



Mansfield District Council Homelessness Review 2023

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1. Introduction

Mansfield District Council has carried out a Homelessness Review from the existing strategy from 2019-24. The review was conducted in partnership with the Mid Nottinghamshire local authorities, Newark & Sherwood and Ashfield District Council. This review will then go out to consultation and form the Homelessness and Rough Sleeping Strategy 2024-29.

The Council's Homelessness and Rough Sleeping Strategy 2019-24, which has been reviewed and monitored on a regular basis consisted of the following aims:-

- Prevent as many residents as possible from becoming homeless
- Ensure that if anyone has to sleep rough, it is brief and does not happen again
- Help as many residents as possible to move seamlessly from one home to another without the need for emergency or temporary accommodation
- Provide a good quality service that customers are highly satisfied with

The strategy consisted of the following objectives:-

- **Theme 1** - To improve financial resilience amongst the population at risk of homelessness, through a proactive and integrated local welfare benefits system
- **Theme 2** -To increase the amount of social housing available to homeless households and increase the sustainability of social housing tenancies
- **Theme 3** - To deliver additional supported housing and housing related support as required
- **Theme 4** -To increase the amount of PRS housing available to homeless households and increase the sustainability of PRS tenancies
- **Theme 5** - To ensure support needs of homeless households and households at risk of homelessness are appropriately met, in order to reduce

the risk of homelessness and the risk of homelessness increasing their support needs

- **Theme 6** - To end rough sleeping and street activity and encourage the community to do their bit to end homelessness
- **Theme 7** - To achieve high customer satisfaction with the outcome and experience of the support provided by Housing Options
- **Theme 8** - To ensure services are design based on robust evidence and effectively monitored and evaluated

2. Methodology

The review was produced involving a wide range of stakeholders, service providers and service users. The agreed methodology included:

- A literature review which contextualised the review in relation to the current national, regional and local policy context.
- Working group sessions with key partners, across housing, local providers, welfare benefits, social care, criminal justice and community safety sectors.
- Quantitative analysis, using existing data capture within the local authority for analysing the level of need. Partner data was analysed for services that we do not commission.
- Service user engagement through interview, focus groups and surveys.

A Project Steering Board comprising of representatives from the three councils oversaw the review. Regular discussions were made with the Joint Homelessness Prevention Strategic Forum during the course of the review.

3. 2019-24 Achievements

Rough Sleeping Initiative Funding, Mansfield District Council

Mansfield First Steps Project

Mansfield District Council (MDC) was awarded £1,792,623 in Rough Sleeping Initiative (RSI) funding from the Department of Levelling up, Housing and Communities (DLUHC) since 2020. The funding is used to commission the Mansfield First Steps project with Action Housing, Change Grow Live, Tuntum Housing, Paragon Asra Housing and Nottingham Community Housing Association. The project consists of specialist roles to support people sleeping rough into accommodation and off the streets. The specialist roles are there to support and stabilise with complex needs so that people do not return to the streets.

The project consists of the well known 'Housing First' model which means that people sleeping rough have access to intensive wraparound support with their own tenancy for life. The model is designed to house people directly off the streets and we currently have fifteen people in the 'Housing First' project. This approach has secured permanent accommodation for long-term rough sleepers with complex needs. The support is separate to the accommodation and there is sufficient resources in the project to be able to support the clients to make their accommodation their home.

The Mansfield First Steps project also consist of fourteen self-contained units that form part of the sustainable tenancies part of the project. This side of the project is short to medium stay accommodation with specialised support for homeless people with support needs.

The projects consists of four support officers, a substance misuse officer, an employment officer, a consultant psychologist and a counsellor. All of the specialist roles link together to provide intensive wraparound support that is tailored to the client's needs.

This specialist project has helped significantly decrease the amount of people sleeping rough in Mansfield. The official rough sleeper figures are provided below, this is based on a single night spotlight count with an estimate meeting with partner agencies. These figures are independently verified by Homeless Link.

2019	2020	2021	2022
22	7	10	9

The project has also supported people to maintain their tenancies by tackling issues such as mental health, anti-social behaviour and budgeting skills. The project explores the interests and goals with clients and supports them to learn new skills which will help them live independently in the future.

We have also been able to provide bespoke accommodation offers within this project that are built to a service users' needs, which has given us wider options for accommodation.

The table below show the amount of referrals into the project from April 2020 to June 2022.

Total Referrals	162
Number Accepted	74
Declined (too high need/risk)	25
Declined (too low need)	10
Not able to contact / No local connection	21
Referral No longer required	29
Failed to attend assessment	3
Abandoned	6
Recalled	2
Evicted	9
Positive move on	10

The Mansfield First Steps project is funded until the 31st of March 2025. Over the next two years we intend to focus on maintaining tenancies and increasing life skills with service users to promote independence and to move them away from the street community lifestyle.

Employment Outreach

Rough Sleeping Initiative (RSI) funding allowed us to commission an employability service with Tuntum Housing in November 2019 to support EU national rough sleepers that had no recourse to public funds. This project was bespoke as we had never commissioned this type of role before but we knew that we had a barrier amongst this client group that we needed specialist support for.

The employability officer has worked with twenty clients since starting the role. When the role started, we went into a pandemic which allowed us to accommodate the EU national rough sleepers under the ‘Everyone In’ initiative that DLUHC launched, as a pandemic response to rough sleeping. This boosted the project, as we were able to stabilise the clients and do intensive work with them to gain ID, settled status and to support them into accessing employment. From gaining employment, we were able to support clients to access accommodation in the private rented sector.

The below table shows outcomes from the project from November 2029:

No. clients on caseload since Nov 2019*	20
No. clients supported to successfully apply for Settled Status in the UK	15
No. clients who were supported into employment	11
No clients who sustained employment for more than 6 months	4

No clients who accessed UC	13
No clients accessed training/education	7

Some of the clients have complex needs so we have had to work intensively with our partners to pull specialist services in for clients. This has been crucial to sustain people in their tenancies and the support was intensified when a client gained employment.

As part of the project, we have set up a Job's Club for clients to continually develop their skills, to apply for employment and to improve on their English skills which will in turn help to gain employment.

This role has significantly decreased the amount of EU rough sleepers that are being found on the streets. The figures below are from monthly figures submitted to DLUHC as part of the RSI reporting process. Nationally these figures were only recorded from April 2022 onwards.

	Rough Sleepers per month	Number of UK Nationals	Number of EEA Nationals
Jan 2023	5	5	0
Dec 2022	14	11	0
Nov 2022	15	13	2
Oct 2022	20	18	2
Sept 2022	31	27	4
Aug 2022	21	6	15
Jul 2022	18	8	10
Jun 2022	13	8	5
May 2022	10	6	4
Apr 2022	12	7	5

We are finding very few EU national rough sleepers currently; however the next steps for this role is sustaining service users in their accommodation and

working on the skills that are needed for them to continue employment such as improved language and budgeting skills.

Rough Sleeping Accommodation Programme (RSAP)

Mansfield District Council was awarded funding from DLUHC for five self-contained units under the RSAP funding. Action Housing have delivered these units by leasing properties from the private rented sector. The accommodation is dispersed and designed for step down approach from the Mansfield First Steps project for service users that are ready for more independent living but may still need support.

Rough Sleeping Initiative Funding, County Wide

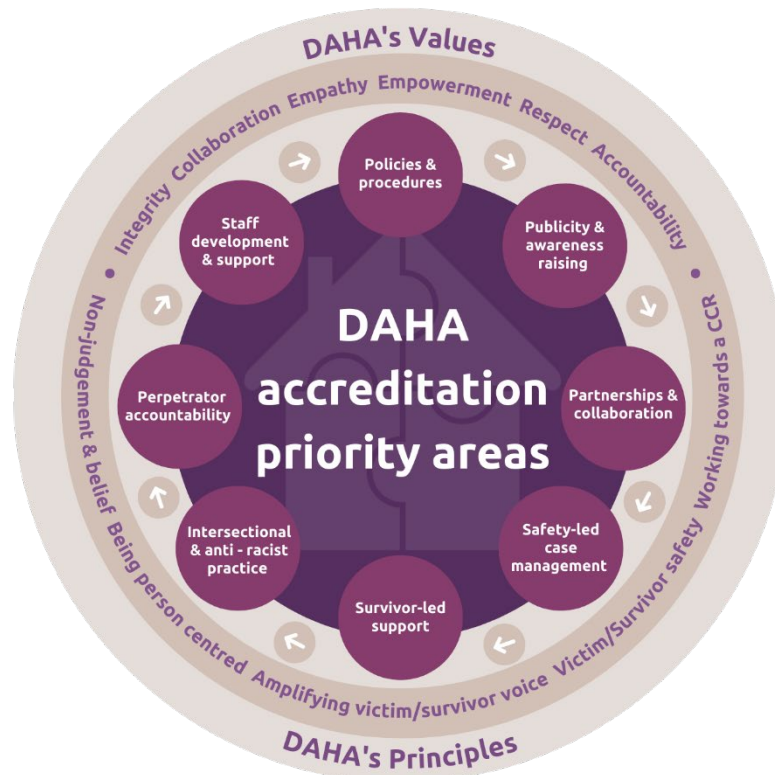
Mansfield District Council work in partnership with the other six districts and boroughs in the County. As a County we were successful with Rough Sleeping Initiative (RSI) funding to fund the street outreach service with Framework in 2019. The outreach team are a direct frontline service for locating and supporting rough sleepers. They conduct early morning patrols and signpost service users to the services that are needed to accommodate them.

As part of the County funding we commission sixteen bed spaces with the YMCA for services users with multiple complex needs. The four properties are dispersed accommodation across the Mansfield district with additional support to sustain their tenancy and signpost to any specialist services that are needed for that client.

Domestic Abuse Housing Alliance Accreditation (DAHA)

The Domestic Abuse Housing Alliance (DAHA) accreditation is a whole housing approach to supporting survivors of domestic abuse. It is a UK benchmark for how housing providers should respond to domestic abuse. Mansfield District Council commissioned an independent co-ordinator with Nottinghamshire Woman's Aid in February 2022, to scrutinise and implement the standards of DAHA across the whole of Mansfield District Council. The implementation process has taken fourteen months where we have updated all of our policies

and procedures, trained all employees across MDC and implemented a culture change to how we react to domestic abuse. The assessment process took place in March 2023 and we achieved the accreditation.



Over the next three years we will be further embedding the accreditation throughout MDC and we will work towards the enhanced accreditation in 2026.

Healthy Homes Hub

Mansfield District Council started a Healthy Homes Hub in April 2022 as a response to the level of poor housing standards in the district. The aim of the project is to prevent premature death and ill health caused by poor housing conditions and accidents in the home. The project co-ordinates services and complex case support for those that are vulnerable including those experiencing homelessness, domestic abuse, mental health issues, disability and financial hardship. The project is tenure-blind and aims to fill gaps in current service provisions, whilst ensuring service users receive a holistic home

assessment and are signposted to a checklist of available support and assistance if required.

