

## **Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-2029**

### **1. Introduction**

- 1.1 This report sets out the key findings from an 8-week period of consultation and engagement with residents and other key stakeholders on the proposed priorities for the council's new Homelessness and Rough Sleeping Strategy (2024-2029).
- 1.2 The consultation exercise began on 4 March 2024 and ran until 26 April 2024. The consultation aimed to canvass the views of a wide range of residents, community groups and stakeholders with an interest in the council's Homelessness and Rough Sleeping services to see if they agreed with the proposed priorities which emerged from an officer led review of homelessness and rough sleeping in Tower Hamlets.
- 1.3 The proposed priorities which the council consulted on are:
- 1. Working with people earlier to prevent them from becoming homeless and to reduce the use of Temporary Accommodation.**
  - 2. Provide good quality accommodation for people who are at risk of, or where they become, homeless.**
  - 3. Improve customer service and the individual's experience.**
  - 4. Making sure that people have access to the right support services.**
  - 5. To prevent rough sleeping but where it does occur, it's rare, brief and doesn't happen again.**
  - 6. Boost staff resilience and well-being.**
- 1.4 This report details:
- How residents and organisations were invited to respond to the consultation; and
  - The level of satisfaction with each proposed priority and a summary of the free text feedback including the main issues raised by respondents which has been used to develop the Delivery Plan which supports the proposed priorities.
- 1.5 The report includes details on how residents and stakeholders, who identified with certain protected characteristics, responded to the survey. This data has been used to inform the Equalities Impact Assessment which has been conducted in support of the council's new Homelessness and Rough Sleeping Strategy. Further, the Delivery Plan which accompanies the new Strategy sets out key activities that the council will undertake to meet these new priorities to tackle homelessness and rough sleeping in Tower Hamlets.

### **2. Method of consultation**

- 2.1 The consultation was open to anyone who lives, or works in the borough, any professional working for an organisation with an interest in homelessness and rough sleeping, and to Members and staff working for the council.
- 2.2 Originally, the consultation was set to run for six weeks, this was however extended by a further 2 weeks in order to garner as much feedback as possible and in consideration of the Easter break/school holidays plus Ramadan and Eid which all took place during the consultation period, recognising that these events may have also slowed or reduced the level of engagement by stakeholders on the consultation.

- 2.3 The consultation exercise consisted of an online survey via the council's online consultation platform 'Let's Talk' which sought to obtain the views of residents and stakeholders on the proposed priorities for the new Homelessness and Rough Sleeping Strategy. A summary of the council's review of homelessness and rough sleeping was included on the consultation page. Both the survey and summary of the review were translated into both Bengali and Somali which residents could access on the 'Let's Talk' platform.
- 2.4 The council's Communications team promoted and publicised the consultation via its Facebook, Instagram, Twitter, Linked In and other social media channels. A press release was also issued, Members were informed via an all Members Briefing and staff encouraged to complete the survey via TH Now (the council's Internal News Bulletin) and through Housing Options staff service meetings.
- 2.5 In addition, paper copies of the survey were sent out in the post to circa 2,400 residents who the council has placed in temporary accommodation.
- 2.6 The Strategy and Policy Team actively canvassed residents at both the Residents Hub during the week commencing Monday 8 April through to Friday 12 April and attended the Mayor's Advice Surgeries encouraging and supporting residents to complete paper versions of the survey.
- 2.7 The Strategy and Policy team used their contacts widely and promoted the online survey through the London Councils Housing Directors Group, Tower Hamlets Homes Housing Partnership, Community and Voluntary Sector Groups as well as ensuring that partners both internal and external to the council were invited to complete the survey online.
- 2.8 A Stakeholder event was held on Wednesday 20 March in the Grocers Wing at the Town Hall with delegates from other local authorities Housing Options and Advice Officers, DLUHC, London Councils, our council's Lead Members for Regeneration, Inclusive Development and Housing Building and Community Safety, and other services within the council who provide support and assistance to residents who are at risk of/or who approach as homeless or rough sleep. A total of 35 stakeholders attended this event which included representatives /external stakeholders from:
- Providence Row
  - London Councils
  - London Borough of Hackney
  - London Borough of Lambeth
  - London Borough of Havering
  - London Borough of Waltham Forest
  - NHS North East London
  - Crisis
  - St Mungo's
  - This is Growth
  - Beyond the Streets
  - The Royal London Hospital
  - East London NHS Trust
- 2.9 The event included presentations from DLUHC and the council's Head of the Housing Options Service. Delegates were split into focus groups afterwards to discuss the

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proposed priorities with potential actions that could be built into the council and its partners delivery plan which will sit underneath the new strategy.

- 2.10 A Webinar for residents to gauge their support for the new priorities was held on the evening of Wednesday 17 April.
- 2.11 A similar event was held for staff on 24 April 2024 where the priorities were discussed - explaining how these priorities arose and the potential activities that were being developed to deliver and meet these priorities. This direct session provided staff within the service an opportunity to feed into the strategy’s delivery plan.
- 2.12 A focus group specifically aimed at reaching rough sleepers was held at Providence Row day centre on 1 May 2024. This was a more informal session, where discussions took place with individuals with lived experience of rough sleeping. Their views on the priorities were sought as well as their ideas on what the council’s Housing Options Service might include as actions and activities within their delivery plan.
- 2.13 The interactions which the Housing Options Service undertook with stakeholders (either face to face or via online meetings/webinars) have been used to inform the development of the delivery plan which provides the activities to meet the priorities of the new Homelessness and Rough Sleeping Strategy.

### 3. Respondents and survey demographics

- 3.1 This section of the report provides high level detail on who responded to the consultation’s survey and their demographics.
- 3.2 The table below illustrates the volume of traffic/the number of visitors who viewed the survey on the council’s online consultation platform ‘Let’s Talk’ (a total of **1,043**) during the consultation period.

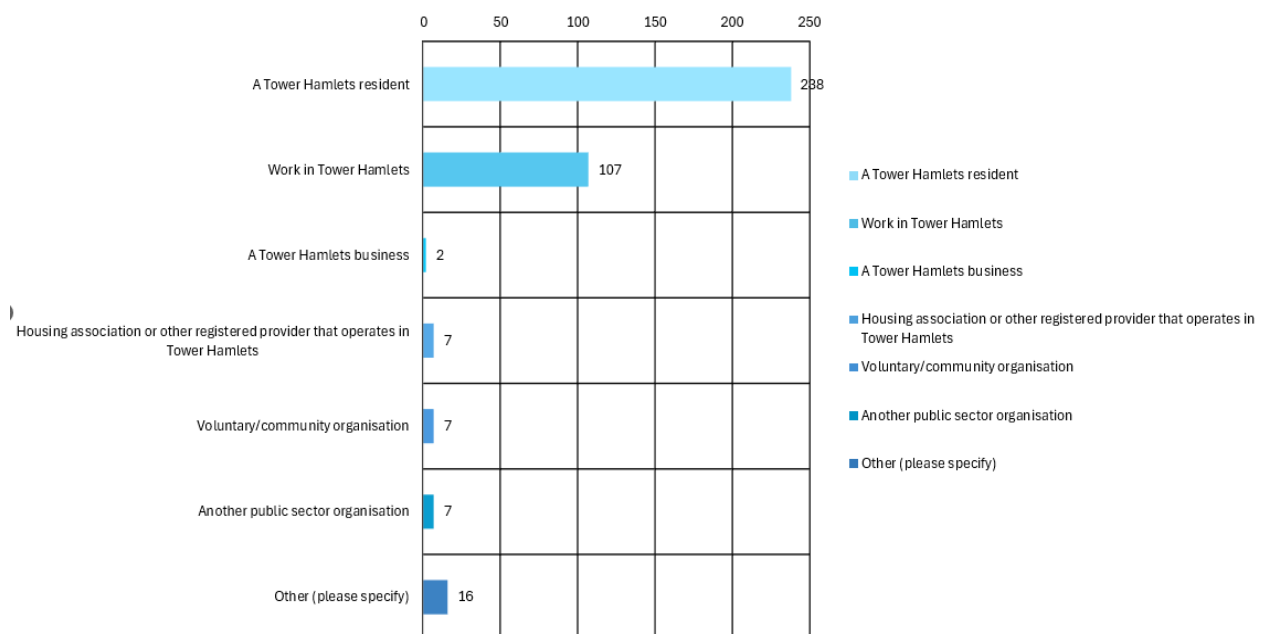
Aware Participants	1,043	Engaged Participants	226		
Aware Actions Performed	Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page	1,043				
Informed Participants	671	Contributed on Forums	0	0	0
Informed Actions Performed	Participants	Participated in Surveys	106	22	98
Viewed a video	0	Contributed to Newsfeeds	0	0	0
Viewed a photo	0	Participated in Quick Polls	0	0	0
Downloaded a document	176	Posted on Guestbooks	0	0	0
Visited the Key Dates page	11	Contributed to Stories	0	0	0
Visited an FAQ list Page	0	Asked Questions	0	0	0
Visited Instagram Page	0	Placed Pins on Places	0	0	0
Visited Multiple Project Pages	415	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)	226				

- 3.3 Via ‘Let’s Talk’, 226 stakeholders completed the survey online with a further 133 providing a completed paper copy of the consultation (via the responses received from residents currently places in temporary accommodation who had been sent paper

copies, and from the paper copies collected by the Strategy and Policy Team). **The total number of survey responses received was 359.** But adding together the traffic/number of visitor who viewed ‘Let’s Talk’, together with those who completed a paper version of the consultation survey, **at least 1,269 stakeholders**, including residents, had an awareness of the consultation and had engaged by viewing the survey and supporting documentation on ‘Let’s Talk’.

