

APPENDIX D - HOMELESSNESS AND ROUGH SLEEPING CONSULTATION SUMMARY REPORT

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INTRODUCTION

1. This report sets out the context, research methodology and findings and of the Homelessness and Rough Sleeping Consultation Strategy consultation. The Council invited residents (including members of Tenants and Residents' Associations), third sector partners, and registered providers with stock in Hammersmith & Fulham, to contribute to the new Strategy by sharing their views on homelessness and rough sleeping.
2. The Consultation was delivered by the Senior Housing Strategy and Growth Officer, and supported by the Resident Involvement Team. The Co-production Lead and Strategic Commissioner were consulted regarding the process.

CONTEXT: RELATED CONSULTATIONS AND REVIEWS

3. The Homelessness and Rough Sleeping Strategy consultation follows two major consultation and review processes: work carried out by the Homelessness and Rough Sleeping Commission culminating in the report *Ending Rough Sleeping in Hammersmith & Fulham*, published January 2018; and the Housing Strategy Consultation, which took place in 2019.
4. To summarise the Housing Strategy consultation process:

- Residents were consulted during the development of the Housing Strategy. Consultation took two forms: an online consultation, and focus groups.
 - Third sector organisations were invited to contribute to the development of the housing strategy by answering an online questionnaire, 'Housing Strategy Questions for 3rd Sector', in May 2019.
 - Housing associations with stock in the borough were invited to contribute to the development of the housing strategy by answering an online questionnaire, 'Housing Strategy Questions for Housing Associations', in May 2019.
 - The Co-Production Lead was consulted throughout the development of the Strategy regarding involving residents in the process.
 - In May 2019, an email was sent to residents by the Resident Involvement team inviting residents to take part in a Housing Strategy focus group. Two focus groups took place in June 2019, with a total attendance of 13 residents. The focus groups were delivered by the Partnership and Strategy Team, and supported by the Resident Involvement Team.
 - Key messages taken from the questionnaires and focus groups are presented in the Strategy section 'What You Said'. These messages, as well as specific suggestions and comments, also shape the strategy more broadly.
 - Consultation responses contributed to the development of four key objectives for the strategy: Working with Residents to Meet Housing Needs, Make H&F a Great Place to Live, Delivering More Homes for Residents, and Prevent Homelessness and End Rough Sleeping. (Objective 2 - Safe, Sustainable Housing, was added at a later stage).
5. Independent and robust investigation commissioned into the root causes of homelessness in our borough has provided a fuller understanding of why homelessness happens. In 2017, H&F established the Rough Sleeping Commission. Below is a summary of the work of the Rough Sleeping Commission:
- **Stage 1: Literature review**
From February until March 2017, the commission conducted a literature review of international, national and local analysis and good practice, maintaining its focus on the relevance of this data to H&F. The information gathered enabled the commission to build an accurate picture of why people sleep on the street in H&F.
 - **Stage 2: A call for evidence**
A call for evidence was undertaken in April until June 2017 to gather the views directly from people who are, or are at risk of, sleeping rough in H&F, frontline workers and experts in the field. Groundswell were commissioned to conduct a peer led research project with the aim of enabling people with experience of homelessness to contribute to the work of the commission.
 - **Stage 3: Public hearing**

The commission consulted H&F residents on its findings and draft recommendations at a meeting of the Health, Adult Social Care and Social Inclusion Policy and Accountability Committee on 12 December 2017.

- **Stage 4: Commission Report**

The cabinet endorsed Rough Sleeping Commission's report was published. The report, 'Ending Rough Sleeping in Hammersmith and Fulham', contained recommendations for how to end rough sleeping, which can be found at <https://www.lbhf.gov.uk/councillors-and-democracy/resident-led-commissions/rough-sleeping-commission>

- **The Rough Sleeping Commission's report 'Ending Rough Sleeping in Hammersmith and Fulham'** highlights how a complex mix of factors can affect lives in our borough. This report presents the commission's findings alongside key local and national context data and information and gave recommendations which are reflected in the Housing Strategy, and developed further by the new Homelessness and Rough Sleeping strategy.