Outcomes have included improvements in property condition, improved health and wellbeing, prevention of hospital/primary care and mental health service attendance, welfare benefit take-up, improved levels of thermal efficiency, prevention of single and family homelessness, tenancy sustainment and improved skills and work outcomes.

The project has been funded until the 31st of March 2024.

Supported Housing Improvement Programme (SHIP)

DLUHC have launched a Supported Housing Improvement Programme (SHIP) following on from pilots that have taken place across the Country. The purpose of the funding is to regulate and enforce on exempt accommodation providers, commissioned and non-commissioned to ensure that vulnerable people are living in safe and supported environments.

Mansfield District Council was awarded £405,474 of funding to recruit a team to inspect exempt accommodation providers, review support provisions and scrutinise the housing benefit claims of providers. The team will consist of a private sector enforcement officer, a support officer and a strategic officer. The project will officially start from the 1st April 2023 until the 31st of March 2025. The baseline and monitoring information data will be evaluated to inform legislative changes that could be introduced for supported housing provision in the future.

Out of Hospital Funding

Mansfield District Council conducted a joint bid on behalf of the County for funding for an Out of Hospital Discharge Model with Nottinghamshire City Council. The County were successful with £170,000 to simplify access to accommodation routes directly from hospital for patients with no on-going health need. The project put in place specific monitoring of homeless hospital discharges and piloted step down accommodation primary for patients on

Discharge to Assess pathway 1 for health stabilisation whilst longer term plans are put in place.

This project has supported rough sleepers into accommodation with no priority need by a local authority, who needed further accommodation so their health needs could be met.

Making Every Adult Matter (MEAM)

Nottinghamshire County Council on behalf of the seven districts submitted an expression of interest to be part of the MEAM network. After an interview we have been successful in gaining this membership and the County will lead on the implementation of the approach throughout the RSI services.

The MEAM Approach is a non-prescriptive framework designed to support local areas to transform services and systems for people facing multiple disadvantage.

Membership of the MEAM Approach network will include:

- Dedicated critical-friend support from a MEAM Partnerships Manager around using the MEAM Approach to improve services and systems.
- Access to a wide range of learning and networking opportunities with the wider network, including regular strategic lead and frontline practitioner forums, learning hubs and conferences.
- Access to a core training programme for key staff, including introductory sessions on coproduction, systems leadership and trauma-informed and strengths-based approaches.
- Opportunities for networking, joint-working and peer support with colleagues across the network.
- Access (on a commercial basis) to more focussed and intensive support to tackle specific systems issues and bespoke workforce development and training opportunities.
- Opportunities to enable comparison and learning across different networks with varied approaches and funding models, including the Changing Futures programme.

- Opportunities to share learning and inform national policy.

The MEAM work will feed into the 2024-29 strategy as we work towards a collaborated partnership approach to services.

4. National Policy

As highlighted by DLUHC¹, homelessness and rough sleeping is not simply a housing issue, meaning a whole system approach is needed, encompassing policies and initiatives across health and social care, the criminal justice system, immigration and enforcement, welfare, employment, support for care leavers, as well as housing. There is of course overlap between these areas, as well as regular changes to the scale and nature of homelessness and rough sleeping, both nationally and locally.

For this reason, organisations working to prevent homelessness and rough sleeping are encouraged by DLUHC to adopt the following core principles² to guide their work through the complex and shifting policy landscape:

1. Integrate health and care and housing
2. Focus on delivering person-centred, empathetic, non-judgemental support and trauma informed care in psychologically informed environments
3. Build long-lasting, trusting relationships and recognise that engagement with services may not work first time round
4. Ensure that the lived experiences of people informs the action we take

This section provides a high-level summary of the national policy context (as at Spring 2023) regarding the prevention of homelessness and rough sleeping in order to identify challenges and opportunities for Ashfield's Housing Options Service. As such, more detail is provided on policies that are most relevant to the work of this team. Policies affecting the wider system working to prevent homelessness and rough sleeping are included for context, but in less detail.

There are three broad parts to this section:

¹ P.33

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1102408/20220903_Ending_rough_sleeping_for_good.pdf

² <https://www.nice.org.uk/guidance/ng214/resources/integrated-health-and-social-care-for-people-experiencing-homelessness-pdf-66143775200965>

1. Homelessness reduction policies
 - a. Homelessness Reduction Act 2017
 - b. Ending Rough Sleeping for Good Strategy 2022

2. Housing market challenges
 - a. Affordable housing supply
 - b. PRS reform
 - c. Supported housing oversight
 - d. Help with housing costs

3. Specialist support
 - a. Domestic abuse
 - b. Asylum dispersal
 - c. Refugee resettlement
 - d. EU settlement scheme
 - e. Prison leavers
 - f. Care leavers
 - g. Armed forces veterans
 - h. Health and social care
 - i. Substance misuse treatment

Homeless Reduction

Homeless Reduction Act 2017

In April 2018, the Homelessness Reduction Act was introduced which placed duties on local housing authorities to prevent and relieve homelessness. The implementation of this legislation was evaluated in 2020³ and a number of recommendations were made. An overview of the legal duties owed by local

3

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/919748/Evaluation_of_the_Implementation_of_the_Homelessness_Reduction_Act_Final_Report.pdf

housing authorities to homeless applicants is provided in a House of Commons Library Paper⁴ and on the NHAS website⁵.

From 1st April 2023, a new methodology to calculate the Homeless Prevention Grant funding was introduced and funding allocations for 2023-25 were announced in December 2022⁶. The funding conditions of HPG are:

- Embed the Homelessness Reduction Act and contribute to ending rough sleeping by increasing activity to prevent single homelessness
- Reduce the number of families in temporary accommodation by maximising family homeless prevention
- Reduce the use of B&B accommodation for families
- Report total homelessness spend (from HPG and other budgets) under the categories of temporary accommodation, staffing, prevention activities, relief activities
- Submit accurate data or up to 10% of funding may be deducted.

A number of amendments have been made to the Homelessness Code of Guidance since it was published in 2018, recent notable changes include:

- People who left Ukraine because of the Russian invasion are eligible for homelessness assistance and social housing
- Confirmed victims of human trafficking and modern slavery granted limited leave to remain are eligible for homelessness assistance and social housing
- A duty for public bodies to consider the Armed Forces Covenant in homelessness applications and housing allocations
- A new chapter on people who are homeless as a result of violence, other than domestic abuse⁷

⁴ <https://researchbriefings.files.parliament.uk/documents/SN01164/SN01164.pdf>, pp 8 - 11

⁵ <https://www.nhas.org.uk/news/article/local-authority-duties-to-prevent-and-relieve-homelessness>

⁶ <https://www.gov.uk/government/publications/homelessness-prevention-grant-2023-to-2025>

⁷ <https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities/chapter-26-victims-of-violence>

- People made homeless due to being a victim of domestic abuse have automatic priority need for homelessness assistance⁸

Ending Rough Sleeping

In September 2022, DLUHC published its strategy to end rough sleeping by 2025⁹.

For the first time, Government has defined what it means to end rough sleeping: *prevented wherever possible, but when it does occur, it must be rare, brief and non-recurring.*

The strategy has 4 areas of focus, and each area of focus has a set of core aims:

1. Prevention
 - a. Maximise affordable housing supply and reform the PRS
 - b. Embed the Homelessness Reduction Act
 - c. Target support to the most challenging transitional points in people's lives.
2. Intervention
 - a. Co-ordinated local rough sleeping services
 - b. A clear pathway off the streets for those with restricted eligibility for public funds
 - c. Provide local authorities, police and other agencies with the tools they need to address rough sleeping, protect the public and make communities feel safe for all
 - d. Make it easier for the public to play their part in supporting people sleeping rough
3. Recovery

⁸ <https://www.nhas.org.uk/news/article/homeless-due-to-domestic-abuse>

⁹ [Ending Rough Sleeping for Good](#)

- a. Support both housing-led approaches and Housing First
 - b. Address unacceptable poor quality supported housing and increase supply
 - c. Improve the support available to help people with experience of rough sleeping into employment
 - d. Provide significant investment into drug and alcohol treatment
4. Transparent and joined-up system
- a. Introduce a new national data-led framework to measure progress towards ending rough sleeping
 - b. Ensure robust but flexible accountability structures are in place
 - c. Improve the evidence-base and understanding of what works to end rough sleeping
 - d. Improve how different services work together

Further detail on the current and previous Government policies on ending rough sleeping are detailed in a House of Commons Library paper¹⁰

Housing Market

Supported housing oversight:

Since 2020, government has taken a number of steps to improve oversight of the supported housing sector:

- published a National Statement of Expectations¹¹
- published an evaluation of the wave 1 supported housing pilots¹²
- published Housing Benefit guidance for supported housing claims¹³

¹⁰ <https://commonslibrary.parliament.uk/research-briefings/sn02007/>

¹¹ <https://www.gov.uk/government/publications/supported-housing-national-statement-of-expectations/supported-housing-national-statement-of-expectations>

¹² <https://www.gov.uk/government/publications/supported-housing-oversight-pilots-independent-evaluation>

¹³ <https://www.gov.uk/government/publications/housing-benefit-guidance-for-supported-housing-claims/housing-benefit-guidance-for-supported-housing-claims>

- announced a second wave of supported housing pilots¹⁴
- announced support of Bob Blackman's private member's bill

In June 2022 Bob Blackman MP introduced the Supported Housing (Regulatory Oversight) Bill after coming seventh in the private member's bill ballot.

The Bill will:

- Require local authorities in England to review supported housing in their areas and develop strategies
- Provide for the creation of a national expert advisory panel
- Give the Secretary of State power to introduce national support standards
- Give local authorities power to create local licensing schemes for exempt accommodation
- Give the Secretary of State an option to introduce a new planning Use-Class for exempt accommodation

Affordable Housing Supply

There have been a number of recent opportunities to boost the supply of supported housing through the following national funding programmes:

- Rough Sleeping Initiative
- Rough Sleeping Accommodation Programme
- Next Steps Accommodation Programme
- Single Homeless Accommodation Programme
- Night Shelter Transformation Fund
- The Move On Fund
- Housing Transformation Fund (awaited)

¹⁴<https://www.gov.uk/government/news/unscrupulous-landlords-who-exploit-vulnerable-residents-to-be-driven-out-of-supported-housing-sector>

A number of House of Commons Library Papers and Research Briefings provide detailed overviews of the key issues affecting the supply of affordable housing:

- Stimulating housing supply – Government initiatives¹⁵
- Social rented housing: past trends and prospects¹⁶
- Planning policy debate pack January 2023¹⁷
- What is affordable housing¹⁸
- Tackling the under-supply of housing in England¹⁹

Help with Housing Costs

Housing Benefit and Universal Credit Housing Cost rates have been frozen for private renters since April 2020. Since then rents have risen by 12% on average; analysis by Crisis has found that only 12% of advertised private rented properties were affordable to those in receipt of benefits²⁰.