3.4 In comparison with other London Local Authorities who in the last two (post-pandemic) years have carried out consultation work on their new Homelessness and Rough Sleeping Strategies, this was a successful engagement exercise. London Borough of Barnet received 16 responses (16 April – 16 June 2023), City of London received 34 responses,(12 December 2022 – 12 March 2023) and more recently, the London Borough of Croydon received 188 responses (6th October to 15th December 2023).

3.5 The survey also asked those who respondents to identify the capacity in which they were answering in. **Note:** Some respondents provided more than one answer.



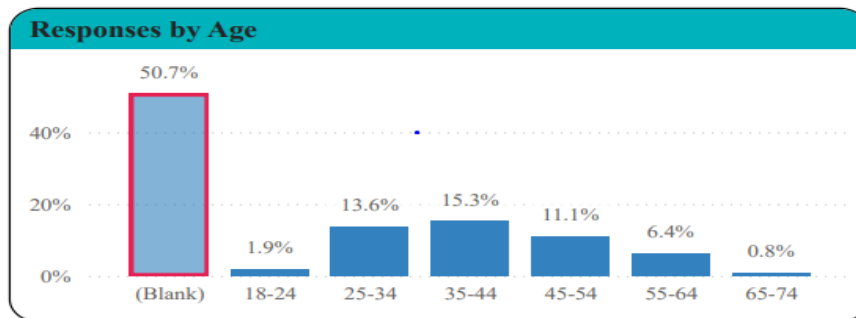
3.6 The highest volume of responses came from residents, followed by those who work in the borough. While there is often a reluctance from those who access the council’s Housing Options Service to respond, the considerable volume of responses which came from other bodies and services who support those at risk of/ or who are homeless is valuable given their expertise and knowledge in this area, and there was much qualitative information that was taken from these stakeholders (their suggestions and current practices) which has been used in the development of the strategy’s delivery plan.

3.7 In terms of protected characteristics, the following section illustrates how respondents chose to identify themselves. **It is important to note that while we provide an additional set of standard corporate Equality and Diversity questions with any consultation survey, the decision to disclose this information is entirely at the discretion of the respondent.**

3.8 **Age**

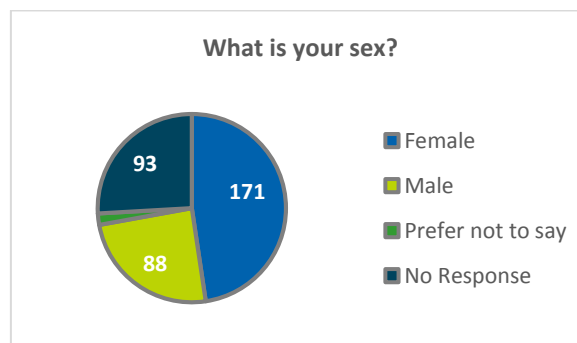
The majority of respondents who completed the equalities segment of the survey are of working age - 18-64 years, with the most represented age groups being those aged

35-44 years (15.3%) and those aged 24-34 years. The lowest level of response was received from those aged 65-75 years of age.



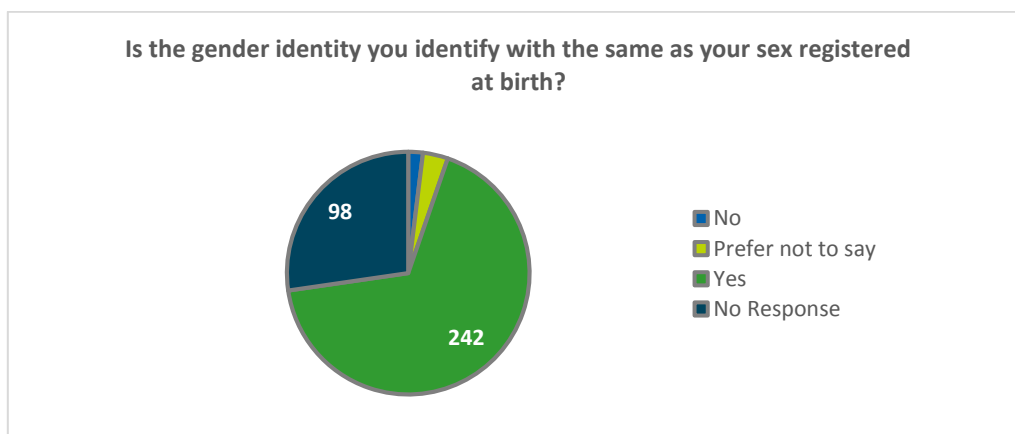
### 3.9 Sex

In terms of Sex, the majority of respondents identified as female, (48%), while 25% identified as male. There is a deficit in data here because a number of respondents (28%) either preferred not to say or chose not to provide this information .



### 3.10 Gender Identity

Respondents were asked if their gender identity is the same as their registered sex at birth. 242 respondents (67%) confirmed that their sex was the same as registered at birth, while just under 2% said it was not. 31% of respondents preferred not to say or chose not to respond to this question.



### 3.11 Sexual Orientation

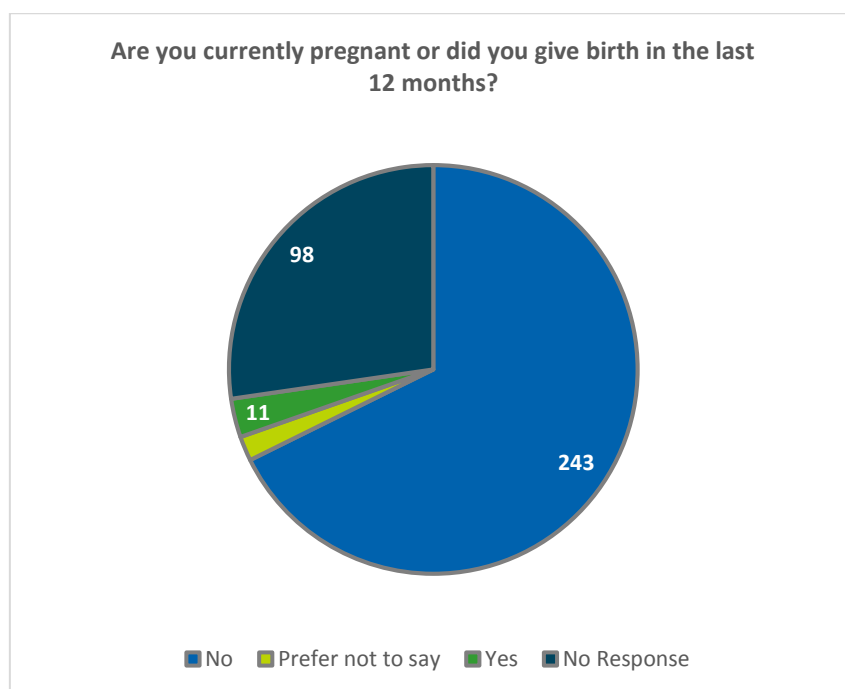
Respondents were asked “Which of the following best describes their sexual orientation”? The most represented group were those who identified themselves as

'Straight/Heterosexual' (59%), although 28% of respondents preferred not to say/chose not to respond.

<b>Which of the following best describes your sexual orientation?</b>		
	<b>Count</b>	<b>Percentage</b>
Bisexual person	6	1.6%
Gay man	4	1.1%
Gay woman/lesbian	4	1.1%
Other sexual orientation	3	0.8%
Prefer not to say	30	8.3%
Straight/Heterosexual	213	59.3%
No Response	99	27.5%
<b>Grand Total</b>	<b>359</b>	

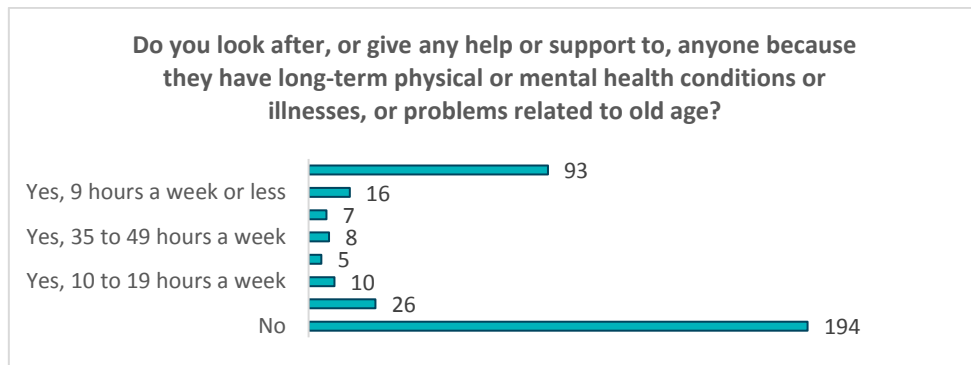
### 3.12 Pregnancy and Maternity

Respondents were asked 'Are you currently pregnant or did you give birth in the last 12 months?'. The majority (68%) of respondents said No, while 3% of respondents said Yes, they are currently pregnant or had given birth in the last 12 months. In total a combined 29% preferred not to say or chose not to provide this information.



