

Preventing Homelessness & Rough Sleeping Delivery Plan 2024 – 2027

Priority Theme 1	Empower and support people to overcome their housing challenges, building on their strengths to secure the right accommodation at the right time and to provide help when needed.
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	Actions	Resource Required	Responsible Officer/s	Target Date	Measures of Success
1.1	Ensure Housing Options Officers are trained and highly skilled to deliver an asset-based model and all the legal aspects of Housing Act 1996 as amended.	Finance for training and development	Housing Needs Manager	April 2025	<ul style="list-style-type: none"> • Housing Options Officers' knowledge regarding the Part 6 legislation • Customers have clear advice that they understand • Customers feel they have the tools to resolve their housing situation • Customers have a clear understanding of their housing options
1.2	Ensure all Housing Options Officers receive strengths-based training, including refreshers.	Finance for training and development	Housing Needs Manager	April 2025	<ul style="list-style-type: none"> • Every housing options assessment is conducted recognising that every customer has talent and skills • Each assessment considers the customer's positive attributes and how to build on these
1.3	Ensure all personalised housing plans delivered by the Housing Options team are truly personalised.	Officer time Knowledge on Personal Housing Plans (PHP) Finance for training and development	Housing Needs Manager	Sept 2024	<ul style="list-style-type: none"> • Personalised housing plans are not duplicated, copied, or standardised for each customer • Each customer's plan is relevant and reflects their individual circumstances • Increase in positive resolutions at Prevention and Relief stage • Reduction in numbers requiring emergency or temporary accommodation
1.4	Ensure those in temporary forms of accommodation have Personalised Housing Plans to support them with move-on and their ability to secure a settled home.	Officer time Knowledge on PHPs Finance for training and development	Housing Needs Manager Senior Officers	Sept 2024	<ul style="list-style-type: none"> • Every household in Temporary Accommodation (TA) has a move-on plan • Every household in TA is clear regarding their move-on options • The average length of time spent in TA per household is reduced

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1.5	Ensure temporary accommodation options are appropriate for those who require such accommodation.	Availability of suitable properties for use as temporary accommodation Partnership working with Registered Providers	Head of Housing & EH Housing Needs Manager	April 2025	<ul style="list-style-type: none"> • Suitable accommodation can be made available for every customer who requires it, when they require it. • Suitable accommodation can be made available for customers regardless of any protected characteristics. • Suitable accommodation includes the accommodation being of a good and safe standards to ensure customers do not live in poor quality accommodation.
1.6	Enable access to the Private Rented Sector to enable people to secure and retain homes.	Test Valley Lettings staff Landlord incentives and support	Housing Needs Manager Accommodation & Move on Team Leader	April 2026	<ul style="list-style-type: none"> • Increase in cases whose homelessness is successfully prevented by securing private rented accommodation through the prevention and relief duties • Increase in the number of cases whose homelessness acceptance is discharged using Private Rented Sector Offer.
1.7	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)	Availability of private rented accommodation	Housing Needs Manager Housing Options Officers	Sept 2026	<ul style="list-style-type: none"> • Increase in the number of cases whose homelessness acceptance is discharged using Private Rented Sector Offer.
1.8	Minimise, and eliminate where possible, the use of bed and breakfast accommodation.	Suitable alternative accommodation options	Head Of Housing & EH Housing Needs Manager	April 2025	<ul style="list-style-type: none"> • Reduction in the number of households placed into bed and breakfast • Reduction in the length of time a household spends in bed and breakfast • Overall reduction in the cost of bed and breakfast to the Council
1.9	Review the TVBC Scheme of Allocations during the life of the strategy.	Staff time to conduct a review of the allocations policy	Housing Needs Manager Hampshire Home Choice Manager	Sept 2026	<ul style="list-style-type: none"> • A review of the allocations policy has commenced • The development of a fit for purpose allocation policy • A policy that customers can understand and use to assess for themselves where and how their applications are banded
1.10	Work with those accommodated under the Homes for Ukraine Scheme to access their own accommodation, should their hosting arrangement come to an end.	Staff Time Partnership working	Housing Needs Manager	March 2025	<ul style="list-style-type: none"> • Low to no Ukrainian nationals to require emergency or temporary accommodation • Ukrainian nationals develop the skills to live independently in the UK