Private Rented Sector Reform

In August 2022, DLUHC published a white paper setting out the Government's long term vision for a fairer private rented sector²¹. This includes plans to:

- abolish Section 21 'no-fault' evictions and introduce a simpler tenancy structure
- apply the Decent Homes Standard to the PRS for the first time
- introduce a new Property Portal to help landlords understand their obligations

¹⁵ <https://commonslibrary.parliament.uk/research-briefings/sn06416/>

¹⁶ <https://commonslibrary.parliament.uk/research-briefings/cbp-8963/>

¹⁷ <https://commonslibrary.parliament.uk/research-briefings/cdp-2023-0002/>

¹⁸ <https://commonslibrary.parliament.uk/research-briefings/cbp-7747/>

¹⁹ <https://commonslibrary.parliament.uk/research-briefings/cbp-7671/>

²⁰ https://www.crisis.org.uk/media/247716/zoopla_briefingv6.pdf

²¹ <https://www.gov.uk/government/publications/a-fairer-private-rented-sector>

- introduce a housing ombudsman covering all PRS landlords and providing redress for tenants

In December 2022, DLUHC opened a consultation on the amendments required to the homelessness legislation as a result of the removal of Section 21 evictions²².

Specialist Support

Domestic abuse:

The Domestic Abuse Act 2021 introduced a number of changes regarding housing and homelessness:

- A duty on Upper Tier local authorities to prepare strategies to provide accommodation-based support for all survivors of domestic abuse²³
- A duty of Lower Tier authorities to cooperate with the Upper Tier authority
- Protection of a survivor's lifetime or assured tenancy
- Priority need status for survivors of domestic abuse

Alongside this new legislation, the Home Office has published A Tackling Domestic Abuse Plan²⁴ and a Tackling Violence Against Women and Girls Strategy²⁵, which both prioritise prevention, supporting victims, pursuing perpetrators and improving the system. A number of new measures were announced in February 2023 to protect women and girls from harassment, aggression and violence, and stop domestic abuse before it takes place²⁶.

²²<https://www.gov.uk/government/consultations/technical-consultation-on-consequential-changes-to-the-homelessness-legislation/technical-consultation-on-consequential-changes-to-the-homelessness-legislation>

²³ <https://www.gov.uk/government/publications/domestic-abuse-support-within-safe-accommodation>

²⁴<https://www.gov.uk/government/publications/tackling-domestic-abuse-plan/tackling-domestic-abuse-plan-command-paper-639-accessible-version>

²⁵<https://www.gov.uk/government/publications/tackling-violence-against-women-and-girls-strategy/tackling-violence-against-women-and-girls-strategy>

²⁶ <https://www.gov.uk/government/news/domestic-abusers-face-crackdown-in-raft-of-new-measures>

Asylum Dispersal

Since April 2022, all local authorities in England have been required to take part in asylum dispersal, which means accommodation providers working on behalf of the Home Office will procure properties for asylum seekers to occupy whilst their claims for asylum are considered. Local authorities are not expected to accommodate asylum seekers beyond 0.5% of their total population.

Home Office provided accommodation and support is withdrawn once a claim is either accepted or refused and residents are required to leave within 28 and 21 days respectively. Individuals and families granted asylum may be eligible for homelessness assistance and an allocation of social housing. Those who are granted limited leave to remain, or their application for asylum is refused, are likely to have no recourse to public funds (NRPF) and no eligibility for homelessness assistance or an allocation of social housing. As such, there is a risk those leaving asylum accommodation will become street homeless and/or victims of modern slavery.

Refugee Resettlement

There are 4 main resettlement programmes local authorities are currently involved with:

1. Homes for Ukraine sponsorship scheme
2. Afghan Relocation and Assistance Policy (ARAP)
3. Afghan Citizen Resettlement Scheme (ACRS)
4. UK Resettlement Scheme (UKRS)

Homes for Ukraine sponsorship scheme:

This scheme was launched in March 2022 and is open to Ukraine nationals who were resident in Ukraine prior to 1st January 2022 and their immediate family members.

The number of people who can access this scheme is uncapped and is dependent on the capacity of the sponsors who come forward. Guests will be able to live and work in the UK for up to 3 years and access benefits, healthcare, employment, education and other support.

Local housing authorities are expected to provide the following support to arrivals under this scheme:

- An in person accommodation check prior to and following the arrival of guests
- Homelessness assistance if the placement is ended
- Facilitate community and well-being events

Data shared by DLUHC²⁷ shows that between 24th February and 27th January 2023, in England 4,295 Ukraine households were owed a homeless prevention or relief duty, of which 2,595 entered England through the Homes for Ukraine scheme. As at 31st December 2022, 80,305 Ukrainians have arrived into England²⁸.

Afghan homelessness pathway:

Due to the number of Afghan families currently staying in “bridging accommodation”, i.e. hotels, whilst awaiting and accepting an offer of ARAP or ACRS accommodation, a “fair share” and refusals policy was proposed by DLUHC in August. Under this policy, local authorities will receive homelessness referrals on a rota system from families who have refused two offers of accommodation and have consequently been given 56 days notice to leave

²⁷ <https://www.gov.uk/government/publications/homelessness-management-information-ukrainian-nationals-england>

²⁸ <https://www.gov.uk/government/publications/homes-for-ukraine-sponsorship-scheme-and-ukraine-family-scheme-visa-data-by-age-and-sex-of-applicant>

their bridging accommodation. Strategic Migration Partnerships will manage this process, including calculating how many referrals each area will receive.

EU settlement scheme:

Following the UK's withdrawal from the European Union and the introduction of a points-based immigration system, freedom of movement between the UK and EU has ended. All EU nationals, as well as other non-UK nationals, are now required to have a visa to reside in the UK.

Those EU citizens who were living in the UK by 31 December 2020 were able to apply to the EU Settlement Scheme for a permanent right to reside in the UK. The deadline to apply to this scheme was 30 June 2021 and a failure to apply by this deadline means individuals will have no rights to work or study, to claim welfare benefits or access health service, or to rent a property, i.e. NRPF. Those with NRPF are at risk of street homelessness and/or victims of modern slavery.

Prison Leavers

In December 2021, the Ministry of Justice published their Prison Strategy White Paper²⁹ which includes proposals to

- provide all prison leavers with 12 weeks temporary accommodation,
- expand the Accommodation for Ex-Offenders programme (awarded to LAs to support with deposits, landlord incentives and support staff)
- increase the number of Approved Premises,
- reduce Friday prison releases,
- double housing specialists working in prisons

²⁹https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1038765/prisons-strategy-white-paper.pdf

Care Leavers

The Ending Rough Sleeping for Good strategy (see above) includes an aim to ensure that no one should leave a public institution to the streets and that young people leaving care will receive the support they need to secure and maintain suitable accommodation.

The strategy includes commitments to:

- fund targeted support to young people leaving care most at risk of homelessness, in 69 local authorities
- invest in 'Staying Put' and 'Staying Close' programmes.

The Department of Education has introduced mandatory national standards and Ofsted registration and inspection for supported housing providers who accommodate 16 and 17 year olds. Registration began in April 2023, national standards apply from autumn 2023 and inspection will begin in April 2024.

In February 2023, the Department for Education published its response to the Independent Review of Children's Social Care³⁰, which includes a mission to increase the number of care leavers in safe, suitable accommodation and a reduction in care leaver homelessness by 2027. Actions to achieve this include:

- removing the local connection requirement for care leavers applying for social housing
- removing the use of intentional homelessness for care leavers under 25
- encouraging rent guarantor schemes

The response also includes a mission to strengthen and extend the corporate parenting responsibilities across the public sector.

³⁰[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1133537/Children s social care stable homes consultation February 2023.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1133537/Children_s_social_care_stable_homes_consultation_February_2023.pdf)

Armed Forces Veterans

The Veterans' Strategy Action Plan 2022-24³¹ commits to ending veteran rough sleeping by 2025. In December 2022, Government launched Op FORTITUDE³² and committed to end veteran rough sleeping by 2023. Op FORTITUDE is a central referral scheme to provide veterans at risk of homelessness access to supported housing and wrap-around specialist care in health, housing and education.

The Armed Forces Act 2021 enshrined the Armed Forces Covenant into law, which requires certain public bodies to help prevent service personnel and veterans being disadvantaged when accessing public services such as housing, healthcare and education³³.

Health and Social Care

In 2022, the National Institute for Health and Care Excellence published a guideline covering the provision of integrated health and social care services for people experiencing homelessness³⁴.

In January 2019, the NHS Long Term Plan³⁵ was published and includes a commitment to prevent and tackle health inequalities, including investment in specialist mental health support for those experiencing homelessness.

Guidance published under the Health and Care Act 2022 recommends that housing and homelessness services should be engaged by Integrated Care Partnerships when developing the strategy that will inform local commissioning

³¹https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1103936/Veterans-Strategy-Action-Plan-2022-2024.pdf

³²<https://www.gov.uk/government/news/new-funding-and-support-scheme-to-finally-end-armed-forces-veterans-homelessness>

³³

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1116148/Armed_Forces_Covenant_Duty_Statutory_Guidance.pdf

³⁴<https://www.nice.org.uk/guidance/ng214/resources/integrated-health-and-social-care-for-people-experiencing-homelessness-pdf-66143775200965>

³⁵ <https://www.longtermplan.nhs.uk/online-version/overview-and-summary/>

decisions made by Integrated Care Boards and upper tier local authorities³⁶. Guidance for Health and Wellbeing Boards also references assessing and meeting the needs of people experiencing homelessness and rough sleeping³⁷.

The Adult Social Care White Paper³⁸, published in March 2022, includes a commitment to make every decision about care a decision about housing and pledges to increase the supply of supported housing.

Substance Misuse Treatment

A 10 year Drugs Strategy³⁹ was published in 2022 which highlights that homelessness and rough sleeping can be both a cause and consequence of substance use. The strategy commits to improve services for people rough sleeping, to provide housing support to those in treatment and recovery, and build the evidence base of housing related needs and the most effective interventions.

The Strategy also includes objectives to break drug supply chains, deliver a world-class treatment and recovery system, and achieve a generational shift in the demand for drugs.

