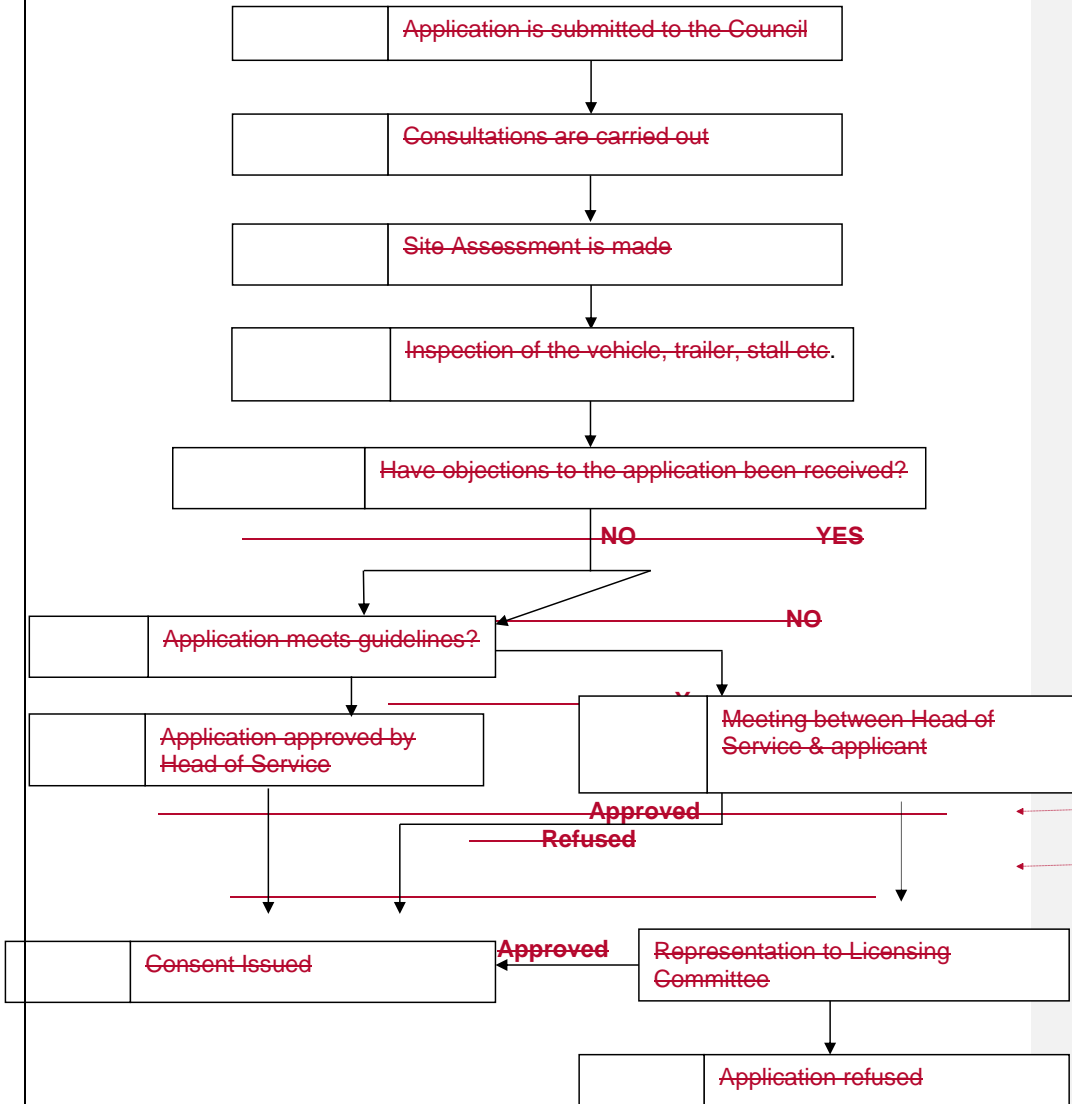


**APPENDIX 1**

**PROCEDURE FOR DETERMINING STREET TRADING CONSENT APPLICATIONS**

The application and approval procedure comprises of the following stages

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**APPENDIX 2**

**TEST VALLEY BOROUGH COUNCIL**

**LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1982**  
**SCHEDULE 4**

**APPLICATION FOR STREET TRADING CONSENT**

1. Name .....

2. Address  
.....  
.....

3. Telephone Number: Home ..... Work .....

4. Have you been granted a street trading consent by the Council previously? – Yes/No  
(delete as appropriate)

5. If you answered Yes please state expiry date of the consent.....

6. Goods/articles to be sold: .....

7. Date from which consent is required:.....

8. Do you require permission to trade from a stationary van, cart, barrow or other  
vehicle or from a portable stall?—  
Yes/No (delete as appropriate)

9. Description of stall, vehicle etc (including registration number if appropriate)  
Please include 3 colour photographs of the stall, vehicle etc. (see copy of policy  
attached)  
.....  
.....