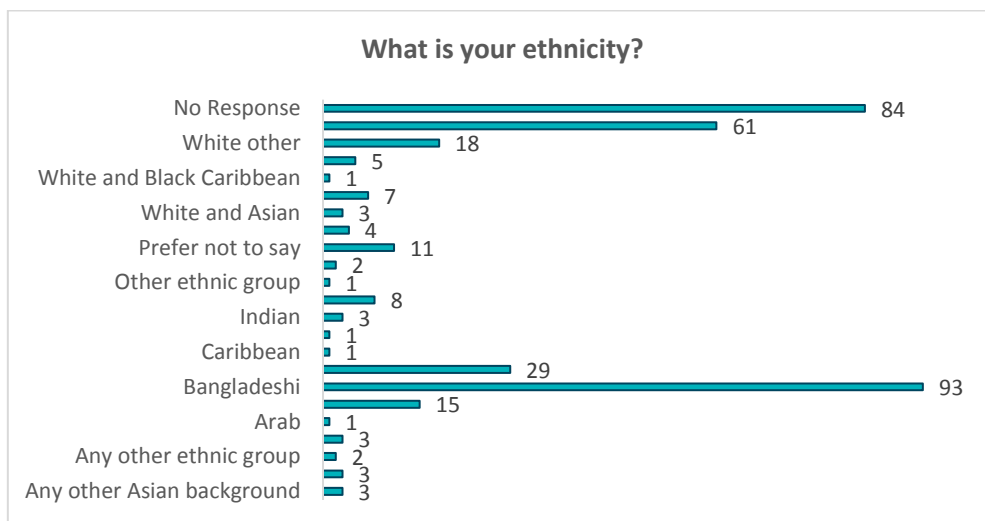
### 3.13 Carers

Respondents were asked if they look after, or give any help or support, to anyone because they have a long term physical or mental health condition or illness or problem related to old age. Of those who chose to respond, 54% indicated that they don't while, 13% of those who responded indicated that they provide a degree of care and support to others.



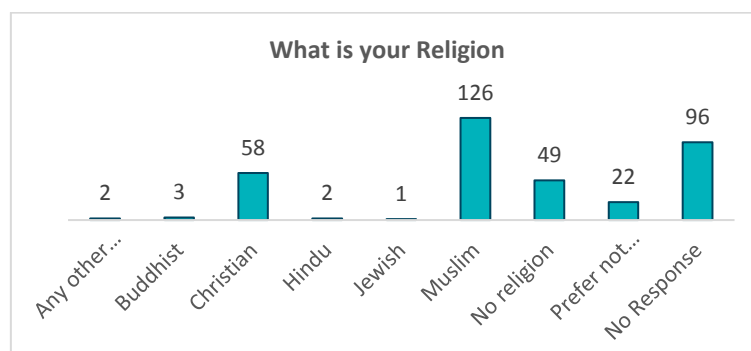
### 3.14 Ethnicity

The most represented ethnicity was from those respondents who identified as Bangladeshi (26%) followed by those who identified as White English, White Scottish, White Northern Irish or British (23%) with those who identified as Black, Black British, Caribbean or African representing 8% of those who chose to provide this data. Other more notably represented ethnic groups included those who identified as White Other (5%) and Asian British (4%)



### 3.15 Religion or belief

Of those respondents who chose to disclose their Religion or belief system, 35% identified as Muslim, followed by 16% who identified as Christian. 14% identified as having no religion or belief. Other religions/beliefs identified by respondents combined as 2% (any other religion, Buddhist, Hindu and Jewish). 33% of respondents preferred not to say or chose not to provide this information.



### 3.16 Marital or civil partnership status

Respondents were asked to confirm their legal marital or registered civil partnership status. The largest identified group were those respondents who had said they were married (32%) with 22% of respondents indicated that they have never married or registered a civil partnership.

What is your legal marital or registered civil partnership status?		
	Count	Percentage
Divorced	21	6%
In a registered civil partnership	4	1 %
Married	115	32%
Never married and never registered a civil partnership	79	22%
Prefer not to say	33	9 %
Separated, but still legally in a civil partnership	1	0.2%
Separated, but still legally married	7	2%
Widowed	5	1%
No Response	94	26%
<b>Grand Total</b>	<b>359</b>	

3.17 The Equalities and Diversity section of the survey then asks the respondent. ‘Who is (or was) your legal marriage or registered civil partnership to?’ A combined 60% of respondents either preferred not to say or chose not to provide a response to this question. Of those who chose to provide a response, 39% indicated that their legal marriage or civil partnership is or was to someone of the opposite sex, while 1% indicated that it was with someone of the same sex.

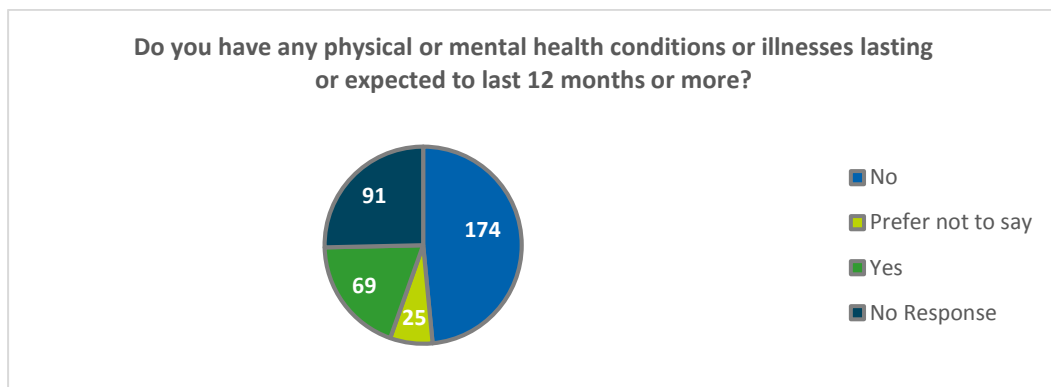


### 3.18 Disability

Respondents were asked if they had any physical or mental health conditions or illnesses lasting or expected to last 12 months or more. A total of 174 respondents (48%) said No, while 19% indicated Yes. However, 32% of respondents preferred not to say or chose not to provide this information.

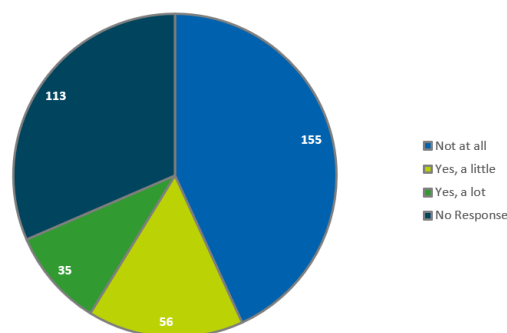


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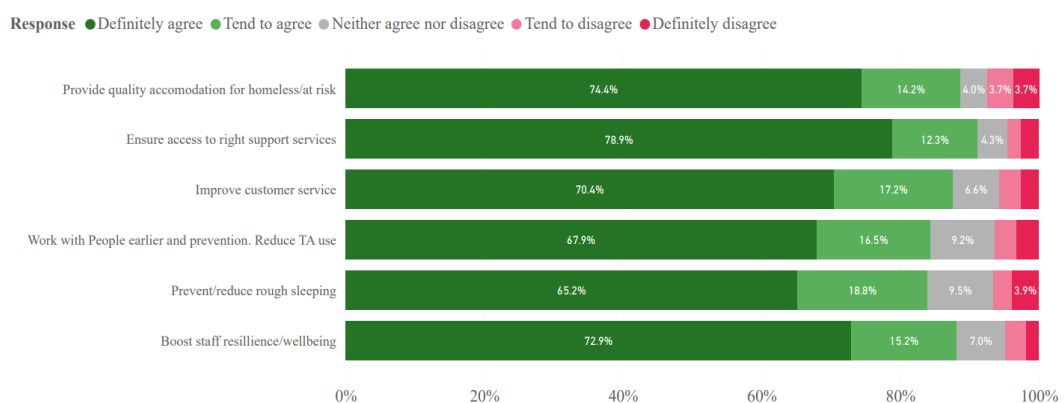
3.19 We also asked respondents who had said ‘Yes’ to the previous question, if they had any conditions or illnesses that reduced their ability to carry out day to day activities. 43% of respondents said, ‘Not at all’ while 16% indicated that ‘Yes, a little’) with only 10% of respondents indicating that ‘Yes, a lot’.

Do any of your conditions or illnesses reduce your ability to carry out day to day activities?



#### 4. Main findings of survey around the proposed priorities

4.1 We asked residents, **Q2 To what extend do you agree or disagree with each of our priorities?** The chart below demonstrates the opinions of respondents.