³⁶<https://www.gov.uk/government/publications/guidance-on-the-preparation-of-integrated-care-strategies/guidance-on-the-preparation-of-integrated-care-strategies>

³⁷<https://www.gov.uk/government/publications/health-and-wellbeing-boards-guidance/health-and-wellbeing-boards-guidance>

³⁸<https://www.gov.uk/government/publications/people-at-the-heart-of-care-adult-social-care-reform-white-paper/people-at-the-heart-of-care-adult-social-care-reform>

³⁹<https://www.gov.uk/government/publications/from-harm-to-hope-a-10-year-drugs-plan-to-cut-crime-and-save-lives/from-harm-to-hope-a-10-year-drugs-plan-to-cut-crime-and-save-lives>

5. Regional Policy

There are a number of public sector bodies in Nottinghamshire who are directly or indirectly working to prevent homelessness. This section provides a summary of these bodies and their strategic objectives concerning homelessness prevention

Nottinghamshire Housing Authorities

There are five Homeless and Rough Sleeping Prevention Strategies in place across Nottinghamshire:

1. [Ashfield Homelessness Prevention and Rough Sleeping Strategy 2019-24](#)
2. [Bassetlaw Homeless and Rough Sleeping Prevention Strategy 2017-22](#)
3. [Mansfield Homelessness Prevention and Rough Sleeping Strategy 2019-24](#)
4. [Newark & Sherwood Homelessness Prevention and Rough Sleeping Strategy 2019-24](#)
5. [South Nottinghamshire Homelessness and Rough Sleeping Strategy 2022-27](#)

There are a number of common objectives across these strategies:

- Early prevention of homelessness
- Increasing the supply of, access to and sustainability of affordable and quality accommodation
- Ending rough sleeping
- Ensuring support for housing and health needs are available
- Provision of a high quality service to customers

Nottinghamshire County Council

The Public Health Team, Adult Social Care team and Children's Social Care Team each have a number of statutory duties relevant to homelessness prevention.

The following needs assessments and strategies set out NCC's priorities in these areas:

[Health and Wellbeing Strategy 2022-26](#)

[JSNA Health and Homelessness 2019](#)

[JSNA Substance Misuse: Young People and Adults 2022](#)

[Domestic Abuse Strategy 2021-24](#)

[Strategy for Looked After Children and Care Leavers 2022-25](#)

[Adult Social Care Strategy 2017](#)

Care Leaver Offer

[NHS Nottingham and Nottinghamshire Integrated Care System](#)

[East Midlands Mayoral Authority \(launching May 2024\)](#)

6. Local Policy

Mansfield District Council Organisational Development Plan 2023 - 2027

To help support and best serve the communities of Mansfield District, MDC Organisational Development Plan sets out key activities, values and priorities that will equip and support all employees to continue to deliver excellent service to our communities.

The vision of the plan applies equally to the entire workforce and sets out MDC commitment to investing in staff wellbeing, ongoing professional development and making sure that Mansfield District Council is an excellent and rewarding place to work and progress.

The plan sets out a commitment to every employee. This commitment – "The Mansfield Pledge" – ensures that Mansfield provides a great employee experience and is recognised as the "Employer of Choice". We will achieve this through:

- Looking after our people
- A fair recruitment process and a warm welcome
- Tailored personal and professional development opportunities and career progression
- Supporting staff to be well at work and enabling a good work life balance

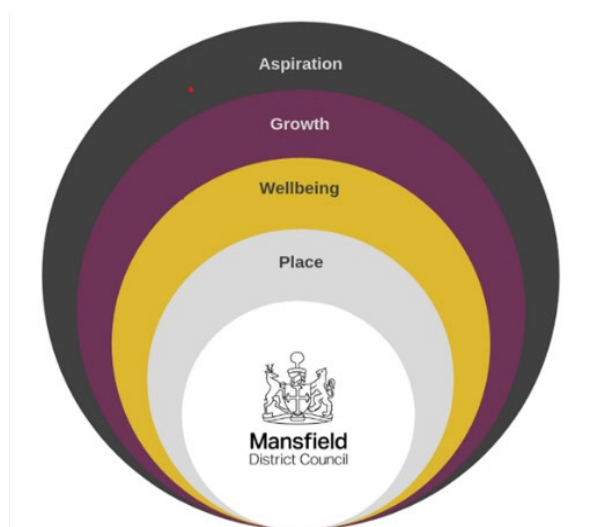
As an organisation, we promote and encourage our workforce to be ambitious, courageous and empowered. We achieve this by working towards our four core principles:

- Provide value for money and good customer service
- Be open, honest, listening and responsive
- Work with partners and communities for mutual benefits
- Be open-minded and embrace change

To support MDC principles, all team members are expected to demonstrate the following values:

- Integrity: To be honest, transparent, respectful, professional and accessible.
- Teamwork: Collaborate, cooperate, provide leadership and be welcoming
- Passion and Pride: Be committed, positive, enthusiastic, believe in yourself and recognise achievements
- Empower and Involve: Engage with communities to listen and understand need, encourage contributions and communicate consistently
- Excellence: Be innovative, deliver high quality, efficient customer focused services and strive to continually improve

Making Mansfield Towards 2030



Preventing and reducing homelessness is a key priority to Mansfield, demonstrated by many of the aims and objectives set out in the Council's Corporate Plan. Mansfield's vision for the district is to: "Grow an ambitious, vibrant and confident place" Our vision for Mansfield is ambitious. It is

designed to underpin everything we do as a council over the next decade. It sets out our ambitions, the changes we want to deliver and the priorities we will focus on to achieve them. To ensure delivery of the vision we will focus on the following four cross cutting themes: Each of the four themes have a detailed delivery plan.

These include:

- Place - To create a place to be proud of, a place of choice.
- Wellbeing - A flourishing place where people are healthy and happy.
- Growth – A place for investment and opportunity.
- Aspiration – A place where people can achieve and succeed.

These priorities have informed the development of the Council's Housing Service Plan.

Housing Service Plan 2023/24

The Housing Service Plan ensures that the Council delivers quality customer focused housing services that are able to adapt to the diverse needs of our communities.

The five priorities are:

- To work with our partners to achieve the best outcomes for our customers and communities
- To safeguard and protect the most vulnerable in our communities
- To support and promote improved health and wellbeing in the home and communities
- To ensure safe and suitable housing for all
- To use customer insight and engagement to develop and improve services and drive forward performance

7. Mansfield Housing Market

The Council maintain a register of households in housing need, with their priority assessed using a banding system as set out in the Council's Allocation Policy. The housing register is choice based lettings scheme joint with Ashfield District Council.

Number of applicants on the register by band priority (1 is highest priority) as of June 2023 that are administered by Mansfield, Ashfield administer their own applications.

Band 1 – 188

8 Couples; 50 singles; 8 Families with non-dependent children; and 122 Families with dependent children.

59 require a minimum of 1 bedroom; 93 require a minimum of 2 bedrooms; 34 require a minimum of 3 bedrooms; and 2 require 4 bedrooms or more.

Band 2 – 570

50 Couples; 277 singles; 26 Families with non-dependent children; and 217 Families with dependent children.

318 require a minimum of 1 bedroom; 143 require a minimum of 2 bedrooms; 101 require a minimum of 3 bedrooms; and 8 require 4 bedrooms or more.

Band 3 – 2240

176 Couples; 1116 singles; 54 Families with non-dependent children; and 894 Families with dependent children.

1280 require a minimum of 1 bedroom; 570 require a minimum of 2 bedrooms; 351 require a minimum of 3 bedrooms; and 39 require 4 bedrooms or more.

Band 4 – 59

3 Couples; 41 singles; 1 Families with non-dependent children; and 14 Families with dependent children.

43 require a minimum of 1 bedroom; 11 require a minimum of 2 bedrooms; and 5 require a minimum of 3 bedrooms.

Band 5 – 2578

369 Couples; 1193 singles; 89 Families with non-dependent children; and 929 Families with dependent children.

1472 require a minimum of 1 bedroom; 699 require a minimum of 2 bedrooms; 373 require a minimum of 3 bedrooms; and 36 require 4 bedrooms or more.

Total number on housing waiting list – **5,636**

Housing Allocation & Supply

The Council holds their own stock of 6,356 properties. The Council operates a choice-based lettings (CBL) system where vacant properties are advertised in a weekly cycle and registered applicants can 'bid' for those that are suitable for their housing need. From a shortlist of those who have bid, the applicant in greatest assessed housing need in accordance with the Council's Housing Allocation Scheme is then nominated to the housing provider as a prospective tenant.

We also partner with numerous housing associations on our choice based lettings system to advertise a proportion of their stock. On average we advertise 400 properties per year on Home finder which includes 120 houses, currently band 1 consists of 119 families with dependent children requiring houses.

The following table shows the number of social housing properties that became available to let over the past 5 years (excluding sheltered complexes):-

Properties let 1.4.2018-31.3.2023 (excluding sheltered complexes)

Number of bedrooms	Houses	Flats	Bungalows	Total
1 bedroom	12	733	568	1313
2 bedroom	382	404	227	1013
3 bedroom	434	21	3	458
4 bedroom	20	0	2	22
Total	848	1158	800	2806

The reduction in lettings is likely to reflect a number of factors that reduced the levels of vacancies arising. This in turn impacts on the time homeless households may stay in temporary accommodation, with the average stay in temporary accommodation being ten months.

The length of wait for an offer of social housing is dependent on the households banding, priority housing date, the size and availability of the property they are eligible for, and criteria that might limit their options. The Allocation Scheme has to balance the competing demands of housing homeless households, existing social tenants looking to transfer and households who have applied to join the housing register for other reasons, such as overcrowding or having medical issues that affect their current housing situation. The Council is legally required to give certain categories of applications a reasonable preference, and homeless households are one of these categories.

8. Current Levels of Homelessness in Mansfield

The below HClic data shows the number of initial assessments to Mansfield District Council.

	2022 - 23	2021-22	2020-21	2019-20	2018-19
Total Initial Assessments	314	341	234	417	434
Number Owed Prevention Duty	178	191	58	168	221
Number Owed Relief Duty	142	150	176	247	210
Total Owed A Duty	320	341	234	415	431
Number Not Owed A Duty	0	0	0	2	3

Throughout the lockdown period we can see from the data that homelessness decreased due to various Government initiatives that supported people to stay in their accommodation. Since easing out of lockdown restrictions, we have seen the levels of homelessness increase again. The data is showing that customers are approaching us at the prevention stage more often than relief, which is a positive situation and we want to continue prevention work in the future. In 2021-22, Mansfield had 56% of their cases opened at prevention stage. This is higher than national statistics in England at 46%.

The table below shows the data for 2021-22 for the Mid Nottinghamshire region, East Midlands and England.

Statutory homelessness: 2021/22	Mansfield	Ashted	Newark & Sherwood	East Midlands	England
No. of homeless applications	374	433	248	22,180	290,180
% of applications opened at prevention duty stage	59.9%	39.3%	27.8%	49.5%	46%
% of applications opened at relief duty stage	40.1%	60.5%	71.4%	48.6%	49.9%
Total number of prevention duties ended	177	165	82	9,620	122,290
% of prevention duty discharges resulting in settled accommodation outcome	83.6%	41.2%	65.9%	61%	56.3%
Total number of relief duties ended	174	302	183	11,700	160,900
% of relief duty discharges resulting in settled accommodation outcome	62.1%	32.5%	56.8%	48.3%	39.1%

Reasons for Homelessness

From the HCLIC data below it shows that the two most dominant reasons for homelessness is the end of assured short hold tenancies and people fleeing domestic abuse. 60.7% of people facing homelessness from the private rented sector in 2021-22 presented to Mansfield District Council, fifty-six days before they were evicted.