10. Address where stall, vehicle etc is kept (if different from 2 above):-  
.....  
.....

**If you answered Yes to Question 9 above:**

11. At what precise location(s) do you wish to trade from?, (please attach a copy of a  
map of at least 1:1250 scale. The map should clearly identify the proposed site position  
by marking the site boundary with a red line). (see copy of policy attached)  
.....  
.....

12. Duration of consent required  
.....

~~13. On what day(s) do you wish to trade?~~  
.....

~~14. Between what times do you wish to trade? (see copy of policy attached)~~  
.....

~~15. Fee enclosed - see notes for applicants (cheques should be made payable to Test Valley Borough Council).....~~

~~Date ..... Signature of Applicant .....~~

### **NOTES FOR APPLICANTS**

The Council will normally attach Standard Conditions to a street trading consent. These are given in APPENDIX 3 which is included in these guidance notes.

#### **Fees and Charging Scheme**

The following fees are payable in respect of street trading consents and applications must be accompanied by the full fee. Any annual street trading consent shall run from 1 June to 31 May.

#### **Short Term Consent (up to seven days as a block)**

Fee payable £18

Annual consent for one day/night per week

Subject to availability, applicants will be able to make a block booking for a consent to trade on particular days/nights of the week over an annual period.

Fee payable £443.00

Annual consents for more than one day/night per week

Fees payable — £443.00 plus £64 per additional day/night per week a consent is required.

Example: an annual consent to trade for 7 nights a week is required.

Fees payable are £443.00 plus 6 x £64 = £827 pa

#### **Exemptions from consent street charging fees**

Street trading consents issued to registered charities on non-market days in Romsey Town Centre are exempt from the consent street trading charges. (Romsey market days will be on Tuesdays and Fridays)

#### **Safe Use of Liquefied Petroleum Gas (LPG) in mobile catering units**

Guidance notes are enclosed on the safe use of LPG and applicants will be expected to comply with the advice contained therein.

#### **Enforcement Policy Refusal or Revocation**

The following grounds will be considered for refusing an application or revoking a consent:-

- 1) That the applicant/consent holder has, without reasonable excuse, failed to avail himself to a reasonable extent of a previous, or as the case may be, current, street trading consent.

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~~2) — That there is not enough space in the street for the applicant/consent holder to engage in the trading in which he desires to trade without causing undue interference or inconvenience to persons using the street. This is relevant even if the circumstances have reasonably arisen since the granting a consent.~~

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~~3) — That the applicant/consent holder has failed to comply with the conditions of a consent or any statutory requirement relevant to street trading (e.g. hygiene or safety requirements).~~

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~~4) — That the applicant/consent holder is unsuitable to hold a consent by reason of having been convicted of an offence material to safety of the public, or public order, littering or pollution.~~

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~~5) — That the consent holder's stall has been the focus for incidents involving public disorder or nuisance.~~

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**APPENDIX 3 – To be removed from the policy – for information only****Standard Conditions**

1. The following standard conditions will normally be attached to a street trading consent:-
  - (a) The subletting of consents is prohibited
  - (b) Any van, stall, barrow, ~~vehicle etc~~ used in connection with a street trading consent shall be kept in good condition and so presented as not to detract from the appearance of the street.
  - (c) The consent holder shall be responsible for the temporary storage of refuse, liquid and other deleterious material accumulated or created whilst trading and its subsequent removal from the site and shall satisfy the Council regarding its proper disposal.
  - (d) The consent holder shall be responsible for collecting and, removing all litter associated with the business within 100 metres in any direction of the stall or vehicle and disposing of it in a proper manner.
  - (e) No sullage water from the washing of food equipment or hand washing shall be allowed to discharge to the ground and the consent holder shall satisfy the Council regarding its proper disposal.
  - (f) The consent holder shall ensure that at all times whilst trading in a consent street, ~~a sign bearing his name and address and the expiry date of his consent~~ the Street Trading Consent, or a copy of it, shall be displayed on the vehicle /stall etc in such a position as to be clearly visible to all customers at the vehicle/stall.
  - (g) The consent holder must at all times comply with the relevant legal provisions of the Health and Safety at Work etc Act 1974 and, if intending to sell food from a stationary vehicle/stall, must be registered with the appropriate local authority and must at all times shall operate from a purpose made vehicle/stall constructed and managed so as to comply with the relevant hygiene regulations currently in force ~~within the provisions of the Food safety Act 1990~~.
  - (h) The consent holder shall not obstruct the street or cause danger to persons using the street.
  - (i) The consent holder shall not cause any nuisance or annoyance (whether to persons using the street or otherwise).
  - (j) Those Consent Street licensees who have consent to trade in the Andover or Romsey town centres will not be able to do so on Market days without written agreement from the Council to do so.
  - (k) The consent holder shall pay all applicable fees in connection with the holding of the Street Trading Consent.

