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
Deliver 1000 high quality, suitable and affordable homes throughout the borough between 2020 and 2025.		Ongoing	Housing Development Team	Staff time	Regular review of delivery at staff 1:1s and appraisals. Quarterly performance monitoring and reporting Year end performance monitoring, analysis, and reporting	At least 200 new affordable homes per annum that meet a range of needs including (and particularly) those on the housing register.	200+ new affordable homes delivered per annum that are of adequate size and design to meet both current and future needs of occupants.	On course to exceed target for 2019/20
	Actively work with partners to ensure new Affordable Homes meet required space standards	Ongoing	Housing Development Team	Staff time	Review policy position on space standards as part of Review of Local Plan.	200+ new affordable homes delivered per annum that are of adequate size and design to meet both current and future needs of occupants.	New affordable homes support households' changing needs and enable larger households to have better prospects of securing affordable homes	
	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.	Ongoing	Housing Development team / Hampshire Homes Hub	Staff time / external resources	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.	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.	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.	
	Explore new and innovative models of affordable housing delivery to meet a range of needs.	Apr-23	Housing Development team	Staff time	respond to government consultations on proposed new affordable housing products. Consider forms of modular housing Consider use of Merlion Local Authority Enhamced 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	Increased options for affordable housing delivery	Provision of new affordable housing products to meet a range of needs	
	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	Apr-21	Housing Development Team / Housing Options team	Staff time	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.	Feedback from customers to be incorporated into internal practices, including allocations processes, and design of new homes.	High satisfaction rates on the customers' experience of the allocations process and the standard/quality and energy efficiency of new build affordable housing.	Work with RPs to establish surveys that they may already undertake on new development sites.
	Make best use of grant funding held by the Council to deliver additional affordable homes which are over and above \$106 requirements whilst also exploring potential to increase delivery of social rented homes across affordable housing delivery more generally.	Ongoing	Housing Development Team	Staff time	Review and monitoring of funds already received / committed Review funding opportunities at staff 1:1s Allocating funds and monitoring spend	Less reliance on grant funding for S106 schemes. Better use of funds for non-S106 schemes and/or additionality.	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.	
	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	Jun-20	Housing Development Team and Planning Policy Team	Staff Time / External consultant	Review of current draft Feb 20 Preparation of final document Mar 20	Adoption of SPD	Publication of a completed SPD which gives clear guidance to developers on the policy requirements in Test Valley	Timescales to be confirmed

	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. Idenitfy 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.	
Ensure that affordable housing meets identified local needs in the context of property type, costs and tenure	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 \$106 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.	
Maximise delivery of rural affordable housing to meet identified local needs	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.	

	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.	
Encourage the development of energy efficient affordable homes to reduce carbon emissions and reduce household heating costs.	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.	
Ensure support is available for a range of needs, including supported housing	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 activelyinvolved 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 customes with specific and high level needs	
Ensure alternative housing options are available for people with mobility needs and those affected by physical disabilities where they may be required.	disabled people and encourage	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 \$106 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.	
THEME 2: Improving access to and								
Explore different ways to make the Council's Housing Services accessible for people who need them most.	awareness of available help, including promotion on energy efficiency measures in domestic homes.	When will we do it? Ongoing through lifetime of strategy	All bouring tooms / Community	Resources 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.	What would success look like Better understanding and involvement of local communities in delivery of affordable housing, and a clearer understanding of other housing related services available to them.	Comments/status
	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 Sate 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.	
Ensure that those who are least able to afford market housing are supported to access a decent and affordable home that meets their needs.	strikes the right 'balance of	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	
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.	Deliver the government funded	6 monthly and April 2021	Head of Service /Housing Manager	MHCLG funding		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	to enable discussion of key issues and to receive feedback on emerging pressures and the	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	Good supply and standard of rented accommodation in the borough to meet local needs.	
Actively promote high standards in the rented sector and take appropriate action where those standards are not being met.	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.	