	2022-23	2021-22	2020-21	2019-20	2018-19
End of Assured Short hold Tenancy	146	159	62	116	151
Family/friends no longer willing	126	80	65	93	77
Non-violent relationship breakdown	25	33	30	39	46
Domestic abuse	64	26	36	50	47
Other violence	2	6	8	2	2
End of social rented	26	18	4	13	14
Eviction from supported housing	8	12	11	4	6
Left institution	1	1	1	4	2
Asylum seeker required to leave accommodation	0	0	0	0	0
Other	12	6	17	92	77

Accommodation Outcomes at Prevention Duty End

Preventing people from needing temporary accommodation is a high priority for Mansfield District Council, not only does it cost the local authority but it can be highly disruptive to customer's lives. The below table shows that for all the prevention cases in 2021-22, we managed to find alternative accommodation or secured their existing accommodation for 83.6% of the cases. This was a particularly high percentage for East Midlands.

Existing or alternative accommodation @ Prevention Duty End - 2021/22

	Secured Accommodation for 6 Months+ @ Prevention Duty End (% of total prevention duties ended)	Moved to alternative accommodation	Stayed in existing accommodation
England	68,810 (56.3%)	67%	33%
East Midlands	5,870 (61%)	71.7%	28.3%
Ashfield	68 (41.2%)	77.9%	22.1%
Bassetlaw	59 (58.4%)	66.1%	33.9%
Broxtowe	84 (59.2%)	82.1%	17.9%
Gedling	131 (73.6%)	78.6%	21.4%
Mansfield	148 (83.6%)	58.1%	41.9%
Newark & Sherwood	54 (65.9%)	74.1%	25.9%

Rough Sleeping

The Framework Street Outreach Team are commissioned to provide monthly street counts to give an accurate reflection of the number of rough sleepers in Mansfield.

Definition

“People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down, in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats,

Stations, or “bashes”).”

(Originally in CLG Guidance on evaluating the extent of rough sleeping, 2007 and definition widened in 2010)

The definition does not include people in hostels or shelters, people in campsites or other sites used for recreational purposes or organised protest, squatters or travellers.

Bedded down is taken to mean either lying down or sleeping. About to bed down includes those who are sitting in/on or near a sleeping bag or other bedding.

From the table below it shows that the rough sleeper figures in Mansfield have decreased significantly since 2019, due to funding and projects designed specifically to support ending rough sleeping in Mansfield.

All Previous Street Counts

	2017	2018	2019	2020	2021	2022	2023
January				6		7	0
February					4	4	2
March				9		5	1
April					5	4	4
May				2	7	8	7
June			20	2	3	8	4
July					10	6	4
August				6	12	7	10
September			26	9	15	13	6
October				6	9	5	3
Oct annual street count					8	-	-
November	15	17	15		5	8	10
December				4	5	2	

9. Future levels of homelessness in Mansfield

The Homelessness Code of Guidance explains that a homelessness review should include an assessment of the likely future levels of homelessness in the district. This section identifies the key factors that have a strong causal link with homelessness. The Housing Options Service is not able to influence future levels of homelessness but can use this information to guide the allocation and prioritisation of resources.

Academic literature traditionally divides the causes of homelessness between structural and individual factors⁴⁰:

- Structural factors are wider societal and economic issues that affect opportunities and social environments for individuals, such as housing and labour market conditions, a weak welfare benefits system and rising levels of poverty.
- Individual factors apply to the personal circumstances of a homeless person and may include personal crisis, traumatic events, mental health, addiction challenges, relationship problems.

Recent academic literature has adopted a blended approach that acknowledges structural factors create the conditions within which homelessness will occur, and individual factors mean some people are more susceptible to structural forces.

Research⁴¹ commissioned by DLUHC on the causes of homelessness and rough sleeping identified the different combinations of structural and individual factors affecting: families who are homeless, single people who are homeless, and those rough sleeping, as per the images below:

⁴⁰

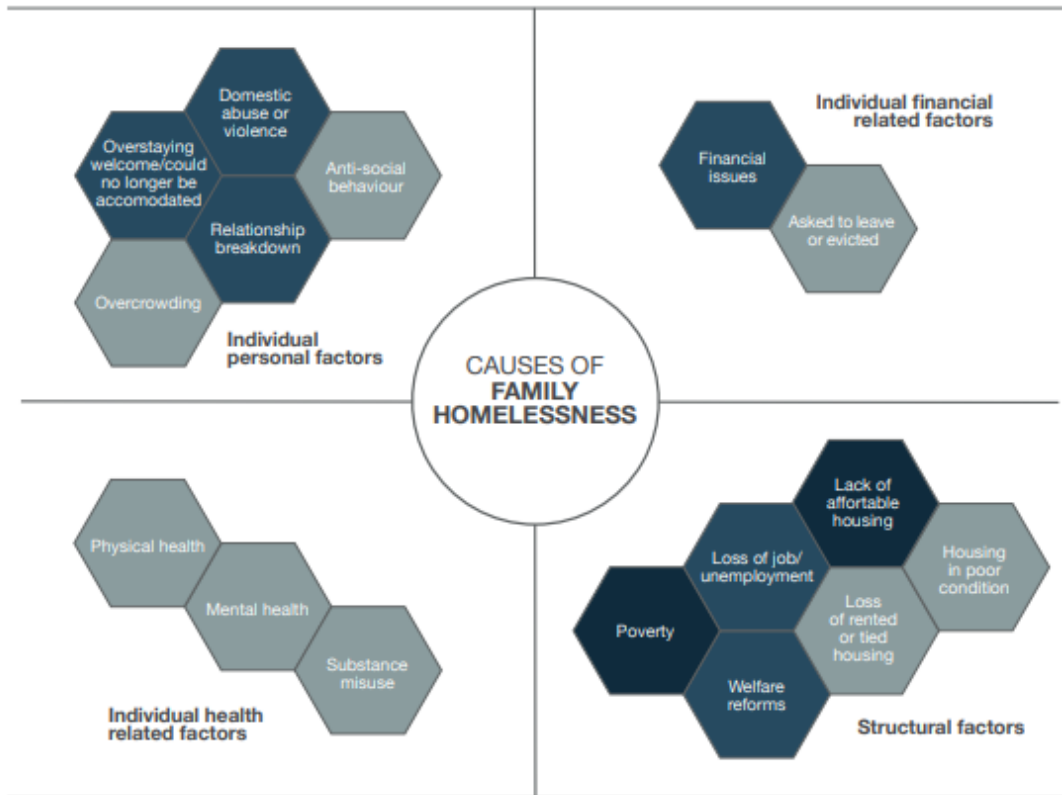
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/793471/Homelessness_-_REA.pdf

⁴¹

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/793471/Homelessness_-_REA.pdf