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(l) The consent holder shall co-operate fully with Council Officers if/when undertaking any compliance checks or other regulatory functions in connection with the street trading. Any obstruction of Council Officers in the course of their regulatory functions will be deemed as grounds for revocation of this consent.

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(m)The consent holder shall hold public liability insurance (a suitable policy of at least £1million unless otherwise agreed with the Council) at all times when trading.

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(n) The consent holder shall take reasonable steps to ensure that all work activities in connection with the street trading activity are conducted by workers who have the legal right to work in the UK.

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## ITEM 10 Corporate Action Plan – Year 2 update

Report of the Leader

### Recommended:

**To approve the update of the Corporate Action Plan (year 2) as shown in the annex to the report.**

#### SUMMARY:

- The Corporate Action Plan (CAP) is the delivery document for the Corporate Plan.
- The Corporate Action Plan is reviewed and updated by Cabinet on an annual basis and plays an important role in enabling the allocation of resources to key projects from across the organisation.
- This reports sets out the proposals for the update of the CAP for year two. It is proposed that all of the projects currently on the CAP should remain and that one new project be considered for inclusion.

### 1 Introduction

- 1.1 The purpose of this report is for Cabinet to consider the draft proposed update of the Corporate Action Plan (CAP) for year two.

### 2 Background

- 2.1 The Corporate Action Plan (CAP) is the delivery document for the Corporate Plan 2019-23: Growing Our Potential. It sets direction and provides a focus for activities and services. As a result it informs decision making and allocation of resources across the Council.

- 2.2 The Corporate Plan sets out four priority aims which focus on growing the potential of:

- **Town Centres** to adapt and be attractive, vibrant and prosperous places,
- **Communities** to be empowered, connected and able to build upon their strengths,
- **People** to be able to live well and fulfil their aspirations,
- The **Local Environment** for current and future generations.

- 2.3 The Corporate Plan is underpinned by the Corporate Action Plan (CAP) which runs for the lifetime of the plan. Each year a review is undertaken to update the CAP to ensure it continues to highlight the significant projects that the Council is taking forward in pursuit of its four corporate aims.

- 2.4 This includes consideration of any new projects, any completed projects to be removed and updating the onward programmes of those projects that will be retained on the action plan.

### **3 Year two update**

- 3.1 Annex one sets out the proposed update of the CAP for year two.
- 3.2 The CAP is a four year programme and reflects the major projects that the Council is delivering in pursuit of its strategic priorities as set out in the Corporate Plan. Given the scale and scope of the projects that form the CAP, it is expected that most projects that feature on the CAP will do so for multiple years.
- 3.3 The update for year two does not therefore recommend removing any of the existing projects from the CAP at this stage. Each of the projects that are proposed to remain on the CAP in year two have been updated to reflect the ongoing focus of the project, building upon the progress that has been made since their inclusion in year one.
- 3.4 There is one new project that is recommended for inclusion on the CAP in year two. This is in respect of the Council's response to having declared a Climate Emergency in September 2019 and will reflect the delivery of the targeted action plan that is being produced. It is proposed therefore that Cabinet considers the following project for inclusion onto the CAP:

#### **(i) Implementing the Climate Emergency Action Plan**

*To implement, monitor and review the actions contained within the Council's action plan.*

### **4 Review of progress (year one)**

- 4.1 At the end of each year the Leader of the Council presents a CAP progress report to the Council's Overview and Scrutiny Committee which is then published on the Council's website. This sets out in detail the progress that has been made against each of the projects contained within the CAP.
- 4.2 The progress report is due to be published on the Council's website in June 2020.