					<ul style="list-style-type: none">• Low levels of homeless presentations from Ukrainian nationals
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Priority Theme 2	Work together to maintain strong local partnership connections that contribute to the prevention and relief of homelessness in a holistic and timely way.
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	Actions	Resources Required	Responsible Officer	Target Date	Measures of Success
2.1	Work with partners to encourage and increase the use of Duty to Refer (DTR) to prevent homelessness.	Officer time to promote DTR	Housing Needs Manager Partner Agencies	Sept 2026	<ul style="list-style-type: none"> • Increase in the number of Duty to Refers' received by TVBC each month • Increase in the range of agencies submitting a Duty to Refer • Increase in successful prevention for customers in the prevention and relief duties
2.2	Develop a Strategy Steering Group to monitor, review and update the delivery plan during the life time of the strategy.	Officer Time Test Valley Partnership	Head of Housing and Environmental Health	May 2024	<ul style="list-style-type: none"> • Actions contained within this delivery plan are completed • The delivery plan is reviewed and updated annually to reflect and changes required and to take account of any new priorities.
2.3	Partnership working to meet identified mental health needs including undiagnosed mental health needs.	Officer time Multi agency working with mental health teams and primary care	Housing Needs Manager	Sept 2026	<ul style="list-style-type: none"> • Customers threatened with or experiencing homelessness can easily access and engage with mental health services where needed. • Improved mental health services provided to customers who experience homelessness.
2.4	Develop robust pre-eviction protocols with accommodation providers in the social and supported sector.	Officer time Good partnerships with social and supported landlords	Housing Needs Manager	Sept 2026	<ul style="list-style-type: none"> • A written agreement, developed by TVBC in collaboration with social and supported housing landlords, which sets out a process that each partner will follow prior to the eviction of any customer. • A reduction in evictions by social housing and supported housing providers. • Better support and clarity provided to customers who find themselves at risk of homelessness. • An agreement that partners are committed to following.
2.5	Work with private landlords whose tenants are failing to maintain their tenancy.	Officer time Promotion of Test Valley Lettings	Housing Needs Manager	April 2025	<ul style="list-style-type: none"> • Increase in the number of private landlords who work with the council and engage with Test Valley lettings. • A reduction in the number of customers who become homeless from private rented accommodation due to poor tenancy management

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					<ul style="list-style-type: none"> • An increase in the number of new tenancies created by Test Valley Lettings.
2.6	Work with Hospital and Prison services to develop protocols for discharge from hospital and prison.	Officer time Good partnerships with agencies	Housing Needs Manager Senior Officers	Sept 2026	<ul style="list-style-type: none"> • Reduce the number of people requiring emergency accommodation upon discharge from Hospital or Prison • Housing options team to work with those in hospital and prison, who have no safe accommodation, prior to them being discharged • Those in hospital or prison to have suitable accommodation available to them upon discharge.
2.7	Review data to identify places within the Borough that experience higher levels of homelessness, and target prevention work to those places. Analyse data to understand the causes of homelessness and what prevention work is needed.	Officer time GIS mapping	Head of Housing & EH Housing Needs Manager	April 2025	<ul style="list-style-type: none"> • Ability to identify areas of the borough where people are most likely to experience homelessness and target prevention work to those areas to reduce the • number of households becoming homeless. • Reduce homelessness in the places/areas identified.
2.8	Use GIS mapping and other data to identify trends and specific hotspot locations, to inform design and identify co-location sites.	Officer time IT support	Housing Needs Manager	April 2025	<ul style="list-style-type: none"> • Identify specific places within the borough to target homeless prevention services • Reduction in homeless presentations from the areas identified • Better and quicker access to information for customers
2.9	Work with agencies to provide outreach support for those affected by domestic abuse in the Romsey area.	Support from Finding Freedom	Housing Needs Manager Finding Freedom	Sept 2025	<ul style="list-style-type: none"> • An increase in the number of customers engaging with support and assistance around domestic abuse, leading to a lower number presenting as homeless.
2.10	Multi agency pop up hubs as part of place based activity.	Officer time Partnership agencies	Housing Needs Manager	April 2026	<ul style="list-style-type: none"> • Reduction in homeless presentations from the areas identified • Better and quicker access to information for customers
2.11	Work with partners to upskill people to live in their own homes and sustain their tenancies, including options for pre-tenancy training.	Finances Support services	Housing Needs Manager Yellow Brick Road	Sept 2026	<ul style="list-style-type: none"> • Reduction in evictions due to rent arrears and anti-social behaviour. • Reduction in the number of households who lose their homes in the rented sector
2.12	Take advantage of any potential funding streams for future service delivery or support voluntary sector	Officer time	Head of Housing & Environmental Health	April 2027	<ul style="list-style-type: none"> • Funding secured to deliver suitable services to those who are, or at risk of experiencing homelessness • Good services, including support services are provided to residents in Test Valley