METHOD OF CONSULTATION

6. The Homelessness and Rough Sleeping Strategy consultation ran between 09 and 28 February 2021.
7. The views of residents (including Tenants and Residents Association representatives), local Registered Providers and third sector partners were gathered using an accessible online questionnaire hosted on CitizenSpace.
8. About the questionnaire:
 - The questionnaire had 10 questions
 - It was not required to answer all questions
 - Some questions were aimed at people who have been homeless, or at risk of homelessness
 - It was anonymous - resident details are to be kept private
 - Respondents were given the opportunity to join the Resident Involvement mailing list
 - Respondents with experience of homelessness or rough sleeping were invited to express interest if they would like to get involved with improving services
 - Permission was expressly sought regarding inclusion of written responses in the strategy document
9. The consultation was publicised on H&F's Twitter account (09 February 2021), shared in Council Leader Stephen Cowan's Weekly Report (12 February 2021) and on H&F's 'Get Involved' website (16 February 2021).
10. An invitation to take part in the consultation was shared via the following Resident Involvement email lists:
 - Get Involved mailing list (750 recipients)

- TRA network (120 recipients)
- Resident Involvement third sector directory (90 organisations)

11. The following 3rd Sector partners were also invited by email by the Partnership & Strategy Team to take part in the consultation. These partners were also asked to publicise a link to their service users:

- Age UK H&F
- Alzheimers
- Barnardos
- Barons Court Project
- Creighton House
- The Brunswick Club
- Deaf plus
- Doorstep library
- Fulham good neighbours
- Glass Door
- Groundwork
- Citizens Advice H&F
- H&F Law
- Mencap
- Works-4u
- Lido Foundation
- Turtle Key Arts
- Chelsea FC
- Family Friends
- Flat feet dance
- Fulham fc
- H&F Foodbank
- Harrow Club
- Honeypot
- Imperial College London
- Iraqi Association
- Let Me Play
- London Sports Trust
- Music House For Children
- Old Oak Centre
- Play Association
- Queens Park Rangers
- Resurgo
- Standing Together
- The Sulgrave Club
- Tendis
- HFUSC
- WLAC
- YHFF
- Lyric Theatre
- OClondon

- Open Age
- Rays Playhouse
- SBFP
- Sobus
- The Upper Room
- St Andrews
- St Giles Trust
- Urban Partnership
- WLAC
- Westway CT
- White City Enterprise
- William Morris Society
- Young H&F
- H&F Foodbank

12. The following Registered Providers were invited by email by the Partnership & Strategy Team to take part in the consultation. These organisations were also asked to publicise the consultation to their h&f resident tenants:

- A2Dominion Homes Limited
- Notting Hill Genesis
- Octavia Housing
- Southern Housing Group Limited
- Peabody Trust
- Metropolitan Thames Valley
- Shepherds Bush Housing Association Limited
- London & Quadrant Housing Trust
- Catalyst Housing Limited
- Arhag Housing Association Limited
- Circle Thirty Three Housing Trust Limited
- Network Homes Limited
- Westway Housing Association Limited
- Ducane Housing Association Limited
- Places for People Homes Limited
- The Guinness Partnership Limited
- Optivo Housing
- Women's Pioneer Housing Limited
- Central and Cecil Housing Trust
- Habinteg Housing Association Limited
- Metropolitan Housing Trust Limited
- PA Housing
- Innisfree Housing Association Limited
- Ebony Sisters Housing Association Limited
- Orbit South Housing Association Limited
- Co-op Homes (South) Limited
- The Sir Oswald Stoll Foundation
- Harrison Housing
- St Christopher's Fellowship

- YMCA London South West
- Anchor Hanover Housing Association
- Home Group Limited
- Centrepoint
- Golden Lane Housing Ltd
- Sanctuary Housing Association
- Notting Hill Home Ownership Limited
- The Abbeyfield (Chelsea & Fulham) Society Limited
- Look Ahead Care and Support Ltd
- Southern Home Ownership Limited
- St Mungo Community Housing Association
- Salvation Army Housing Association
- Almshouse Charity of Sir William Powell
- Legal&General Affordable Housing
- The Lygon Almshouses
- Hammersmith United Charities
- One Housing Group Limited

13. Easy read guidance on accessible language was followed when developing the questionnaire and communications materials.