4.2 The chart presents survey responses on each of the proposed priorities - which aim at addressing issues related to homelessness, support services, customer service, prevention, rough sleeping, and staff resilience/wellbeing. Each priority is measured by the level of agreement among respondents, categorised into five responses:

**"Definitely agree," "Tend to agree," "Neither agree nor disagree," "Tend to disagree," and "Definitely disagree."**

- 4.3 Asked about **Priority 1: Working with people earlier to prevent them from becoming homeless and to reduce the use of Temporary Accommodation**, respondents indicated:
- **Definitely agree: 67.9%**
  - **Tend to agree: 16.5%**
  - Neutral: 9.2%
  - Tend to disagree: 3.9%
  - Definitely disagree: 2.5%
- 4.4 This priority is well-supported, with over 84% of respondents agreeing to some extent, emphasising the importance of early intervention and preventive measures.
- 4.5 Priority 1 had an extremely high level of support among females (who were the largest represented/identified sex of all respondents reflecting 48% of all respondents) and males (who represented 25% of all respondents) with 88% of females compared to 79% of males indicating that they **Definitely or tended to agree** with this priority.
- 4.6 In response to **Priority 2: Provide good quality accommodation for people who are at risk of, or where they become, homeless**, respondents indicated that:
- **Definitely agree: 74.4%**
  - **Tend to agree: 14.2%**
  - Neutral: 4.0%
  - Tend to disagree: 3.7%
  - Definitely disagree: 3.7%
- 4.7 This priority enjoys high support, with nearly **89%** of respondents either definitely or tending to agree.
- 4.8 **Priority 3: Improve Customer Service and the individual's experience**, respondents indicated that:
- **Definitely agree: 70.4%**
  - **Tend to agree: 17.2%**
  - Neutral: 6.6%
  - Tend to disagree: 2.9%
  - Definitely disagree: 2.9%
- 4.9 This has strong support, with **87.6%** either definitely or tending to agree, showing a significant consensus on the need to enhance customer service.
- 4.10 When asked about **Priority 4: Making sure that people have access to Right Support Services** respondents showed that:
- **Definitely agree: 78.9%**
  - **Tend to agree: 12.3%**
  - Neutral: 4.3%
  - Tend to disagree: 2.3%
  - Definitely disagree: 2.2%

- 4.11 There is a high level of strong agreement with **91.2%** of respondents definitely or tending to agree that providing access to appropriate support services is a priority for respondents.
- 4.12 **Priority 5: To prevent rough sleeping but where it does occur, it's rare, brief and doesn't happen again.** Responses received showed that:
- **Definitely agree: 65.2%**
  - **Tend to agree: 18.8%**
  - Neutral: 9.5%
  - Tend to disagree: 3.9%
  - Definitely disagree: 2.6%
- 4.13 While still receiving substantial support (**84%**), this priority has slightly lower strong agreement compared to the others, but still indicates a strong consensus on the need to tackle rough sleeping.
- 4.14 Responses to **Priority 6: Boost Staff Resilience/Wellbeing**
- **Definitely agree: 72.9%**
  - **Tend to agree: 15.2%**
  - Neutral: 7.0%
  - Tend to disagree: 3.2%
  - Definitely disagree: 1.7%
- 4.15 This priority is also highly supported, with nearly 88% in agreement, highlighting the perceived importance of staff resilience and wellbeing.
- 4.16 Overall, the responses illustrate a strong consensus across all priorities, with the majority of respondents expressing that they definitely or tend to agree with all of the priorities. The highest levels of strong agreement is seen for **Priority 4: Making sure that people have access to Right Support Services.**
- 4.17 The priorities with slightly lower strong agreement still maintain high overall support, indicating that respondents value all the proposed priorities. Neutral and disagree responses are minimal across all of the proposed priorities suggesting that there is a general alignment among respondents on the importance of the proposed priorities.
- 4.18 The responses received to this question reflect a consensus on these priorities suggesting that these are viewed as critical by all respondents.
- 4.19 Respondents were then asked to explain why they agreed or disagreed with the proposed priorities (**Q3- Please explain why you agree/disagree with the priorities.**) There were multiple comments, from those with experience of the council's Housing Advice and Housing Options Services as well as from those who have received support from other services internal and external to the council, which were more anecdotal and provided more of their lived experience (Please see Appendix B for the full list of all comments in answer to Q3).
- 4.20 The sentiments expressed from those who agreed with the proposed priorities reflect deep concern and a strong desire for effective and compassionate solutions. Analysis of the comments from respondents who agreed with the proposed priorities demonstrated that their agreement came from:

- **Empathy and Personal Connection:** Respondents who agreed with the proposed priorities expressed empathy and personal connection to the issues of homelessness and rough sleeping. For instance, those who have volunteered or currently work with homeless households, or who have experienced homelessness themselves, emphasised the importance of treating those at risk of or experiencing homelessness or rough sleeping with compassion and advocated for supportive interventions.
- **Preventive and Comprehensive Support:** A significant number of comments highlighted the necessity of preventive measures and comprehensive support services. Respondents who agreed with the priorities believed that addressing the root causes of homelessness, such as unmet social and health needs, mental health issues, and the lack of affordable housing, is crucial for effective intervention. There is a consensus that early intervention, sustainable housing solutions, and coordinated support services can significantly reduce homelessness.
- **Moral Responsibility:** Many sentiments reflect the stance that homelessness should not exist and the view that society has a responsibility to care for its most vulnerable members is a recurring theme. This includes providing high-quality accommodation, ensuring 'no one slips through the cracks', and offering resources to help people rebuild their lives.
- **Impact on Children and Families:** Concern was expressed for the long-term effects of homelessness on children and families. Respondents were particularly worried about families placed in temporary accommodation further away from the borough, which can have lasting negative impacts on children's development and family stability. Ensuring stable and suitable housing for families is seen as critical.
- **Systemic Issues and Solutions:** There is an acknowledgment of systemic issues such as the lack of social housing and inadequate support services. Many believe that the council and government should take a more active role in reclaiming and providing social housing, hiring more social workers, and ensuring that support services are well-funded and effective. They stress the need for systemic change to address the complexities of homelessness.
- **Positive Outcomes and Community Benefits:** Several comments recognise that addressing homelessness has broader positive outcomes for society, including reducing crime, improving public safety, and fostering a sense of community.
- **Personal Testimonies and Real-Life Impact:** Personal testimonies from those with current or previous experience of homelessness highlight the practical difficulties and the importance of support services. Those who provided firsthand accounts underscore the need for systemic improvements to the Housing Options Service and the need for officers to provide a more empathic outlook when assisting residents.

4.21 In summary, the sentiments reveal a strong agreement with the priorities of addressing homelessness through preventive measures, the provision of comprehensive support services, and a desire for systemic change. Respondents identified the need for empathy, concern for vulnerable families, and the need for effective and compassionate solutions which they agreed that these priorities will facilitate.

- 4.22 From respondents who disagreed with the priorities, of which there were few concerning the priorities themselves, one respondent expressed that there was a vagueness and a need for specific actions on **Priority 3: Improve customer service and the individual's experience** *Note: at the time that the consultation was undertaken, the Delivery Plan was still very much in its infancy and in development so further details on the activities underpinning these priorities was not available.*
- 4.23 **On Priority 4: Making sure that people have access to the right support service,** again there were comments on the vagueness of the priority, 'unclear focus'. One respondent expressed a negative response to **Priority 5: To prevent rough sleeping but where it does occur, it's rare, brief and doesn't happen again,** with their key concern around the 'inevitability of homelessness, need for a good strategy rather than unrealistic goals'.
- 4.24 Other comments denoted a degree of scepticism concerning the priorities. The full commentary on question 3 (included in Appendix B of this report) provides anecdotal information provided by respondents who feel that there is a lack of support and a feeling of being ignored – impacting on mental health impact and among some, a loss of faith in the council.
- 4.25 Those who opined that they disagreed with the priorities cited:
- **Vagueness and Lack of Clarity:** A few comments highlighted that the proposed priorities are too vague and lacked specific, actionable steps. *The high level detail on these priorities and the activities underneath them were still very much in development during the consultation period.*
  - **Ineffectiveness of Current Approaches:** There is a strong belief that the current strategies and priorities are not effective in addressing homelessness.
  - **Need for Concrete Solutions:** Respondents want to see more concrete, practical solutions and examples rather than broad statements. *Again, this will be set out in the final version of the strategy and the accompanying delivery plan.*
  - **Personal Impact and Lack of Support:** There are personal testimonies of feeling unsupported and ignored by the council, leading to a loss of faith in the system.
- 4.26 The comments particularly highlight the need to transform the council's provision of housing advice and the associated support services provided across the council.
- 4.27 Respondents were asked in **Q4: Overall, our proposed priorities are clear and easy to understand.**
- 4.28 Out of the 359 respondents who completed the survey, 9 skipped this question – (3%). **A total of 74% of respondents agreed that the council's proposed priorities are clear and easy to understand** . Only 12% of respondents said that they didn't know, while 11% of respondents indicated that they did not think that the proposed priorities are clear and easy to understand.
- 4.29 The survey then asked respondents, **Q5: Do you think the draft priorities will help to tackle homelessness and rough sleeping in Tower Hamlets in the course of the next five years?** All respondents who completed the survey, answered this question. **52% of respondents felt that the priorities will help the council to tackle homelessness and rough sleeping in the borough over the course of the next**

**five years.** Only 13% said no, while 35% said that they didn't know if these priorities would.

- 4.30 The considerable number of respondents who said they did not know may reflect that there are other dependencies beyond the council's control which could impact on the council's ability to deliver on these priorities - as the Covid19 Pandemic has shown and the current cost of living crisis – other forces including national/government driven housing and economic policies, and central government funding streams can impact beyond the council's control and therefore affect the council's ability to deliver on these priorities.
- 4.31 We asked respondents **Q6: If you answered no, what else should be our priorities to help the council to tackle homelessness and rough sleeping and to explain why?**
- 4.32 Within the free text responses, there were some positive sentiments, some respondents agreed that the priorities are sound, clear, and well-intentioned. Respondents expressed a desire to build more homes to provide permanent accommodation. In addition, there is a positive acknowledgment of the need for joint working with third sector partners and for the better coordination of partnership working with external organisations.
- 4.33 Negative comments expressed the lack of clarity and specific actions in the priorities. Again these will be fully available when the final iteration of the strategy and delivery plan are approved and published.
- There is a strong sentiment that current approaches and services are inadequate, particularly concerning support for mental health, substance misuse, and addiction.
  - Respondents feel that staff attitude and communication skills need significant improvement.
  - There is concern about the lack of specific timeframes and actionable steps to achieve the stated goals. *These will however be seen more clearly through the Delivery Plan in support of the strategy.*
  - There is a need for staff and members to manage and ensure realistic expectations from residents and from partner services who advocate and support residents who seek advice and support from the council's Housing Options Service.
  - Concerns about the availability of funds from central government to support the prevention and relief of homelessness and rough sleeping.
- 4.34 Key activities which respondents wanted to see included:
- A need for specific priorities focused on young people transitioning to adulthood.
  - A need to address substance misuse.
  - Better signposting to enable residents to access services like Street Link.
  - Better training, empathy, and support for staff dealing with homelessness.
  - A need to reduce time residents spend on temporary accommodation and to provide suitable permanent housing.