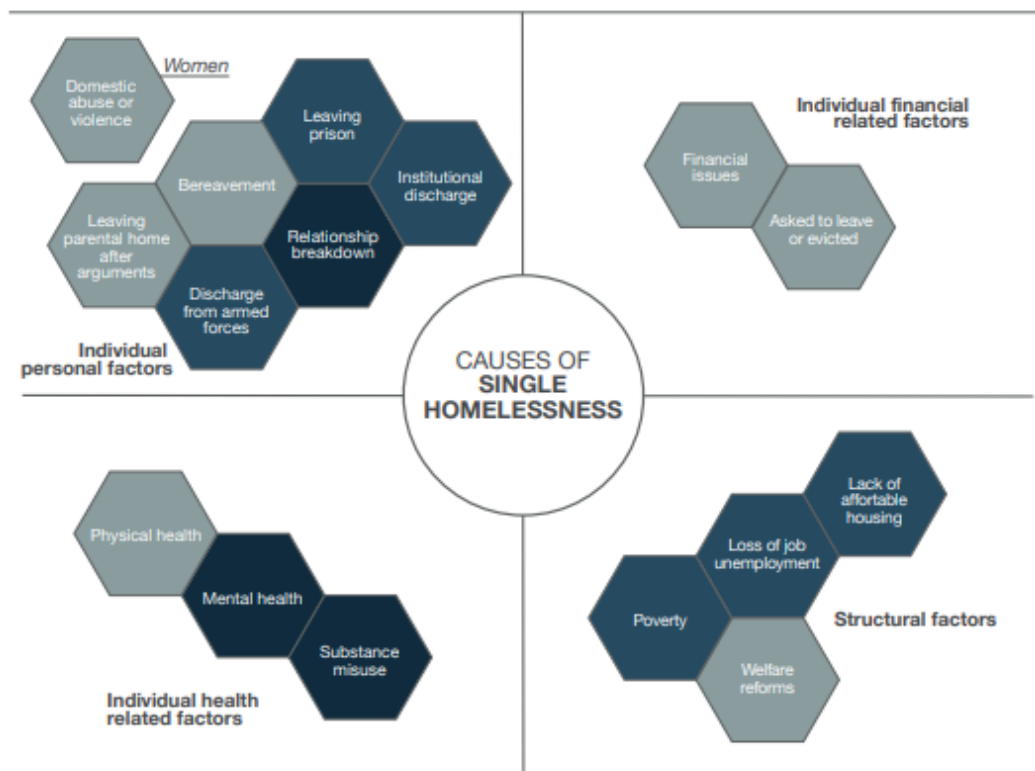
➤ Family Homelessness

● Strong evidence ● Medium evidence ● Weak evidence



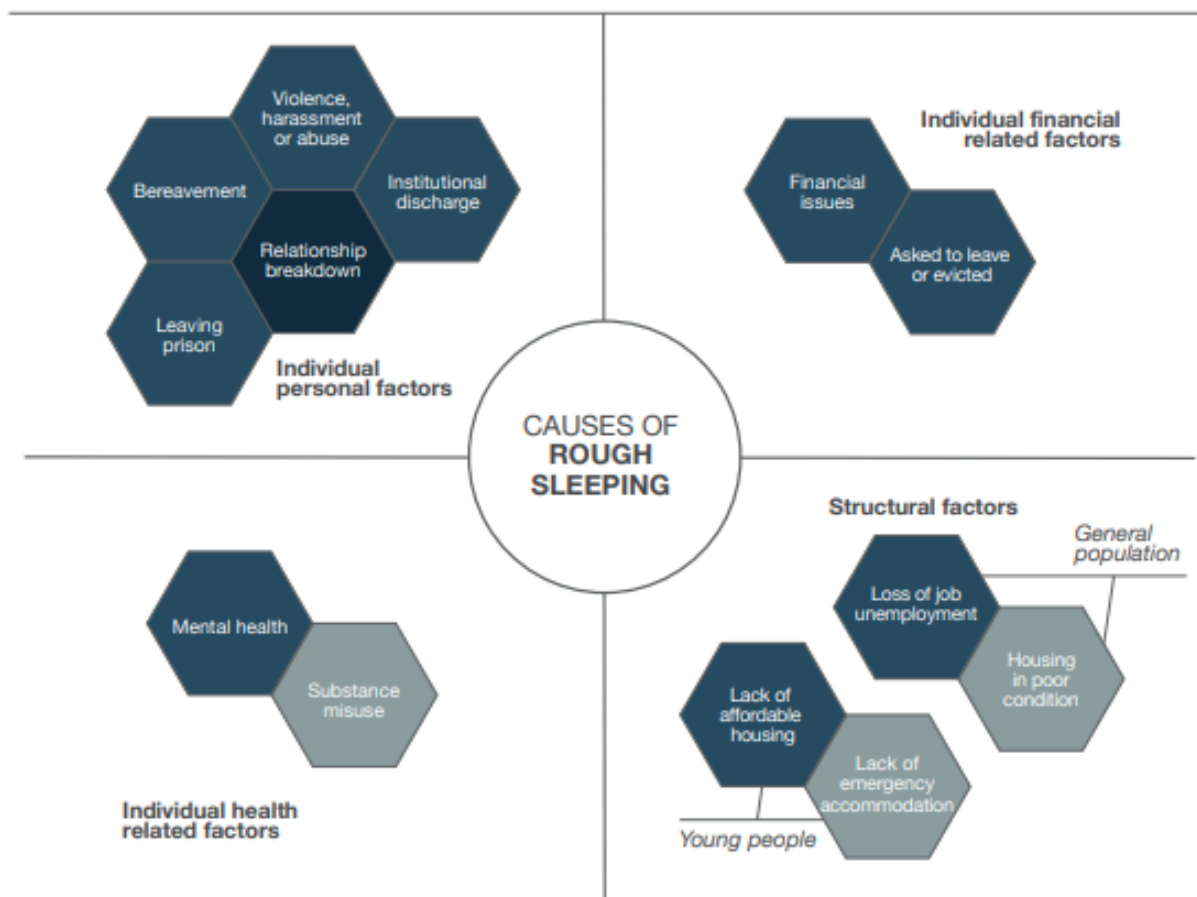
➤ Single Homelessness

● Strong evidence ● Medium evidence ● Weak evidence



➤ Rough Sleeping

● Strong evidence ● Medium evidence ● Weak evidence



Of the structural factors, research has identified that childhood poverty is a “powerful predictor”⁴² of homelessness, though as depicted above the causation of homelessness is complex and there is no single trigger – structural and individual factors combine in differing ways, producing different outcomes, not all of which include homelessness. Of all the structural factors, housing market trends appear to have the most direct impact on levels of homelessness.

⁴² <https://www.tandfonline.com/doi/full/10.1080/02673037.2017.1344957>

The Homelessness Monitor⁴³, published annually by Crisis, has developed a model based on these structural factors to project the amount of “core homelessness”⁴⁴ to 2041. The 2022 report (written prior to the cost of living crisis) projects that core homelessness in the midlands will rise by 25% between 2019 and 2024, and from 2024 will remain fairly static.

The Resolution Foundation⁴⁵ have forecast that relative child poverty will increase to around 31% by 2026/27 (a 20% increase on the 2020/21 figure above), but for families with 3 or more children that increases to between 50% and 77%. This variation in impact is attributed to the caps within the welfare benefit system for larger families.

Looking ahead into 2024-2029, we need to assess the content of this review and taking significant national events into consideration, understand the challenges that might lie ahead. We have assessed that the following factors will shape the way in which services are delivered, and any strategy going forward, should endeavour to tackle and overcome them.

1. Funding – Partnership working can be destabilised by short term funding. Partners need confidence in long term funding to develop and mature services in our favour. Yearly and short-term funding approaches can foster short term thinking. Mansfield District Council has been successful with grant funding to deliver homeless projects which we would like to continue this work into the new strategy.

2. Affordability – a lack of social and private rented affordable housing options within the district and accommodation for low income households. The private sector is increasingly unaffordable and the delivery in affordable housing has been impacted by the pandemic. This could create an increasing threat of

⁴³ <https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/homelessness-monitor/>

⁴⁴ This term includes those rough sleeping, in unconventional accommodation, hostels, unsuitable temporary accommodation and sofa surfing.

⁴⁵ <https://www.resolutionfoundation.org/app/uploads/2023/01/Living-Standards-Outlook-2023.pdf>

homelessness as the supply of social housing is reduced and private rented accommodation becomes unsustainable or increasingly unaffordable.

3. Domestic abuse – There is a County Council-led commissioning of services to support people affected by domestic abuse. Mansfield is seeing increasing amounts of domestic abuse cases mainly due to the high amount of cases but also because of the publicity of the DAHA accreditation that Mansfield District Council has achieved.

4. Customers with complex support needs – a need for increased accommodation and support services in Mansfield for people who sleep rough; support for clients to be tenancy supported to enable them to access and sustain their accommodation with social and private landlords.

5. Hidden homelessness – Mansfield District Council has worked extremely hard throughout the current strategy to decrease the number of rough sleepers, but we recognise that we have a hidden homeless population who attend soup kitchens in the area. Further work is needed to unpick this situation and provide support to this cohort. This sector is incredibly difficult to quantify as many do not regard themselves as “homeless”. However also understanding that many single males do not approach homeless services until crisis point indicates a need to identify this customer group at an early stage and provide suitable accommodation options.

10. Preventing Homelessness & Securing Accommodation in Mansfield

Mansfield District Council's Housing Solutions Team prioritises preventing homelessness wherever possible. We take an innovative approach to priority banding on Homefinder, our choice based lettings scheme for households served a possession order. We flexibly use rent arrears funding for those in arrears and fund a partner agency called Call B4 You Serve to offer services such as mediation, negotiation and tenant and landlord support. These interventions help us save tenancies and prevent people from becoming homeless in the first place.

However, we recognise that some customers are already homeless when they approach us, or it is not possible to prevent their homelessness. In these instances we strive to provide bespoke advice to all of our customers about their housing options. When a customer approaches us, we will undertake a detailed assessment of their circumstances and produce a set of housing options relevant to them. We will then talk through how they access these options and give recommendations. For example, we can explain how to register on Homefinder, how to search for privately rented properties or complete an application form with them for appropriate supported accommodation in the area. Often we give advice on multiple options and have a comprehensive private rented advice package available to email or post to customers for their reference. This includes things to look out for when applying for properties, and how to check what benefits they may be able to access.

Access to Homefinder is the most popular housing option and the majority of customers who contact us will register and become active on the housing register. There they will place weekly 'bids' on any properties we advertise and properties are let on a weekly basis, with consideration for properties going in order of the shortlist generated. The shortlist prioritises people firstly based on their banding, and then by how long they have been in that band. This enables us to manage the large pool of people who have the same level of housing need. What's more, in order to efficiently manage our housing stock, we may

directly match a property to a customer following our direct match policy. This is done by exception but is done to ensure that certain customers who face more challenges accessing suitable accommodation will be matched to appropriate and sustainable properties, this may be because of accessibility requirements or family size for example. This is in line with the Mansfield District Council Homefinder policy.

The pressures on the private sector have been growing in recent years and many customers struggle to afford the cost of rent and upfront deposits. In response to this, Mansfield District Council has enhanced its offer to applicants accessing the private rented sector and we now offer cash payments towards deposit and rent in advance, alongside our paper bond scheme. We cannot always cover the full amount required because of demand on this resource so we work alongside homeless prevention charities who can give financial support to customers.

For the majority of our customers, they are looking at renting a property, either privately or through a social landlord. However, some applicants require more support to manage a tenancy or to become ready for an independent tenancy. Mansfield District Council works hard to maintain a good relationship with several providers of supported accommodation which can accommodate single people experiencing homelessness, who require additional tenancy-related support. Early Intervention Officers will complete multiple detailed referral forms for as many supported accommodation providers as possible and provide any additional information required by the provider to enable offers of accommodation for these customers. We can do this for people currently experiencing homelessness, or for those at risk of it.

In 2022-23 we worked with 134 applicants to prevent them from becoming homeless where we had accepted a homeless prevention duty. The table below lists the prevention activities and outcomes.

Prevention Activity 2022 - 23	Total
Accommodation secured by local authority	49
Financial payments to reduce rent or service charge	29
Financial payments used for other purposes	1
Helped to secure accommodation with financial payment	14
Helped to secure accommodation without financial payment	14
Housing related support to sustain accommodation	4
Negotiation/mediation work to secure return to family or friend	1
Negotiation/mediation/advocacy work to prevent eviction/repossession	3
No activity - advice and information provided	18
Supported housing provided	1
Total Prevention Activity	134

Prevention Outcome 2022 -23	Total
Council tenancy	58
Owner-occupier	1
Private rented sector: HMO	4
Private rented sector: self-contained	45
Registered Provider tenancy	19
Social rented supported housing or hostel	3
Staying with family	4
Total Prevention outcomes	134

11. Resources Available in Mansfield and Nottinghamshire

Mansfield District Council is passionate about driving change in our local area. To do this, we need to create relevant and sustainable resources that support our local issues. Mansfield District Council has made this priority over the last five years every time we have developed or improved resources for those experiencing and threatened with homelessness in Mansfield. This has been successful and Mansfield and now has a robust offer in place for those experiencing or threatened with homelessness. What's more, the resources include services that help all of the wider factors affecting homelessness, and ensure that those support needs can be address alongside any housing-specific support.

Some of these resources are operated by Mansfield District Council, and some are by our partner agencies. For example, Mansfield District Council's Housing Solutions team operates a full housing advice service Monday to Friday and uses its staff members to run a 24/7 out of hour's service. We also own and maintain a 32 bed hostel and 5 dispersed properties for temporary accommodation. By owning and managing these properties in house, we are able to provide a cost effective temporary accommodation offer to homelessness applicants with a priority need, and offer them a better standard of living than they would experience in hotel accommodation. In cases of severe weather where the Severe Weather Emergency Provision (SWEP) is called, there is a room in this hostel that can be used to accommodate rough sleepers who don't normally meet the criteria for temporary accommodation. This hostel is staffed by support staff and security, who assist residents with looking for properties, working with other professionals and supporting them with other welfare needs. The five dispersed units are also allocated to a support worker and can be used to accommodate larger families, or people who are more of a risk to others.

Mansfield District Council has also commissioned a local provider to run a Housing First project, a sustainable tenancies project for those with medium

level support needs, a dedicated supported accommodation for people who have been or are currently rough sleepers, and a Winter Night Shelter over the winter and spring months.

Mansfield District Council holds and chairs a fortnightly Rough Sleeper Action Group (RSAG) Meeting. Here, partner organisations such as CGL, the local substance misuse organisation, probation and prison services, local GP representative, commissioned supported accommodation providers, the Rough Sleeper Initiative Coordinator, EU migrant employability worker, Sherwood Forest Hospitals Trust representative, Nottinghamshire Prevention and Resettlement Team workers, Community Safety Colleagues and Nottinghamshire's Prison Navigator come together to discuss the current rough sleeper population, with an aim to providing housing solutions for them. We also manage risk levels and safeguarding concerns.