14. In order to make the consultation accessible, the online questionnaire was hosted on CitizenSpace. CitizenSpace, powered by Delib software, facilitates zooming in up to 200% without the text spilling off the screen; navigating the website using just a keyboard; navigating the website using speech recognition software and listening to the website using a screen reader. Delib test the software against the Web Content Accessibility Guidelines V2.1 AA standard.

CONSULTATION OBJECTIVES

15. Before adopting or modifying their homelessness strategy, local housing authorities must consult any public or voluntary organisations or other persons, as it considers appropriate.

16. The Council is committed to doing things with residents, not to them. This means involving residents in decisions that affect them. That's why we wanted to gather the views of residents, as well as third sector partners and local registered providers, to help shape the strategy.

17. As this strategy concerns homelessness and rough sleeping, it was particularly important that we heard from residents with experience of homelessness or rough sleeping. We asked partners working with homeless or rough sleeping clients to assist us in publicising the consultation among their service users, to involve residents in matters which affect them.

18. The objective in delivering the online questionnaires was to ensure that the strategy reflects the priorities and needs of residents and other stakeholders. The answers to the questionnaire served to identify what is important to residents and

stakeholders about how we approach preventing homelessness and ending rough sleeping. Ultimately, the views, experiences and ideas would inform and shape H&F's Homelessness and Rough Sleeping Strategy, and help improve services, prevent homelessness and end rough sleeping in the borough.

CONSULTATION FINDINGS

19. There were 63 responses to the consultation
20. Co-production: 30% of respondents had direct experience of homelessness, rough sleeping, or being at risk of homelessness
21. Consultation summary reports were produced using CitizenSpace when the consultations closed. These reports provided quantitative data which described trends in priorities and views.
22. Full consultation responses and comments were extracted from CitizenSpace, and were read and considered. Additional analysis was performed, particularly in regard to gathering qualitative data such as written comments and suggestions. Responses received on paper were incorporated into this analysis.
23. Specific analysis was carried out on responses from the 30% of respondents had direct experience of homelessness, rough sleeping, or being at risk of homelessness.
24. The following key messages were identified:
 - **Rough sleeping: work with people earlier before they become homeless**
We asked what we could do differently to end rough sleeping by 2027. You identified homelessness prevention as the most important factor: 77% of respondents agreed we should work with people earlier before they become homeless. The second highest priority was to help people find affordable housing (76%), followed by working better with other agencies or charities to help people get support (73%).
 - **Support: assisting people fleeing domestic violence**
We asked which kinds of support we should provide more of. You identified support for people fleeing domestic violence and abuse as the top priority (9%), closely followed by opportunities for work and training (7%) and support tackling rogue landlords (7%).
 - **We also need to think about**
From comments and ideas, we identified the following issues to consider:
 - Access to information on the support available
 - A holistic approach to support: access to mental health support and health care
 - The community impact of homelessness
 - A safe and supportive fresh start
 - Finding and engaging with rough sleepers
 - Meeting people's immediate needs: food, clothing

- Working closely with charities supporting rough sleepers
- Trust is important: providing trauma informed services
- Access to housing that is affordable and local
- **Speaking from experience**
Focusing on responses from residents who have experienced homelessness, or rough sleeping, or been at risk of homelessness, we have learned:
 - Some people were not aware of the support available
 - Services for Rough Sleepers need to be more visible
 - Affordability is a big factor in homelessness

OUTCOME

25. The key messages from the consultation are set out in the Homelessness and Rough Sleeping Strategy, and those messages are addressed in the strategy content and action plan. Commitments from H&F business plan and administration’s most recent manifesto commitments, values and other research were analysed in line with the key messages, to ensure our plans are in line with resident priorities, views and experiences.
26. The key messages are reflected in the content of the Homelessness and Rough Sleeping Strategy.
27. Where consent was given, quotations from respondents are featured throughout the strategy. Quotations were selected where they best reflect the key messages identified by the consultation.
28. One further response was received from a third sector partner after the consultation closed. This response was considered with reference to the draft strategy version developed following receipt of consultation data. It was concluded that all issues raised in this response were already addressed within the content of the updated draft and no further update was required.