- Better coordination and communication with other council services, third sector organisations and charities who provide support and services above the provision that the council's Housing Advice Service offers.
- A more tailored support for individuals, recognising the complexity and uniqueness of each case.

4.35 The second section of the survey focused on actions that the council should consider to meet these priorities.

4.36 Respondents were asked **Q7: Underpinning the priorities will be key actions. What are the key prevention and support actions we should be taking to support those at risk of homelessness and rough sleeping?** A number of suggested actions were given by respondents on several themes.

**1. Provision of Education and Employment Support/Safe Spaces and Shelter**

- Offer accessible, employment-oriented classes that do not require a fixed address for enrolment.
- Ensure homeless individuals can manage claims and attend necessary appointments by improving access to technology.

**2. Safe spaces and hostel accommodation**

- Publicise safe spaces for sleeping and well-advertised shelters. Establish temporary safe spaces for at-risk individuals to stay before securing long-term accommodation.
- Design hostel accommodation to discourage anti-social behaviour and to promote a sense of community and productivity.

**3. Counselling and Drug Prevention**

- Provide comprehensive counselling and drug prevention programs. Focus efforts on reducing drug use, particularly around hotspots like Whitechapel Station.

**4. Housing Support**

- Help vulnerable people maintain their tenancies with private landlords and in social housing.
- Provide assistance to those issued with Section 21 eviction notices, including financial support and legal aid.
- Ensure the availability of affordable, quality housing in the private rented sector and sufficient funding for safe, cost-free services for the homeless. Consider shared homes and communal living spaces as alternatives to traditional individual properties.

**5. Health and Mental Health Services**

- Ensure health and mental health services are accessible, even for those without a fixed address.
- Provide appropriate accommodations for those with physical health issues, such as ground-floor units.
- Use outreach teams to build trust with homeless individuals and ensure they are aware of available support services.
- Foster collaboration between local authority directorates and other organisations to provide comprehensive support.
- Utilise outreach teams to build trust with homeless individuals and ensure they are aware of available support services.

## 6. Financial Support

- Offer financial support to those struggling with rent arrears and assistance with accessing benefits and debt advice.
- Provide targeted support for asylum seekers and refugees facing homelessness due to lack of public funds.

## 7. Organisational Strategies for the council

- Collaborate with charities to better understand and address the vulnerabilities of service users.
- Hire and train more social workers and support staff to adequately meet the needs of the homeless population.
- Maintain open communication channels to make it easy for individuals to reach out for support.
- Link with other local authority directorates for a preventative approach to homelessness.
- Enforce planning regulations to address issues with rogue landlords.
- Increase funding for temporary accommodation combined with job-seeking support.
- Investigate the root causes of homelessness to tailor support effectively.

4.37 Drilling down a little further, to tap into those with experience of the council's homelessness service provisions, we asked **Q8: What actions might improve customer service and individual's experience?** There were some positive suggestions on **Priority 3: Improving Customer Service and Individual's Experience.**

4.38 Respondents said that they value staff who are trained to be empathetic, respectful and non-judgmental when dealing with those approaching the council for housing advice and support.

4.39 Effective and clear communication was also cited as vital, with respondents highlighting that information should be provided in multiple languages and that all communication channels available and accessible to all residents. In addition, regular updates and transparency about processes and timeframes would help to manage both resident and stakeholder expectations and reduce anxiety felt by those using the service.

4.40 Quick and efficient responses to queries and concerns and reduced waiting times for accommodation and services are considered crucial.

4.41 Comprehensive training in mental health, cultural competency, and resilience for staff emerged as necessary in the view of respondents to improve the customer journey and individual experiences, as well as ensuring that continuous professional development and support for staff dealing with trauma and complex cases are put in place.

4.42 Respondents also wanted to see an increase in personalised support. Suggestions included assigning a named person to support individuals through the process - helping to build trust and reduces frustration felt by clients. Personalising the customer experience to cater to individual needs and circumstances is seen as beneficial.

4.43 In terms of accessibility and outreach, respondents felt that the provision of support through face-to-face interactions and by having diverse officers (in terms of language,



gender, and race) would enhance accessibility to the council's Housing Options Service. Respondents said that it can be challenging accessing services, particularly for those without phones or internet access, leading to significant barriers.

- 4.44 Respondents felt that simplifying processes and reducing the number of steps to get support could improve customer experience.
- 4.45 Encouraging customer feedback and actively using it to improve services would demonstrate a commitment to excellence, using regular surveys and satisfaction reports to gather insights from service users.
- 4.46 Creating a supportive and holistic environment where individuals feel safe and encouraged to seek help was cited as critical. As is also ensuring that the physical environment, such as the Residents Hub, is welcoming and efficiently managed.
- 4.47 There were some negative comments expressed on Customer Service and Experience, around delays in responding to queries and concerns, often taking months, leading to frustration and dissatisfaction. Respondents expressed difficulties in reaching housing officers and the prevalence of automated messages as significant pain points.
- 4.48 Respondents expressed that poor communication about processes and what customers can expect causes confusion and distress. Language barriers and what respondents felt was a lack of multilingual staff exacerbate communication issues.
- 4.49 Respondents felt that overly complex and bureaucratic process can be difficult for persons experiencing homelessness especially those in crisis, to navigate, emphasising a need for streamlined and simpler procedures.
- 4.50 Insufficient training for staff on dealing with complex and vulnerable residents, including those with mental health issues and substance dependencies, is a major concern. Some stated that there was a lack of empathy and understanding from staff, leading to poor interactions and negative experiences.
- 4.51 Some respondents felt that there is an absence of a consistent support figure which leads to individuals being passed from one officer to another, having to repeat their stories multiple times. In the comments, it is frequently mentioned that there is a need for more staff to handle the workload and reduce waiting times.
- 4.52 In summary, respondents want to see actions to improve customer service and experience for individuals experiencing homelessness with the focus to be on empathy, clear communication, responsiveness, and personalised support. Addressing training gaps, simplifying processes, and ensuring accessibility and consistent support are key areas for improvement. By fostering a supportive, safe and holistic environment, the overall experience of those using homelessness services could be significantly enhanced.
- 4.53 Thinking a little further, respondents were asked **Q9: What actions will help us (the council) to provide suitable and affordable accommodation?** The suggestions provided by respondents have been broken down into themes below:

#### **1. Financial Support and Incentives**

- **Grants for High-Standard Properties:** Subsidise landlords to offer high-standard properties at lower rents.

- **More Funding for Housing Services:** Increase funding for local housing and support services.
- **Incentives for Long-Term Private Renter Sector Tenancies:** Offer financial rewards for longer tenancy periods.

## 2. Increasing Housing Supply

- **More Affordable Housing:** Invest in constructing new affordable housing units.
- **Modular Housing Units:** Use quickly erected modular units to increase housing stock.
- **Repurpose Empty Buildings:** Convert unused buildings into affordable housing.
- **Allow high-density and mixed-use developments to increase housing supply.**
- **Establish Community Land Trusts:** Maintain affordable housing stock through community land trusts.

## 3. Partnerships and Collaboration

- **Work with Developers:** Ensure new developments include affordable housing units.
- **Collaborate with Registered Providers:** Partner with them to expand affordable housing options.
- **Consider Cross-Borough Partnerships:** Foster partnerships with neighbouring boroughs to increase housing availability.

## 4. Supporting Vulnerable People

- **Housing First Approach:** Prioritise providing stable housing as a foundation for addressing other issues.
- **Mandatory HMO Licensing:** Enforce licensing to ensure properties meet safety and living standards.
- **Temporary Accommodation Solutions:** Create or partner with hotels for immediate housing for the homeless.
- **Support Homeless Sponsorships:** Allow households to sponsor homeless individuals with appropriate incentives.

## 5. Utilising Existing Resources

- **Repurpose Empty Council Stock:** Use unused council properties for housing solutions.
- **Encourage Property Buy-Backs:** Promote selling private properties back to the council for affordable housing use.

## 6. Enhancing Support Services

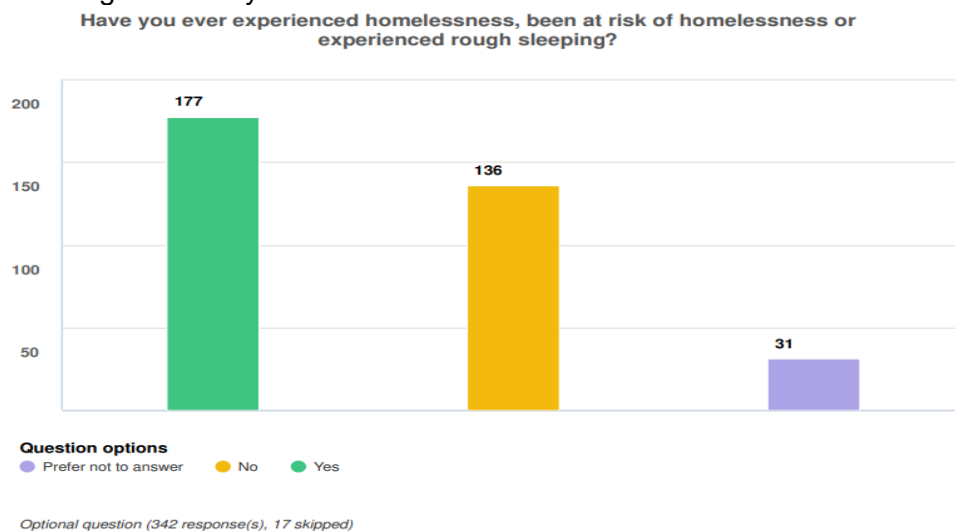
- **Support for Downsizing:** Provide incentives for residents to downsize, freeing up larger homes.
- **Better Procurement and Allocation:** Improve procurement and provide clear indicators for frontline workers to allocate housing resources efficiently.