We provide funding for a finance advice service at The Beacon project with the Freedom charity which is a local community space for those struggling to access advice, a hot meal, laundry services and a shower. We support this project by offering a drop in service for hard to reach customers to prevent homelessness. We also offer financial advice within MDC with our Financial Inclusion team to provide welfare benefits advice and debt support.

Mansfield District Council has been successful with delivering a Supported Housing Improvement Programme (SHIP), which tackles inadequate supported accommodation within our district for vulnerable people. Ensuring that they are getting the right support and living in safe housing.

Mansfield District Council recognises the importance of offering a 360 approach to homelessness so we have prioritised working in partnership with many other local agencies. We are part of the county-wide Rough Sleeping Initiative (RSI) project which funds the County Street Outreach Team. The team work in the community to support rough sleepers on a daily basis, alongside an outreach nurse, a substance misuse worker and community psychiatric nurse. The County funding also provides a prison navigator, hospital navigator and an EU

employability worker to create pathways out of services and off of the streets. The County funding also provides the Nottinghamshire Prevention and Resettlement Service (NPRS) to support rough sleepers in accommodation, to help them sustain their tenancy.

We also support and the food provision services for Mansfield people, regardless of their housing status. Mansfield now has provision for six out of seven days a week and four services who offer a hot meal. Mansfield District Council chairs a quarterly Homeless Network meeting where food provisions come together to discuss challenges and offer each other support.

We work extensively with our domestic abuse services in the area and host several roles with the local authority for closer partnership working.

12. Appendix – Consultation Responses

Mansfield Homeless Review Consultation

Beacon Service Users – 10 service users

What works well about Mansfield’s homelessness service?

- We work well with partners on the frontline such as the Outreach team.

What are the main challenges for the service when preventing and tackling homelessness?

- The Outreach team didn’t always follow through with the support through to tenancy.
- There was never enough spaces in the winter shelter for the need.
- Not having local connection limited my options of housing in the Mansfield area.
- Financial Problems – People are struggling to live independently because of the rise in bills so it is easier to live in supported housing with only a service charge to pay.
- No floating support is available

How could the service be improved to better prevent and tackle homelessness?

- Wider awareness of what the Council can do to help and support – bond and rent payments, private sector housing support – illegal evictions.
- A single point of call so that people aren’t passed back and forth from departments.
- Temporary Accommodation – More support with mental health to get clients to appointments. The condition of temporary accommodation needs to be improved to improve the wellness of people’s mental health.

- Better communication between homelessness and tenancy services when there are tenancy issues that affect people not being able to return back to their home.
- Cuckooing policy – need to review and ensure it is being followed.
- Resettlement support from temporary accommodation needs to be immediate not at 3 and 6 month intervals – too late.
- Need disability accessible rooms in temporary accommodation.

Other comments

- Living in good supported housing with team meetings and key worker sessions that address their needs.
- Accessing soup kitchens is vital for support and having an advocate and point of contact when you need help.
- Considering security measures on people's properties for people that risk of harm from other avenues other than domestic abuse.
- Storage for rough sleeper belongings – ID, clothes
- Better services to help people access furnishings so they can make their house their home.
- Wider network of services for people to come out of the homeless lifestyle that link them into employment.

Shelter Consultation Feedback

Tuesday 6th June 2023

As part of the Systems Change in Homelessness Services programme, funded by the Department for Levelling Up, Housing and Communities (DLUHC), Shelter's Systems Practice Leads facilitated a workshop within Mansfield District Council's (MDC) consultation for their Homelessness Strategy Review.

The aim of the workshop was to gather the views of both internal and external stakeholders on the current running of MDC's homelessness service and use the proposed priorities for the new strategy as a basis for suggestions around the service's future direction. It also sought to contextualise the service's delivery within the wider homelessness system and consider opportunities for collaboration to achieve the key outcomes.

The workshop took the following format, whereby key stakeholders discussed the questions together in smaller groups of approximately 6 people and fed back their thoughts to the wider group:

1. What works well about Mansfield's homelessness service?
2. What are the main challenges for the service when preventing and tackling homelessness?
3. How could the service be improved to better prevent and tackle homelessness?
4. Proposed priorities for the new strategy – how can they be achieved? Are there any priorities missing?

Stakeholders from the following organisations attended:

- Mansfield District Council
- Nottinghamshire County Council
- Bridge Street Soup Kitchen

- Nottingham Community Housing Association
- Framework Housing Association
- PA Housing
- Sherwood Forest Foodbank
- Department for Work and Pensions
- NHS Outreach
- HM Prison and Probation Service
- Action
- Nottinghamshire Women's Aid
- Tuntum Housing Association
- Bee Humble Soup Kitchen

Feedback

1. What works well about Mansfield's homelessness service?

Although there was a broad range of points made regarding what is working well for MDC's homelessness service, the strength of its partnership working was the most common. This was noted particularly in relation to, but not limited to, the following relationships: the hospital discharge service, Women's Aid, soup kitchens, Nottinghamshire Police and Department for Work and Pensions (DWP). This allows for multi-agency networks to regularly work through cases together, offering wraparound support to their clients. It is felt by partners that MDC have made great progress in this area in the past five years, now taking a holistic approach which is open to developing new partnerships and the fresh perspectives that they bring.

Another positive identified by attendees was the support offered to rough sleepers in Mansfield. The Rough Sleepers Action Group (RSAG) in particular was praised for co-ordinating rough sleepers' support and creating action plans for complex cases, utilising the professional advice of a number of different agencies involved in the case.

Many partners also felt that MDC are proactive in their prevention work, looking for early opportunities to intervene and keep residents in their homes. Examples of this include MDC liaising with private rented sector (PRS) landlords and using their funding to clear arrears, as well as offering family mediation services and responding to the changing needs of residents by swiftly making adaptations to their homes before hospital discharge.

MDC's recent accreditation from the Domestic Abuse Housing Alliance (DAHA) was also celebrated by many groups in their discussions. The scope of the accreditation process was commended as training was rolled out across various MDC departments beyond the housing teams, such as environmental health who may witness incidents of domestic abuse in their daily work e.g. refuse collectors. MDC staff in particular expressed pride in this achievement and a dedication to maintaining the certification.

Other areas which attendees believe are working well:

- Move on process from domestic abuse refuges into long term accommodation
- Offer to care leavers and MDC presence at Youth Homelessness Forum
- The wraparound support offered to residents in temporary accommodation (TA), including the improvements to children's experiences e.g. breakfast bags and homework clubs
- Having a Nottinghamshire Women's Aid worker based in the homelessness service
- Housing First model
- Accessible and responsive – variety of methods of communication that clients can use
e.g. online, phone, drop-in/scheduled appointments, and face to face
- Provision of food vouchers – simple and accessible for those who need them

- Healthy Homes Hub – mitigating bed blocking by supporting people around the condition of their home environments
- Looking creatively at the Homelessness Reduction Act (HRA) and looking at how MDC can go beyond its statutory duties to support its residents
- Supported Housing Improvement Programme (SHIP)
- Homeless Health Team
- Pet fostering service
- With the limited resources they have, MDC staff feel that they are trained and supported to give the best possible service

2. What are the main challenges for the service when preventing and tackling homelessness?

The main challenge identified by partners was around the lack of affordable and social housing, with rents in the Private Rented Sector (PRS) increasing at an exponential rate and the Local Housing Allowance (LHA) not keeping pace. Unfortunately, as we know, this is a national challenge facing local authorities and resources are limited. Other associated issues highlighted by attendees included a shortage of temporary accommodation, unregulated PRS housing and the unsuitability of accommodation for particular household types.

There was consensus amongst participants of the consultation that there is not enough tenancy sustainment support on offer to residents of MDC, reducing the potential for successful, long-term tenancies. There were suggestions of increased floating support provision, educating tenants around basic skills for managing a tenancy which would enable better prevention. Linked to this, it was felt that there are challenges around tenants understanding their own responsibilities versus what the council is responsible for, and so greater education around this would be useful.

Another key challenge identified was the lack of information/detail provided on the Duty to Refer forms. It was raised that they are often received incomplete

which makes it difficult to develop a clear action plan for the client. It is also felt by MDC staff in particular that other services have a lack of understanding around homelessness legislation and what priority need is, therefore affecting interpretations of what the council can realistically offer.

In this section of the discussion, there was a broad range of other challenges presented, including:

- Securing accommodation for people leaving custody
- Local connection
- Lack of knowledge about what support services are available and how to refer into them
- The cost of living crisis
- Lack of engagement with service users to understand their experience of the system
- Lack of understanding around the journey of the service user and in turn, not enough flexibility with their sometimes unreliable/unpredictable behaviour
- Safeguarding in supported housing
- Lack of 24/7 support provisions for the most complex clients
- Getting the right people in the room for discussions such as these e.g. housing delivery team
- Lack of consultation when bidding for funding
- Mental health cases not being assessed correctly due to lack of understanding and evidence
- Information sharing – no central communication system that all partners can access
- Length of time the homelessness process takes from point of approach to housing
- Translation services – inconsistencies across service providers, with reports of some agencies refusing to use them
- Lack of feedback from homeless prevention referrals

- Understaffing – hard to be proactive when demand is so high as staff do not have the time to do vital prevention work
- Some issues with partnership working and difficulty in communicating with MDC housing officers
- Lack of handover of cases when staff are on annual /sick leave

3. How could the service be improved to better prevent and tackle homelessness?

Following on from the challenges that were identified, we asked attendees to think about how the service could be improved in order to better prevent and tackle homelessness. The most popular suggestion from partners was the creation of a single, central management system whereby all partners can share information about clients and update their cases in real time. This would prevent delays in communication as professionals could quickly log and view information, without the need for an email or telephone call.

Similarly, participants recommended that MDC build upon the co-location model that they currently have, with the housing department, DWP and Women's Aid housed in the civic centre, and create a larger hub with more extensive specialisms under one roof. A duty probation worker at this hub was seen as potentially most useful.

Another common theme in conversations was the need for more early intervention work to be done so that the service takes a proactive approach, rather than reactive. Suggestions of how this could be done include more tenancy sustainment support so that issues can be spotted before they reach crisis point, more work with families, and better relationships with landlords.

Finally, there were recommendations for a quarterly training and networking event for all partners in Mansfield's homelessness network to attend. As described by a participant, this would act as a "real life newsletter" through which partners can share news and updates, feedback on the service and

highlight areas where training may be required. These discussions could inform the training offered at the next session which all attendees, regardless of the organisation they work for, could participate in together.