### **5 Corporate Objectives and Priorities**

- 5.1 The CAP is the delivery document of the Council's Corporate Plan and sets out in detail how the Council will make progress across each of the four corporate priorities

### **6 Consultations/Communications**

- 6.1 As part of the development of the Corporate Plan, the Council undertook a wide ranging public consultation which resulted in the views of more than 2000 local people being gathered. This went on to form part of a robust evidence base for shaping the Council's new strategic priorities.

6.2 Many of the CAP projects are outward facing in their nature and as a result the Council engages with the community on a regular basis through these projects where it is appropriate to do so.

**7 Options**

7.1 Cabinet has the options to either approve the CAP, approve with amendments or not to approve.

**8 Risk Management**

8.1 An evaluation of the risks indicates that the existing controls in place mean that no significant risks have been identified at this time.

**9 Resource Implications**

9.1 None

**10 Legal Implications**

10.1 None

**11 Equality Issues**

11.1 None

**12 Other Issues**

12.1 Wards/Communities Affected – All

**13 Conclusion and reasons for recommendation**

13.1 The Corporate Action Plan

<u>Background Papers (Local Government Act 1972 Section 100D)</u>			
None			
<u>Confidentiality</u>			
It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.			
No of Annexes:	1	File Ref:	N/A
(Portfolio: Leader) Councillor P North			
Officer:	James Moody	Ext:	8130
Report to:	Cabinet	Date:	15 April 2020

**Corporate Action Plan 2019-2023: Year 2 Update**

**Projects recommended to be removed from the CAP:**

None

**Projects to be retained on the CAP with amended descriptions:**

<b>Project</b>	<b>Description</b>	<b>Priorities</b>
<b>Andover Town Centre Masterplan</b>	Following the preparation of the masterplan for Andover town centre, the Council will consider it for adoption and will then seek to bring forward proposals for the redevelopment of Andover town centre to support the future demand for business, leisure and residential opportunities. The projects will encompass the Council's aspirations around the Chantry Centre, Town Mills Riverside and the Wellbeing Quarter.	Town Centres Communities
<b>Romsey South of Town Centre</b>	In partnership with Romsey Future, this phase of the project will focus on responding to the outcomes of the consultation on the draft Masterplan options. Leading to completion of the final Masterplan and the subsequent drafting of a Supplementary Planning document that will guide future redevelopment proposals for this area of Romsey.	Town Centres Communities

**ANNEX**

<p><b>Town Mills Riverside Park</b></p>	<p>The Town Mills Riverside project will deliver significant improvements to the urban realm in the vicinity of Town Mills, to the west of the High Street. Construction is now underway to open up the river and create a new riverside park in the heart of the town centre. The project will play a key part in delivering the first phase of a new era for Andover and responding to the aspirations of the community expressed through the Andover Vision.</p>	<p>Town Centres Local Environment Communities</p>
<p><b>The Local Plan</b></p>	<p>This stage of the local plan will focus on evidence gathering and working with stakeholders, in consultation, on outlining possible options for the scale, mechanisms and locations for the delivery of growth in the borough.</p>	<p>Town Centres People Communities Local Environment</p>
<p><b>Working in partnership to attract inward investment, develop skills and strengthening productivity in Test Valley.</b></p>	<p>Refresh the Economic Development Strategy Action Plan to reflect new Corporate Priorities and our approach to inclusive growth.</p>	<p>People Town Centres Communities Local Environment</p>
<p><b>Empowering Communities</b></p>	<p>This programme will continue to strengthen the Council's approach to enable communities to be able to do more for themselves. In particular during 2019/20 the programme will focus on:</p> <ul style="list-style-type: none"> <li>• Ongoing development for our Councillors as Community Councillors to support their communities in growing their potential.</li> </ul>	<p>Communities</p>

	<ul style="list-style-type: none"> <li>• Strengthening the approach to Community Planning by working with parishes in rural communities and through Romsey Future and Andover Vision in our urban communities</li> </ul> <p>Working collaboratively with the Test Valley Association of Town and Parish Councils. Supporting events and peer learning activities to strengthen partnership working.</p>	
<p><b>Working in partnership to increase recycling</b></p>	<ul style="list-style-type: none"> <li>• Continuing to work with both the Hampshire Waste Partnership and Project Integra partnership to provide an integrated approach to the collection, treatment and disposal of municipal waste in Hampshire.</li> <li>• As part of Project Integra, continue working with Hampshire County Council on their behaviour change pilot scheme to tackle recycling contamination.</li> <li>• Following internal research activities within communities, implement and evaluate a pilot scheme using behaviour change to tackle recycling contamination in small, focussed areas across the Borough.</li> <li>• Monitor and respond to changes to the Environment Act. In particular, those focused on introducing a consistent approach to recycling</li> </ul>	<p>Local Environment Communities</p>