## 7. Policy and Regulation Lobbying opportunities with Mayor of London and Central Government

- **Implement Rent Control: Introduce rent controls to keep rental prices affordable.**
- **Regulation of private landlords: Strengthen regulations to hold landlords accountable for property standards.**
- **Advocate for Government Funding: Push for increased central government funding for housing initiatives.**

4.54 Many of these suggested activities are already being explored or undertaken by the council. This suggests that there is a disconnect/lack of communication with respondents on the work that the council is undertaking and that these activities need to be highlighted and publicised to residents and stakeholders.

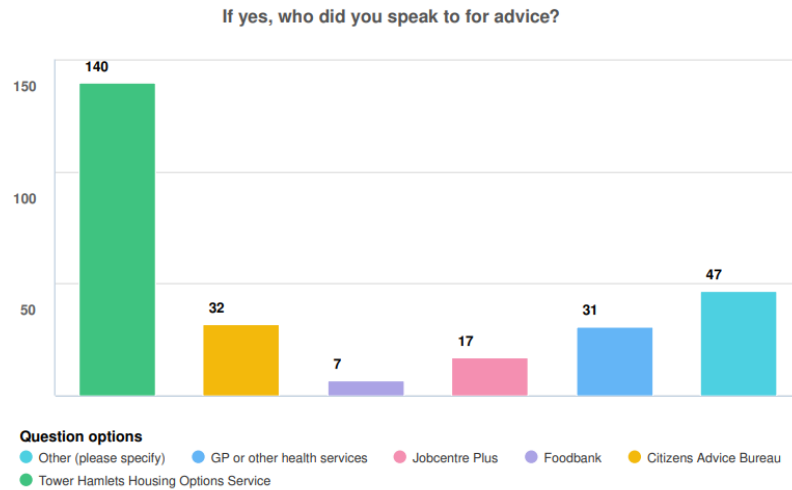
4.55 We asked respondents in **Q10: Have you ever experienced or been at risk of homelessness or rough sleeping?** Of those who chose to answer this question (we received 342 responses, while 17 chose to skip this question), **49% identified that they had experienced homelessness, been at risk of homelessness or had experienced rough sleeping**, while 38% said they hadn't, with 9% of respondents preferring not to say.



4.56 Following on from the previous question, we asked in **Q11: If yes, who did you speak to for advice?** The survey wanted to delve a little deeper and establish who they had approached/spoken to for advice. (Tower Hamlets Housing Options Service, Citizens Advice Bureau, Local Food bank, Jobcentre Plus, GP or other health services or other (to specify).

4.57 This question was aimed at those respondents who indicated that they have experience or have been at risk of homelessness or rough sleeping. Respondents could indicate that they sought assistance from multiple providers.

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29



Optional question (193 response(s), 166 skipped)

4.58 While respondents could tick any number of organisations, in the main, the greatest numbers of those who had experience of homelessness and rough sleeping sought assistance directly with the council's Housing Options Service, but also looked for assistance from the Citizens Advice Bureau, their GP or other health services and from a food bank.

## Appendix A: Analysis by protected characteristic

### 1. Age

- 1.1 177 respondents (49%) who completed the survey provided details of their age.
- 1.2 The table below shows how much agreement there was within each age range for each of the council's proposed priorities.

Percentage of respondents who Definitely/Tended to agree with priorities by age group						
	18-24	25-34	35-44	45-54	55-64	65-74
<b>Working with people earlier to prevent them from becoming homeless and to reduce the use of Temporary Accommodation.</b>	100%	72%	87%	80%	91%	100%
<b>Provide good quality accommodation for people who are at risk of, or where they become, homeless.</b>	100%	77%	96%	87%	88%	100%
<b>Improve customer service and the individual's experience.</b>	100%	80%	95%	87%	86%	100%
<b>Making sure that people have access to the right support services.</b>	100%	79%	98%	87%	86%	100%
<b>To prevent rough sleeping but where it does occur, it's rare, brief and doesn't happen again.</b>	100%	70%	95%	87%	81%	100%
<b>Boost staff resilience and well-being</b>	100%	74%	87%	90%	77%	100%

- The highest and most consistent agreement is in the youngest (18-24) and oldest (65-74) age groups, both showing 100% across all categories.
  - Those aged between 25-34 and 55-64 show more variability and lower agreement percentages compared to the youngest and oldest groups.
  - The 35-44 age group shows high agreement, particularly strong support for ensuring access to support services (98%).
- 1.3 Among those aged between 18-24 (7 respondents, 2% of those who provided their age), they agreed fully (100%) with all six proposed priorities. All also agreed (100%) that the council's proposed priorities are clear and easy to understand. 71% of this cohort agreed that these priorities will help the council to tackle homelessness and rough sleeping in the borough. 57% of this age group said they had experienced or been at risk of homelessness or rough sleeping.
- 1.4 Similarly of those who identified as being between the ages of 65-74, (3 respondents, 1%), they agreed 100% with all six of the council's proposed priorities. Of the 3 respondents, 66% said they had never experienced homelessness or rough sleeping. The same percentage agreed that the council's proposed priorities were clear and easy to understand (67%). However, only 33% of this age group agree that the proposes priorities would help to tackle homelessness and rough sleeping in the borough.

1.5 Within the other age ranges the headlines are:

- **25-34** - 47% of this cohort said they had experienced or had been at risk of homelessness and rough sleeping. 65% agreed that the priorities were clear and easy to understand while just over half agree (51%) that these priorities will help the council to tackle homelessness and rough sleeping in Tower Hamlets.
- **35-44** - 58% of this age group said they had been at risk of experienced homelessness or rough sleeping. There was 84% agreement that the council's proposed priorities were clear and easy to understand, with 62% of respondents in this cohort who thought that these priorities would assist the council to tackle homelessness and rough sleeping in the borough.
- **45-54** - 40% of this cohort said that they had experienced or been at risk of homelessness or rough sleeping. A total of 73% agreed that the priorities were clear and easy to understand. While only 40% agreed that these priorities would aid the council to tackle homelessness and rough sleeping.
- **55-64** - 22% of respondents in this age range said that they had experienced or been at risk of homelessness or rough sleeping. Among this cohort, 74% of respondents said that they agreed that the priorities were clear and easy to understand, however, only 45% of respondents agreed that the council would be able to tackle homelessness and rough sleeping with these priorities.

2. Sex

2.1 Female respondents accounted for 171 of the total responses received (48% of all responses). Male respondents represented 88 of all responses (25%) (just under 25% of survey respondents preferred not to disclose this information).

<b>Percentage of respondents who Definitely/Tended to agree with priorities by sex</b>		
	<b>Female</b>	<b>Male</b>
<b>Working with people earlier to prevent them from becoming homeless and to reduce the use of Temporary Accommodation.</b>	88%	79%
<b>Provide good quality accommodation for people who are at risk of, or where they become, homeless.</b>	94%	89%
<b>Improve customer service and the individual's experience.</b>	89%	86%
<b>Making sure that people have access to the right support services.</b>	91%	89%
<b>To prevent rough sleeping but where it does occur, it's rare, brief and doesn't happen again.</b>	88%	81%
<b>Boost staff resilience and well-being</b>	89%	85%

- Females consistently show a slightly higher level of agreement across all priorities compared to males.
- The highest agreement for both genders is seen in the priority of providing good quality accommodation (94% for females, 89% for males).
- The lowest agreement is seen in the priority of working with people earlier to prevent homelessness (88% for females, 79% for males).
- The data suggests that while both genders largely agree on the priorities, females tend to show stronger support for each of the priorities listed.
- 71% of all female respondents compared to 80% of male respondents indicated that our priorities are clear and easy to understand.

2.2 When asked if they had experienced homelessness or rough sleeping or had ever been at risk of rough sleeping or homelessness, 47% of all female respondents said yes, whereas 41% of those who identified as male, said that they had this lived experience. However, both sexes had the same approval percentage on whether or not they thought that the council's proposed priorities might help the council to tackle homelessness and rough sleeping – 53% said Yes for both sexes.

### 3. Sexual Orientation

3.1 The table below shows the agreement percentages among respondents who identified as LGBTQI+ (17 respondents/5% of all respondents) who chose to provide this information.

<b>Approval rating of respondents who identified as LGBTQI+ who Definitely and Tended to agree with the priorities</b>	
	<b>%</b>
<b>Working with people earlier to prevent them from becoming homeless and to reduce the use of Temporary Accommodation.</b>	88%
<b>Provide good quality accommodation for people who are at risk of, or where they become, homeless.</b>	100%
<b>Improve customer service and the individual's experience.</b>	88%
<b>Making sure that people have access to the right support services.</b>	100%
<b>To prevent rough sleeping but where it does occur, it's rare, brief and doesn't happen again.</b>	88%
<b>Boost staff resilience and well-being</b>	87%

- 76% of respondents who identified with this protected characteristic agreed that the proposed priorities are clear and easy to understand, 18% disagreed while 6% said that they didn't know.
- 35% of respondents disclosed that they had lived experience of homelessness or rough sleeping, 47% said that hadn't with 18% preferring not to say or choosing not to disclose this information.
- 65% agreed that the council's priorities will help to tackle homelessness and rough sleeping over the next five years (25% said that they didn't know) and 6% said they didn't think that the priorities would help.