	Ensure the Private Rented Sector meets the requirements of the Energy Efficiency (Private Rented Property) (England & Wales) Regulations 2015, and raise awareness of grants available to residents to improve their homes in terms of energy efficiency.	Review to commence April 2020	Private Sector Housing Team	Staff time	Review data held in Housing Stock Condition Database and formulate action plan to target those properties who do not meet the requirement.	To improve housing standards in the borough	All private rented properties with an appropriate energy efficiency rating; reduction in fuel poverty; reduction in cold related illnesses	This relates to the properties identified with a F or G energy rating
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 Oblication funding.	Review and promote initiatives contained in the Council's HECA action plan and actively support	Ongoing	Private Sector Housing Team	Staff time	Reviewed regularly; next action plan update required to be published 2021	To reduce carbon emissions and reduce the incidence of fuel poverty	Improvement in energy efficiency in domestic properties across the Borough	
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.	Provide an effective and efficient Disabled Facilities Grant process including promoting the grants programme, and make effective use of the Better Care Fund to met local needs.	Quarterly reviews	Private Sector Housing Team	Staff time	Regular review at staff 1:1s and appraisals. Quarterly performance monitoring and reporting Year end performance monitoring, analysis, and reporting	To utilise grant funding to assist customers to remain living independently in their own home.	Customers able to remain living independently. Reduced hospital admissions.	
	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	Over lifetime of the Strategy	Private Sector Housing Team and Housing Development Team / Registered Providers	Staff time / RP involvement	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.	Comprehensive record of all adapted stock in the borough	Ability to make best use of adapted stock and meet a range of needs.	
Bring problematic empty homes back into use.	Develop and update the Council's	Ongoing (Empty Homes policy adopted December 2019)	Private Sector Housing Team	Staff time	Review of internal policies and procedures to ensure streamlined approach. Identify and target	Actively working with owners of long term and problematic empty homes to bring them back into	Reduced level of empty homes in the borough. Ability to take enforcement	
	approach to bringing problematic long term empty properties in the borough back into use	,			specific long term vacant and problematic properties.	use, with reference to the Empty Homes Policy.	action where needed.	
THEME 3: Meeting the challenge of	approach to bringing problematic long term empty properties in the borough back into use		Who will deliver this	Posouroos	problematic properties.	use, with reference to the Empty Homes Policy.		Comments letatus
	approach to bringing problematic long term empty properties in the borough back into use	When will we do it? Alongside review of Strategic Housing Market Assessment	Who will deliver this Housing Development team / Planning Policy team	Resources Staff time		use, with reference to the Empty Homes Policy.	What would success look like Successful joint working with Hampshire County Council to identify needs and deliver a range of accommodation to meet those needs.	Comments/status
THEME 3: Meeting the challenge of an ageing population 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	approach to bringing problematic long term empty properties in the borough back into use What we will do 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	When will we do it? Alongside review of Strategic Housing Market Assessment Apr-25	Housing Development team /		Milestones Intervention of the 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	use, with reference to the Empty Homes Policy. Target/Outcome A clear understanding of the housing needs of	What would success look like Successful joint working with Hampshire County Council to identify needs and deliver a range of	Comments/status

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.	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	
Develop a range of alternative housing options for older persons, actively encouraging downsizing to free up family homes.	who are under-occupying	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.	outcome of the consultation it may be necessary for further representation to be made to seek budgets for	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	
THEME 4: Preventing & relieving homelessness and rough sleeping	What we will do	When will we do it?	Who will deliver this	Resources	Milestones	Target/Outcome	What would success look like	Commente/status
Key Themes: Improve health & wellbeing, building on skills, empowering communities to thrive.		which will we do it:	While will deriver this			Targeroaccome	What would success floor inc	preventing and relieving homelessness to be a high priority. This Housing Strategy
Drive innovation across the local system of public services through effective partnership arrangements.				Identified within the strategy & delivery plan - including		Incidences of homelessness and rough sleeping are		theme benefits from a separate standalone Preventing Homelessness & Rough Sleeping
Support people to remain in their homes, or to move into the right accommodation at the right time.	Deliver the aims of the Council's		Housing Manager / Social Inclusion Partners / Registered	MHCLG funding for the purposes of preventing	All relevant milestones are	minimised, along with the number of households in temporary	Effective deliver of the Council's Preventing Homelessness & Rough Sleeping Strategy. Minimal levels of	Strategy including a delivery plan that sets out how the Council and its partners will
Develop local partnerships to ensure no- one has to sleep rough in Test Valley.	Preventing Homelessness & Rough Sleeping Strategy 2020 to 2023	Dec-23	Providers / DWP / Hampshire County Council / Hampshire Constabulary	and relieving homelessnes s	contained within the Preventing Homelessness & Rough Sleeping Strategy Delivery Plan	accommodation (including the use of bed and breakfast).	homelessness and rough sleeping, temporary accommodation and the use of bed and breakfast.	prevent and relieve all forms of homelessness from