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	partners in their bids for funding to prevent or tackle homelessness				
2.13	Create a directory of services that enables partners to stay up to date on who can offer what service and support.	Officer time	Housing Needs Manager Community Manager	April 2025	<ul style="list-style-type: none">• Partner agencies to be better informed of the services available in test Valley to better support those at risk of homelessness• Increased multiagency working• Increased number of duty to refers received by Test Valley
2.14	Hold x 2 Homeless Forums per year, bringing partners together to discuss key challenges and identify solutions whilst strengthen partner relations and working practices.	Officer Time	Housing Needs Manager	March 2027	<ul style="list-style-type: none">• Increased partnership working, including sharing of knowledge and ideas• Improved services provided to customers• Reduction in numbers in emergency and temporary accommodation

Priority Theme 3	Provide good quality support services and information to communities to enable them to thrive and sustain accommodation.
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	Actions	Resources Required	Responsible Officer	Target Date	Measures of Success
3.1	Continuous and active promotion of the housing service at TVBC	Officer time Support from comms team	Housing Needs Manager	April 2027	<ul style="list-style-type: none"> • Customers and partners know where and how to seek support and advice regarding housing and homelessness • Customer approach the service for help at an early stage rather than when in crisis • All customers threatened with or concerned about homelessness access and know how to access the service
3.2	Explore and understand the reasons why people approach the service but disengage before their housing problem is suitably resolved.	Officer time	Housing Needs Manager Senior Officers	Sept 2025	<ul style="list-style-type: none"> • Reduce the number of cases closed as 'lost contact' • Increase the number of people continuing to engage with the service following their initial contact to ensure their homeless is resolved positively
3.3	Explore why people start applications to join Hampshire Home Choice but fail to complete them or provide the documentation to activate their application.	Officer time	Housing Needs Manager Accommodation and Move on Team Leader	Sept 2024	<ul style="list-style-type: none"> • Reduction in the number of applications started but not followed through • Customers successfully able to join the housing register
3.4	Conduct case audits quarterly using a sample of cases from across the service, and produce performance management reports including time-bound recommendations to be implemented to ensure continuous service improvement.	Officer time	Head of Housing and Environmental Health Housing Needs Manager	April 2027	<ul style="list-style-type: none"> • All cases meet a minimum standard in terms of advice given, depth of housing assessment and quality of personalised housing plans. • Customers receive a minim standard to ensure they have all the tools needed to resolve their housing situation • Reduction in those being placed in emergency and temporary accommodation
3.5	Work closely with the Council's Housing Development team to ensure that new affordable housing	Officer time	Housing Needs Manager	April 2027	<ul style="list-style-type: none"> • A balanced and sustainable mix of new affordable homes to accommodate all customer groups.

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	delivery meets a range of needs, and to ensure that local communities are well informed on the issues around homelessness and housing supply.		Housing Development & Standards Manager		<ul style="list-style-type: none"> • An increased awareness of housing needs within local communities.
3.6	Review written advice and information available for customers to ensure information is clear and easily accessible.	Officer Time	Housing Needs Manager Senior Officers	April 2025	<ul style="list-style-type: none"> • Customers have access to clear and easy to understanding housing information • Better access to a range of advice and information
3.7	Develop housing advice videos to be available via the website as a further advice and information tool.	Officer Time Support from comms	Housing Needs Manager Senior Officers	Sept 2025	<ul style="list-style-type: none"> • A range of ways customers can access and receive housing advice and information • Increase awareness of customer rights • Increase in the information customers can access
3.8	Work with partners to develop pre tenancy training for those new to holding a tenancy and managing their own home, in the private rented sector.	Funding Partnership working	Housing Needs Manager Accommodation and Move on Team Leader	Sept 2024	<ul style="list-style-type: none"> • Increase accessibility to the private rented sector for customers. • Increase in the number of tenancies sustained within the private rented sector.
3.9	Proactively advise customers of all housing options available to them, regardless of a homelessness status, to ensure customers are well informed and can access alternative housing.	Officer Time Comms support	Housing Needs Manager	April 2025	<ul style="list-style-type: none"> • Increase customer knowledge regarding all types of housing available • Reduce the number of households joining the housing register • Reduce the number of households presenting as homeless
3.10	Proactively work with and educate those on the housing register who live in private rented accommodation.	Officer Time	Housing Needs Manager Senior Officers	April 2023	<ul style="list-style-type: none"> • Reduce those losing their homes in the private rented sector • Educate and inform those in the private rented sector of their tenancy rights and responsibilities and their alternative housing options
3.11	Work with partner agencies to ensure appropriate support services are accessible to those who require them, with a focus on the identified support needs that our customers have.	Officer Time Partnership working Government funding	Head of Housing & Environmental Health	April 2027	<ul style="list-style-type: none"> • Customers are support to sustain accommodation • Reduction in customer losing their accommodation due to tenancy breaches • Reduction in the numbers of customers who need emergency or temporary accommodation