### 4. Race

4.1 The most represented race/ethnic groups identified as Bangladeshi (26%), followed by those who identified as White English, White Scottish, White Welsh, White North Irish, and White British (23%), Black British, Caribbean, African (8%), White other (5%) and Asian/Asian British (4%).

4.2 All other indicated races/ethnicities which respondents identified with have been collated together - (Any other/Asian background/Black/ Black British or Caribbean background/any other ethnic group/Any mix or multiple background/Arab/Black, British Black/Caribbean/Indian/Other African/Other ethnic group/Pakistani/White Asian/White

and Black Asian/White and Black African/White and Black Caribbean/White Irish – 74 respondents, 21% of all responses).

- 4.3 The percentage rates of those who Definitely/Tended to agree for the largest represented groups and the combined total of all other ethnic groups which residents identified with, has been set into the table below and highlights that there are variations in priority agreement across different ethnic groups, with some groups showing consistently higher or lower levels of agreement with the stated priorities.

<b>Percentage of respondents who Definitely/Tended to agree with priorities by race/ethnicity</b>						
	<b>Bangladeshi</b>	<b>White: English, Scottish, Welsh, Northern Irish, British</b>	<b>Black British, Caribbean or African</b>	<b>White Other</b>	<b>Asian/ Asian British</b>	<b>All other</b>
<b>Working with people earlier to prevent them from becoming homeless and to reduce the use of Temporary Accommodation.</b>	72%	85%	89%	100%	93%	90%
<b>Provide good quality accommodation for people who are at risk of, or where they become, homeless.</b>	82%	94%	86%	94%	93%	90%
<b>Improve customer service and the individual's experience.</b>	85%	88%	86%	89%	100%	90%
<b>Making sure that people have access to the right support services.</b>	86%	95%	86%	100%	87%	90%
<b>To prevent rough sleeping but where it does occur, it's rare, brief and</b>	83%	80%	89%	89%	93%	88%



<b>doesn't happen again.</b>						
<b>Boost staff resilience and well-being</b>	86%	80%	96%	88%	93%	88%

- Respondents who identified as White Other consistently showed very high agreement across all priorities, particularly for **Priority 1: Working with people earlier to prevent them from becoming homeless and to reduce the use of Temporary Accommodation (100%)** and **Priority 4: Making sure that people have access to the right support services (100%)**.
- Those who identify as Bangladeshi tend to show lower agreement percentages compared to other groups, particularly for **Priority 1: Working with people earlier to prevent them from becoming homeless and to reduce the use of Temporary Accommodation (72%)** and **Priority 2: Providing good quality accommodation for people who are at risk of or where they become homeless (82%)**.
- Respondents who identify as Asian/Asian British show the highest agreement for **Priority 3: improve customer service and the individual's experience (100%)**.
- The Black British, Caribbean or African group shows the highest agreement for **Priority 6: Boosting staff resilience and well-being (96%)**.
- White: English, Scottish, Welsh, Northern Irish, British tend to show lower agreement **with Priority 5: To prevent rough sleeping but where it does occur, it's rare, brief and doesn't happen again**, and **Priority 6: Boost staff resilience and well-being (80%)**

- 4.4 Of those who identified as Bangladeshi, 68% of these respondents thought that the council's proposed priorities are clear and easy to understand with 15% disagreeing and 16% uncertain. When asked if they thought that the draft priorities would help the council to tackle homelessness and rough sleeping in Tower Hamlets, 48% agreed while 37% did not know and 15% disagreed.
- 4.5 57% of respondents who identified as Bangladeshi indicated that they had been at risk of, or had experienced homelessness or rough sleeping, 23% said No, they had not while 20% preferred not to say or chose not to disclose this information.
- 4.6 Respondents who identified as White – English, Scottish, Welsh, Northern Irish, British agreed (73%) that the council's proposed priorities were clear and easy to understand. Some 41% of this group agreed that these priorities would help the council to tackle homelessness and rough sleeping, while 41% said that they did not know and 15% did not think that the priorities would help.
- 4.7 Among respondents who identified as Black - British, Caribbean or African, 62% agreed that the council's priorities are clear and easy to understand, while 28% disagreed and 10% did not know. Across this cohort, 66% thought that the priorities would help the council to tackle homelessness and rough sleeping. Within this group,

48% said that they had experienced or been at risk of homelessness and rough sleeping, while 52% said they had not.

## 5. Religion or belief

5.1 The most represented religion or belief system which respondents identified with was Muslim (126 responses or 35% of all responses received). Those who identified as Christian represented 58 respondents or 16% of all responses received. A total of 49 (14%) of respondents said that they held no religion or belief, while all other faiths (Any other religion, Buddhist, Hindu or Jewish) represented 2% of all respondents (8 responses combined).

	Muslim	Christian	No religion or belief	All other
<b>Working with people earlier to prevent them from becoming homeless and to reduce the use of Temporary Accommodation.</b>	86%	86%	90%	100%
<b>Provide good quality accommodation for people who are at risk of, or where they become, homeless.</b>	87%	90%	94%	100%
<b>Improve customer service and the individual's experience.</b>	87%	86%	92%	100%
<b>Making sure that people have access to the right support services.</b>	86%	93%	94%	100%
<b>To prevent rough sleeping but where it does occur, it's rare, brief and doesn't happen again.</b>	86%	84%	85%	100%
<b>Boost staff resilience and well-being</b>	88%	86%	82%	100%

- Residents who identified as belonging to 'Another religion, Buddhist, Hindu or Jewish' showed unanimous agreement (100%) across all the priorities.
- Those who held "No religion or belief" consistently shows higher agreement percentages compared to Muslim and Christian groups, except for Priority 6: Boost staff resilience and well-being where it is lower (82%).
- The percentages for Muslims and Christians are relatively close across all categories, with slight variations.
- The highest agreement from all groups for **Priority 2: Provide good quality accommodation for people who are at risk of, or where they become, homeless** and **Priority 4: Making sure that people have access to the right support services**.
- The lowest percentage of agreement is for **Priority 6: Boost staff resilience and well-being** among those with "No religion or belief" (82%).

## 6. Disability

- 6.1 From those who chose to disclose this information, 19 of respondents (19%) of respondents indicated that they had physical or mental health conditions or illnesses lasting or expected to last 12 months or more. From those respondents who affirmed that they did, 78% said that they had experienced or been at risk of homelessness or rough sleeping.
- 6.2 74% felt that the proposed priorities were clear and easy to understand, however only 49% of this group thought that these priorities would assist the council to tackle homelessness and rough sleeping in Tower Hamlets.
- 85% of this protected group definitely or tended to agree with **Priority 1: Working with people earlier to prevent them from becoming homeless and to reduce the use of Temporary Accommodation**
  - 85% definitely or tended to agree with **Priority 2: Provide good quality Accommodation for people who are at risk of, or where they become, homeless.**
  - 81% definitely or tended to agree to **Priority 3: Improve customer service and the individual's experience.**
  - While 87% definitely or tended to agree with **Priority 4: Making sure that people have access to the right support services.**
  - 85% definitely or tended to agree with **Priority 5: To prevent rough sleeping but where it does occur, it's rare, brief and doesn't happen again** and 83% agreed with **Priority 6. Boost staff resilience and well-being**

## Appendix B: Free text questions and respondent's comments

### Question 3- Please explain why you agree/disagree with the priorities.

<p>From my experience, rough sleeping incidents are not rare and it is a long cycle to break, even where numerous offers of support are given, even during SWEP. Various factors also cause rough sleepers not to want to take accommodation, i.e. unable to take pets or not able to be housed at the same location as their partners.</p>
<p>There are too many homeless people in this area. There is insufficient housing all round as we know so it all needs to improve. I don't think the sign posting as to what individuals can do to help street sleepers is good enough.</p>
<p>I am concerned about homelessness particularly regarding families who are put in temporary accommodation, often out of borough. This is a much more prevalent and hidden problem (with long-lasting consequences for children) than that of people who are visibly sleeping rough and begging. I am also, of course, concerned about the latter.</p>
<p>I agree with the themes as I used to volunteer for Crisis and help with church meals for the homeless. I no longer donate my time but try to support Whitechapel Mission and other charities that help with homelessness.</p>
<p>Having high-quality relevant support services is vital</p>
<p>I think it's terrible that people are sleeping rough, and that there's more homelessness in Tower Hamlets than before.</p>
<p>Because homelessness is not a nice position to be in nobody cares</p>
<p>Bit concerned what you mean by making sure rough sleeping where it does occur, is rare, brief and doesn't happen again. Don't want individual homeless people punished in anyway. If you don't have suitable accommodation available for them, they might have to sleep rough more than once. What will happen to rough sleepers who are not British Nationals?</p>
<p>I believe helping people at risk/before they become homeless is the least intrusive option for the person at risk. I'm expect this would also be better option for staff too, who must find it challenging.</p>
<p>I think that homelessness is more likely related to unmet social and health needs that could be addressed more directly to prevent and reduce homelessness. Directing people to the right support would help with this, as would preventative support. This will also be an ongoing issue with lack of social housing. I really feel the council needs to push to reclaim / buy back social housing in the area - particularly from larger landlords.</p>
<p>Based on current homelessness crisis situation these are very common social requirements. Indeed it is the councils' responsibility to act because our neighbours and relatives are busy with themselves. It is only the council- people can turn into as a last resort.</p>
<p>Homelessness should not be an issue in a first world country but is tied up with mental health and social issues. Society needs to be responsible for these people and to ensure no one slips through the net into homelessness which then exacerbates the problem making it harder to solve. Early intervention is critical.</p>