<p><b>Review and develop the Council's housing and homelessness strategies</b></p>	<p>Following adoption of the new Housing Strategy 2020-2025 and Preventing Homelessness and Rough Sleeping strategy 2020-2023 this programme of work will develop through delivering against the respective action plans, and bring forward activities that will contribute to the Council's corporate aims, including through meeting identified need.</p> <p>Additionally, the Council is developing an Affordable Housing Supplementary Planning Document to translate aims into consistent leading advice for developers and registered providers, and a refreshed Private Sector Housing Renewal Policy to set out a proactive approach to grant funding works to improve housing standards in the borough.</p>	<p>People Communities</p>
<p><b>Continue to develop the Council's innovative approach to preventing and relieving homelessness.</b></p>	<p>This programme of work will include the following:</p> <ul style="list-style-type: none"> <li>• Complete delivery of the Private Rented Sector Access Fund project with Winchester City Council and establish an exit strategy for the project enabling its continuation with an exclusive focus on meeting housing need in Test Valley funding through the Homelessness.</li> <li>• Deliver Rapid Rehousing Pathway and Rough Sleeping Initiative projects in partnership in accordance with MHCLG continuation funding achieved for 2020/21.</li> <li>• Continue to develop strengths based approaches to support people in housing need</li> </ul> <p>Engage and support people differently through the introduction of an in house resettlement service</p>	<p>People Communities</p>

**ANNEX**

<p><b>Work with partners to take forward delivery of the Andover Vision Action Plan</b></p>	<p>This programme reflects the direct role the Council will play in key AV projects such as:</p> <ul style="list-style-type: none"> <li>• Delivery with HCC of Town Mill Riverside Project</li> <li>• Climate Day of Action 2020</li> <li>• Andover Cycling Festival 2020</li> <li>• Four Fun Fridays 2020</li> <li>• Exploring with partners the development of a Social Prescribing model for Andover</li> </ul>	<p>Communities Town Centres Local Environment People</p>
<p><b>Work with partners to take forward projects agreed as part of the Romsey Future Delivery Plan.</b></p>	<p>This CAP programme reflects the direct role the Council will play in key RF projects such as:</p> <ul style="list-style-type: none"> <li>• Work with partners to refresh the vision document.</li> <li>• Continue to develop activities and attractions focussed on increasing the tourism offer.</li> <li>• Supporting the development of work to relating to the natural environment.</li> <li>• South of Town Centre project</li> <li>• Support research and activities related to the Smart towns initiative</li> </ul>	<p>Communities Town Centres Local Environment People</p>



**ANNEX**

<p><b>Enhancing access to green spaces and countryside</b></p>	<ul style="list-style-type: none"> <li>• Implement new strategies for Green space</li> <li>• Work with the landowner to bring forward SANG land at Luzborough Plantation which has planning permission as part of the Hoe Lane development and facilitate the delivery of the remainder linked to the Whitenap developments</li> <li>• Continue to explore the delivery of other open spaces to provide both ecological mitigation and health &amp; wellbeing benefits</li> </ul>	<p>Local Environment Communities</p>
<p><b>Promoting wellbeing and active lifestyles</b></p>	<ul style="list-style-type: none"> <li>• Deliver new sports facilities at Ganger Farm</li> <li>• As part of the ongoing £19m investment to refurbish leisure facilities, focus is now on delivering facilities at Charlton Lakes.</li> <li>• Prepare a new Cycling &amp; Walking strategy focusing on both infrastructure and developing community-led projects.</li> </ul>	<p>Communities Local Environment People</p>
<p><b>Delivery of New Communities</b></p>	<ul style="list-style-type: none"> <li>• Complete the evaluation of new communities lessons learned</li> <li>• Work with statutory consultees and other organisations to put into practice those lessons learnt from evaluation of new neighbourhoods in the delivery of our new communities.</li> </ul>	<p>People Communities Local Environment</p>

**ANNEX**

	<ul style="list-style-type: none"> <li>Continue to deliver Local Plan targets for Affordable Housing delivery</li> </ul>	
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**New projects recommended for inclusion on the CAP in Year 2:**

<p><b>Implementing the Climate Emergency Action Plan</b></p>	<p>To implement, monitor and review the actions contained within the Council's action plan.</p>	<p>Local Environment Communities</p>
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