Priority Theme 4	Work in collaboration to ensure rough sleeping is prevented wherever possible or to ensure it is rare, brief and non-recurring.
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	Actions	Resources Required	Responsible Officer	Target Date	Measures of Success
4.1	Keep the Housing Led project under review, adapting and changing to ensure the scheme remains fit for purpose.	On going external finance	Housing Needs Manager Senior Options Officer	March 2027	<ul style="list-style-type: none"> Continued availability of single person accommodation with support Maintaining low to no people sleeping rough Single people sustaining tenancies and not returning to rough sleeping
4.2	Regular outreach work to known rough sleeper hot spots to deliver resettlement support	Officer Time	Senior Options Officers	March 2027	<ul style="list-style-type: none"> Maintain low levels of rough sleeping Identify new rough sleepers quickly and provide them an offer of off-street accommodation
4.3	Consider the use of the Making Every Adult Matter (MEAM) approach.	Officer time Partnership working	Housing Needs Manager	April 2025	<ul style="list-style-type: none"> Provide single people holistic service meeting all of their needs Maintain low levels of rough sleeping
4.4	Continue to bid for any funding available via Rough Sleeper Initiative (RSI) or Rough Sleeper Accommodation Programme (RSAP), and any other new funding streams.	Officer Time Partnership working	Head of Housing & Environmental Health	March 2027	<ul style="list-style-type: none"> Maintain service level Continue to deliver current housing projects, including Housing Led Maintain low levels of rough sleeping
4.5	Create an operational multi-agency “Single person Homeless Reduction Board” to have a multi agency approach to working with complex cases.	Officer Time Partnership working	Housing Needs Manager	Sept 2025	<ul style="list-style-type: none"> Those high risk of rough sleeping have a multiagency action plan wrapped round them to prevent rough sleeping Maintain low levels of rough sleeping Reduction in levels of single people needing emergency accommodation
4.6	Review and look to improve the off-the-street offer available to those experiencing rough sleeping.	Officer time Partnership working	Head of HEH Housing Needs Manager	Sept 2025	<ul style="list-style-type: none"> Those who experience rough sleeping, accept offers of off the street accommodation Off street accommodation offers are fit for purpose, local and provides support

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4.7	Support all single people, regardless of priority need, to access accommodation options.	Officer time Housing options to offer	Housing Needs Manager	March 2027	<ul style="list-style-type: none">• Reduction in the number of single people who require emergency or temporary accommodation• No single person to experience rough sleeping for the first time in Test Valley• Maintain low levels of rough sleeping
4.8	Promote the national Street Link service to ensure residents, businesses and agencies are actively reporting rough sleeping.	Officer time Comms support	Housing Needs Manager	March 2027	<ul style="list-style-type: none">• Maintain low levels of rough sleeping• Identify new rough sleepers quickly and provide them an offer of off street accommodation
4.9	Provide light touch check in support to those who were former rough sleepers who have now settled into their own accommodation, and those who have been through a homelessness pathway and settled into their own accommodation.	Officer time	Housing Needs Manager Senior Options Officers	March 2027	<ul style="list-style-type: none">• Maintain low levels of rough sleeping• No one to return to rough sleeping in Test Valley• Former rough sleepers able to sustain and maintain a home