CITIZENSPACE SUMMARY REPORT

Homelessness and Rough Sleeping Strategy Consultation

<https://lbhf.citizenspace.com/growth-and-place/homelessness-rough-sleeping-strategy>

Responses to this survey: **63**

1. Apart from the above five focus points, are there any others which we should think about?

Focus points

There were 55 responses to this part of the question.

Option	Total	Percent
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Yes	35	55.56%
No	20	31.75%
Not Answered	8	12.70%

If Yes, please state

There were 39 responses to this part of the question.

2. Have you ever experienced homelessness, rough sleeping, or been at risk of homelessness?

Experienced homelessness

There were 63 responses to this part of the question.

Option	Total	Percent
Yes	19	30.16%
No	44	69.84%
Not Answered	0	0.00%

2a. If yes, who did you speak to first for advice?

Speak to first

There were 19 responses to this part of the question.

Option	Total	Percent
Hammersmith and Fulham Housing Options & Advice	3	4.76%
Citizens Advice	1	1.59%
Foodbank	1	1.59%
Jobcentre	0	0.00%
GP or other health service	0	0.00%
Other	14	22.22%
Not Answered	44	69.84%

If other, please specify

There were 14 responses to this part of the question.

3. What could the service have done better when you spoke to them/us?

Please state below

There were 13 responses to this part of the question.

4. The Government has plans to end rough sleeping by 2027 and halve it by 2022.

What could we do differently to hit this target? (select all that apply)

Do differently

There were 63 responses to this part of the question.

Option	Total	Percent
Provide more housing options for rough sleepers	43	68.25%

Help people find safe housing	45	71.43%
Help people find affordable housing	48	76.19%
Work better with Housing Associations	26	41.27%
Work better with other agencies or charities to help people get support	46	73.02%
Work better with other H&F teams i.e. Adult Social Care	36	57.14%
Work with people earlier before they become homeless	49	77.78%
Other	16	25.40%
Not Answered	0	0.00%

If other, please specify

There were 21 responses to this part of the question.

5. How could other organisations help?

Please state below

There were 43 responses to this part of the question.

6. Which kinds of support do we need to give more of? (select all that apply)

Kinds of support

There were 7 responses to this part of the question.

Option	Total	Percent
Support with Welfare Reform issues, e.g. Benefit Caps, Universal Credit	4	6.35%
Tackling rogue landlords	5	7.94%
looking for housing in the private rented sector	2	3.17%
Opportunities for work and training	5	7.94%
Support to work with other agencies i.e. mental health services, charities	4	6.35%
Support for young people	4	6.35%
Building safety	2	3.17%
Support for people fleeing domestic violence and abuse	6	9.52%
Other	1	1.59%
Not Answered	56	88.89%

If other, please specify

There were 20 responses to this part of the question.

7. If you have any other comments or suggestions, please write them below.

Comments/ suggestions

There were 26 responses to this part of the question.

8. We might want to quote one of your answers in the strategy. We would keep your name and contact information private. Are you happy to have your comments written anonymously in the Strategy?

Answers written

There were 62 responses to this part of the question.

Option	Total	Percent
Yes	52	82.54%
No	10	15.87%
Not Answered	1	1.59%

9. Have you been homeless, slept rough, or been at risk of homelessness? Would you like to help improve our services? If so, please enter your email address below

Email

There were 11 responses to this part of the question.

10. Are you interested in joining our Resident Involvement mailing list? If so, please enter your email address below

Email

There were 22 responses to this part of the question.

What is your email address?

Email

There were 44 responses to this part of the question.

What is your postcode?

Postcode

There were 45 responses to this part of the question.