Other suggestions for improvement identified by attendees:

- More affordable/social housing, although acknowledgement from attendees that resources are limited
- More value for the important work that tenancy sustainment officers do in the prevention of homelessness, particularly in terms of their pay and making it an attractive, long-term career option
- Eviction to always be treated as a last resort
- Better support for people when they move into their own property e.g. support to buy furnishings to make it a home, rather than just a house
- More empathetic communication with clients which is person centred and focussed on building trusting relationships
- More training for all to ensure that staff are well-equipped to perform the roles and responsibilities of their job. One suggestion for training which came up on multiple occasions was Trauma Informed Care.
- Provide a best practice example of Duty to Refer to relevant organisations so that they can be completed correctly and with sufficient detail.
- Recruit staff for the community you are serving – this was highlighted in terms of language skills as there are few staff who can speak the languages that clients speak causing delays in cases
- Out of hours access
- Tackling landlords who do not follow legal processes
- More honest references and referrals to housing associations and supported accommodation to ensure the level of support is appropriate

**4. Proposed priorities for the new strategy – how can they be achieved?
Are there any priorities missing?**

As this was the last discussion point in the consultation, we were quite limited on time. Therefore, it is important to note that some attendees had to leave during this section so not all organisations were represented. However, of those who did participate, there was consensus that these priorities met the needs of the local authority area and no additional priorities were raised as necessary.

Please see below some suggested actions on how the 6 priorities can be achieved by MDC and their partner agencies:

Priorities	Suggested actions to achieve it
1. Early intervention through effective partnership working	<ul style="list-style-type: none"> • Hub where more specialisms co-locate • Making better use of technology to overcome communication issues e.g. central management system and Microsoft Teams groups • Regular forums, joint training and networking events
2. The provision of an accessible, agile and responsive homelessness service	<ul style="list-style-type: none"> • Better out of hours support • A central management system would allow data to be kept more up to date

<p>3. Access to affordable, quality and sustainable accommodation across all sectors</p>	<ul style="list-style-type: none"> • Increase investment in affordable housing stock to increase availability • Work more closely with PRS to procure more potential tenancies and better sustain existing tenancies • Seek more funding where possible
<p>4. Tackle rough sleeping by developing and improving pathways</p>	<ul style="list-style-type: none"> • More resources for the outreach service • Fast track response for triaging of rough sleepers
<p>5. Linking health, well-being and housing together to improve life chances and aspirations of those affected</p>	<ul style="list-style-type: none"> • Multi-disciplinary team meetings • Share information more effectively RSAG
<p>6. Delivering holistic support solutions to sustain long term tenancies and prevent homelessness and rough sleeping</p>	<ul style="list-style-type: none"> • Better tenancy sustainment activities, more 1 to 1 support • Improved engagement with landlords – forums, grants and rent top-ups • Better translation services and consistency across organisations

Shelter’s feedback and recommendations:

Question 3 of the workshop provides some very useful suggestions for ways in which MDC's homelessness service could be improved, from the perspective of people working within and interacting with the system. Headlines from this include creation of a central management system for cases, more co-location sites for support across the district, and more early intervention and prevention activities.

Other key points which were raised elsewhere in discussions and consistently across the groups, include:

- Training for partner agencies in introductory homelessness law to understand the statutory obligations and constraints of the local authority. This should help with understanding MDC's position on cases.
- Distributing best practice examples of DTR and more guidance for organisations who complete them
- Improvements to tenancy sustainment offer, e.g. floating support and better information around the tenant versus the landlord/council's responsibilities to manage expectations
- More feedback from people with lived experience to design and deliver a service which meets their needs as best as possible

We also strongly support the implementation of the quarterly homelessness forum/training and networking event for partners which would help to implement improvements highlighted in this report, and others identified in the future.

Additionally, we would recommend that for a consultation of this nature, more time should be allocated to allow greater depth of discussion around each individual priority. We would suggest 3 hours, allowing for more time for discussion and for breaks as participants began to tire slightly towards the end of the session which lessened the breadth and depth of feedback on the latter priorities.

Finally, it is important to remember to keep an open mind when participating in these consultations and be welcoming of feedback from partners, as it is not the feedback or criticism that should be focused on but what we do with it to improve the service for the better.

Temporary Accommodation Consultation

18th September 2023

All temporary accommodation residents were invited to speak to members of staff and a representative from Shelter about their views regarding the homelessness strategy themes, 5 residents attended.

Questions:

1. Prevent as many residents as possible from becoming homeless, with a particular focus on those becoming homeless from a private rented sector tenancy or as a result of domestic abuse:

All in agreement with this priority, spoke about Landlords and Housing Associations telling us when someone is facing homelessness. Section 21 and the importance of notifying us early so that full range of options can be explored.

2. End rough sleeping:

Commented that there is less rough sleeping visible in the town centre, didn't see this as so much of a priority for the group and participants became disinterested in discussing it.

3. Help as many residents as possible to move from one home to another without the need for emergency and temporary accommodation. Where it is needed, make sure that the temporary accommodation is good quality

Agreed being able to move from one place to another should be an option available to all, how do Housing Associations feed in to this, spoke about how we let our own properties through Homefinder and that Housing Associations

have their own separate policy, home swapping is another option. TA quality was covered and discussed in depth with residents sharing their experiences, the Temporary Accommodation manager was brought in to address some issues raised regarding accommodation condition and safety concerns.

4. Provide a high-quality service that customers are satisfied with, and provide opportunities for customers to influence the design and delivery of services:

Told not to socialise in TA when first arrived 'go in your room, lock the door, don't talk to anyone' - felt lonely. Spoke about babysitting each other's kids if it is someone that you used to know, as they have been in so long there is a need to have time alone. Could this be revisited now? Spoke about why we do this (as a safeguarding concern etc) discussed do we now need to review the licence agreements and rules based on the current situation as things have changed and residents are in temporary accommodation for so long, we need to be mindful that we don't just have rules for the sake of it. Security and CCTV spoken about, we asked the Temporary Accommodation officer to join us to address some concerns as there were some misconceptions about CCTV and room intercoms being used to 'spy' on residents and some concerns regarding security staff wearing ear phones whilst on shift.

Pets an added layer of concern, this is being looked in to as we recognise that this can be a barrier to people accepting housing.

5. Encourage and support leaders of other organisations to do more to prevent homelessness:

Spoke of how good the Womens Aid Domestic Abuse Housing Liaison Officer, a pilot scheme funded by MDC is and the support she gives, Womens Aid are supportive.

How do schools help to support, additional support for families with activities, we encourage families to engage with HAF provision over the summer holidays and will continue to do this during school breaks.

6. Be a trauma informed service:

This got a good reception from all present and inspired some reflection of previous experiences with other services where they have not felt supported, for example DWP when changing benefits or employers. It was important to residents to not keep having to repeat their story as this adds to the anxiety and where possible to make sure we (MDC) are the ones doing the sharing on the applicant's behalf if agreed. Spoke about issues with UC crossover.

Any other aims we need to focus on?

Nothing ventured, all present felt we had covered everything they could think of.

After the discussion had ended we asked the Temporary Accommodation Manager to join us to address issues that had been raised regarding security, CCTV, room decoration and furnishing standards, upgrades to the children's outside play areas and facilities. These issues will also be addressed in a newsletter to all residents so those who weren't able to join us are kept in the loop too.

Homelessness Strategy Public Survey

We ran an online survey from 18th September 2023 to 16th of October 2023. The survey was advertised on our social media platforms and posters were displayed in the Civic Centre, both displayed the internet link to the survey and QR code link. Paper copies of the survey were available from the Civic Centre reception also.

We received 29 responses in total, the results are as follows:

1. Prevent as many residents as possible from becoming homeless, with a particular focus on those becoming homeless from a private rented sector tenancy or as a result of domestic abuse

Strongly agree (15) 52%

Agree (11) 38%

Neutral (3) 10%

Disagree (-)

Strongly disagree (-)

Any other comments?

The priority should be preventing everyone from becoming homeless regardless of their current or previous situation

More control needs to be had over private rented sector.

Ex service people?

2. End rough sleeping

Strongly agree (17) 59%

Agree (10) 35%

Neutral (2) 7%

Disagree (-)

Strongly disagree (-)

Do you have any other comments?

Is this achievable? Maybe should read reduce rough sleeping

Partnership work needs to continue and be invested in to support people who are rough sleeping complex needs, housing first.

Some people especially men choose to rough sleep

Not all rough sleepers want housing - should be help for all that want it

However not every Rough sleeper wants to come off the streets

Does not attract visitors or businesses

100% strongly agree

Plenty of empty buildings could be converted to provide places for the homeless

More assisted living!

3. Help as many residents as possible to move from one home to another without the need for emergency and temporary accommodation. Where it is needed, make sure that the temporary accommodation is good quality.

Strongly agree (14) 48%

Agree (10) 35%

Neutral (5) 17%

Disagree (-)

Strongly disagree (-)

Do you have any other comments?

Not sure how this relates to homelessness

Especially for womens and children they shouldn't be in any emergency accommodation.

4. Provide a high-quality service that customers are satisfied with, and provide opportunities for customers to influence the design and delivery of services

Strongly agree (18) 62%

Agree (8) 28%

Neutral (3) 10%

Disagree (-)

Strongly disagree (-)

Do you have any other comments?

Should this priority be more about customers informing rather than just influencing - should reflect the council's default position of co production when designing services

Lived experience voice should always be heard when designing services, will help brake down barriers and understand what support people actually need not what we think.

You cannot even consistently empty the bins on time, I have no faith you can provide high quality services.

5. Encourage and support leaders of other organisations to do more to prevent homelessness

Strongly agree (14) 50%

Agree (11) 39%

Neutral (3) 11%

Disagree (-)

Strongly disagree (-)

Do you have any other comments?

Should this be more about taking a partnership approach?

Definitely everyone's involved in the work. It can not just be left to LA to pick up the pieces.

Not always possible to prevent

We should all be helping to prevent homelessness

I think it needs to be more control to all these Organizations.

6. Be a trauma-informed service by looking after the wellbeing of our customers and staff

Strongly agree (16) 55%

Agree (9) 31%

Neutral (3) 10%

Disagree (1) 3%

Strongly disagree (-)

Do you have any other comments?

TIC training would enable people who work in services to gain an understanding of how situations have impacted on the individual and how they engage with services. People should not be excluded from services without due consideration. TIC also ensures that consideration is given to where people are placed.

Homelessness comes with many problems therefore should be tackled holistically

Complete trauma informed training to direct policy

Would you like to suggest any alternative priorities?

Isn't it an obvious priority to provide more low-cost accommodation?

Priorities should be informed through intelligence and insight so without any knowledge and insight it is difficult to suggest alternative priorities

Building new homes Health and Housing agenda Criminal Justice Pathways

Access to healthcare, mental health services, support in job seeking and also animal welfare should be a priority for this vulnerable group

Interested in the rights of the business owners when homelessness impacts on business

Single women's with kids should never find themselves in a homeless situation.

They have to keep some houses for this special cases as emergency accommodation very often creates trauma.

Replace properties that have sold on the right to buy scheme and commit to build affordable housing estates, not just 1 or 2 on new developments

Look at - and do something to help with - the connection between drugs/addiction and homelessness.

Look at building affordable homes, ensure landlords offer fair prices for their properties to prevent out pricing. Having assisted living for rough sleepers dealing with the root of the cause. More projects to support both single people and families. Using more vacant buildings.