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

<p>You need to provide accommodation in areas where people will not fall back into homelessness due to old habits or contacts dragging people down.</p>
<p>Accommodation should be built to discourage anti-social behaviour and encourage a community and working spirit.</p>
<p>We have a serious problem of rough sleepers in Tower Hamlets - more resources should be allocated to hire more social workers, offer more temporary accommodation and help people hey back on track through counselling and other means.</p>
<p>It sounds like a good, compassionate strategy to reduce rough sleeping and help achieve better outcomes.</p>
<p>They all seem to be strongly aimed at being preventative or at least reduce the time people spend homeless. I completely agree that staff also need to be supported in dealing with homelessness.</p>
<p>Housing is one of the biggest problems in Tower Hamlets. It is awful to see so many people sleeping rough, especially those who have complex needs or those who have sought asylum here. There is a big shortage of housing including good quality housing. I do worry for staff who having to deal with people's frustrations/anger and very upsetting stories as this must have an impact on them.</p>
<p>Homelessness is a problem that doesn't have to exist in a developed country. The Everyone In scheme during Covid proved that.</p>
<p>These all sound sensible.</p>
<p>These are all positive sentiments. Why wouldn't I strongly agree</p>
<p>Helping to prevent and resolve issues is appropriate</p>
<p>My opinion -as I work in this sector, I have a good understanding</p>
<p>The "rare, brief, and doesn't occur again" is phrased in way where it feels like someone who's homeless should go to someone else's neighbourhood to rough sleep? I don't agree with such statement, and think the focus should not be on "making the nuisance go away"</p>
<p>Anyone can become homeless and we need to tackle the underlying causes not just wait until people become homeless.</p>
<ol style="list-style-type: none"> <li>1. early intervention works</li> <li>2 sustainable accommodation</li> <li>3 think about peer-to-peer support and involving those with a lived experience</li> <li>4. encourage joint working</li> <li>5 training</li> </ol>
<p>Agree with the principles of all statements but some of the language could be changed/re-thought - i.e. 'quality accommodation' - this differs depending on the applicant etc. Also, point 6 - agree but should this be a specific part of homeless strategy?</p>
<p>3,4,5 are very important. Bolstering street link and rough sleeping verification would be helpful. 4. people getting linked with services when they are clearly vulnerable but not diagnosed</p>
<p>3 - this is too vague and should include a commitment to outreach/in-reach/mecc 4 - again too vague. Is this about PHPs or (hopefully) joint commissioning/partnerships?</p>

<p>1. early prevention work is the key to prevent homeless                  2. invest with your hostel provision to ensure it is quality as people are in TA for longer periods                  3. Invest in customer care training                  4. Have your pathways advertised/joint meeting with DA team as an ex                  6. Ensure caseloads are manageable and provide effective training and support is in place. Use an EAP service</p>
<p>Because more of these are happening much at present and it is vital that they do</p>
<p>Persons experiencing homelessness deserve dignity and sleeping on the street ( rough sleeping is a euphemism making it sound better than it is) not only experience lack of accommodation but additional health complications, risks of physical and sexual assault, inability to find work due to our home/post-code based systems of communication and location verification, among other ills.</p>
<p>I agree with all of these as I was once homeless and know how much it means to have a house; therefore, I agree with these themes to better homelessness</p>
<p>As was very close to homeless myself before my experience with the department in regard to homelessness was inconsistent as to how I would get the help I need at times. Sometimes it depends on the person in contact at the time to the way they deal with the situation. They don't sound happy to help, rather they do it because it's their job.</p>
<p>No one should be homeless. If your homeless hard to establish yourself in a community and society.</p>
<p>It will improve the safety and reduce the crime</p>
<p>I agree with it is as I have firsthand experienced homelessness and am now in temporary accommodation places by Tower Hamlets. It's not an easy process at all and small things like customer service mean a lot. I believe it is imperative and highly important to make it known how to access the right support and give good quality accommodation. I was homeless with three daughters with me and it is so important as a human to provide good, conditioned accommodation. We should be treated as humans not as a burden.</p>
<p>The staff members at the tower hamlets department are very rude and unhelpful. They don't care about genuine people that need help. I have written to several members at the housing department about my living condition and they don't care.</p>
<p>I've agreed to the above themes as I am currently a homeless applicant whose been living in a temporary accommodation for the past 4 years with my husband and young child and till this day we are struggling. Being homeless is an ongoing struggle mentally, physically and mainly financially.</p>
<p>Each of these themes should have already been in place or addressed and so it would be impossible to disagree with them.</p>
<p>I believe if you catch people in risk of homelessness early with the right housing, psychological, and physical health support, they will not become entrenched</p>
<p>I strongly disagree with most statements, tower hamlets council have made me feel that it's hard to come by help, I've spent years feeling let down by them, mentally the council have affected me and disregarded anything I have said and have made me lose faith in them as a whole. I am in temporary accommodation with 2 sons, a 1 bed on the 2nd floor 40 steps up and can never leave the house, I have requested for the last 2 years to be moved by I either get ignored or told to wait, my housing officer has spoken to me once in 2 years despite countless emails and calls I have sent him. My parents talk of how the council were years ago and how they were helpful, although this is going back 40 years,</p>

<p>a lot has changed, not for the better though. Wholeheartedly I feel tower hamlets is going downhill with their housing and homeless approaches, they aren't stopping homelessness, they are encouraging it</p>
<p>Having the right support service and provision is key - this include effective join up between service, Those who are homeless often have a range of support need and there ensure the appropriate service support is there is key to support someone to cope. To try to prevent rough sleeping but where it does occur, it's rare, brief and doesn't happen again - I think this is a value statement which needs more context</p>
<p>Many families in my block has been housed by Tower Hamlets council and their flats have bad mould. After letting the council know of their situation, there was no solution provided. These families have children who are aged between 1-5 and it's causing them health problems. My personal experience with the housing officer was not great either, after I was put in a temporary housing, I only heard from him 1 time in the whole 5 years I've lived here. I needed help regarding rent issues and other things but I had no reply. I wasn't the only one that this happened to. It ends up impacting our mental health as the people who we are supposed to get support from, just left us be without any help. I believe the council should look at these families from the ethical side and see if the situation they are in is just.</p>
<p>More people are becoming homeless every day due to multiple reasons including cost of living crisis, and its impact on general wellbeing and mental health etc. These people need to be supported asap to prevent the spiral that homelessness means making things worse for them.</p>
<p>I strongly agree with the themes because by doing so we cannot only prevent homelessness but also avoid worsening the condition of the whole family or even we can save our society. Moreover, homelessness can result in many crimes such as harming other people, violence and crime rate will increase, and human rights will be violated.</p>
<p>I agree with the themes since these will help prevent homeless get to its worse degree. By getting to the root of the problem and providing care to those who desperately need it will create a happier society.</p>
<p>I hope what I agree with can be better than everything in this point, thank you</p>
<p>I believe in a developed country in 21st century its citizens should not be in danger of homelessness. It should be the responsibility of the government and citizens to avoid homelessness. The rough sleepers, be it intentional or real, damages the prestige of a country and questions the welfare of a society. Additionally, homelessness imposes a big burden, including financial, on a council and severely impacts rough sleepers.</p>
<p>Staff are like robots they need re training and develop some empathy skills</p>
<p>Because all questions are asked it's right.</p>
<p>I am living in temporary accommodation for more than 6 years and I have lots of health problems. I have emailed my housing authority several times also I have filled up some form few times explaining in detail how my health affects my daily life but I did not receive any positive response.</p>
<p>Overall there are many factors that need to improve such as improving customer service satisfaction.</p>
<p>Homelessness is very painful in mentally and physically. For the people. So it's better to take steps before homelessness.</p>
<p>I agree with anything see it right and vice versa</p>
<p>I agree because I'm also homeless I need good and suitable accommodation for my children .I'm homeless in Tower Hamlets</p>

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council’s new Homelessness and Rough Sleeping Strategy 2024-29

Early intervention will help lots of people to have a place to lay their head with their families.
I agree because at the moment the homeless system is terrible and there is no service of first come first serve. And I myself are suffering from living in a homeless accommodation which is damp and every house that was given to me by homeless has been severely damp and nothing had been done about it, the system needs to be fixed.
I agree because I am one of the homeless and know live in very difficult conditions in temporary accommodation I know there are many who have no home
At some stage people that work in homeless departments help residents but most of the time seems like they do not care about residents or willing to help or give good advice. Homeless places are not fit for health and safety for people to stay in also do not have cooking facilities for people like me to cook and eat. I cannot afford to eat out every day.
I agree to the themes because when staff resilience and wellbeing are being boost their confidence level at work will be high.
no comment
Helping people before they choose the wrong path will definitely help. When it’s too late the help won’t work or will be slow progress.
To give more support to people the need help.
I have been homeless been 7 years and I have a disabled child living with my husband and other two kids. I have given to a hotel service first, then moved us to near xxx for 4 months. Tower Hamlets has moved us on Tower Hamlets on a temporary accommodation in 2018 then moved us to another temporary accommodation. I have disabled children, because of this kind of moving my disabled child is not fixed to any accommodation. In the meantime, My neighbour, attacked my disabled child by hammer, police came arrested neighbour from his home. My disabled child is always feeling unsecured and unsafe in my current accommodation. I met Tower Hamlets Mayor after the incident with disabled child and he ensured me that I will be given and moved into a permanent accommodation as soon as possible. Mayor has contacted with housing officer and replied me my housing bidding position is on number x now. It’s been more than a year now. I am still living on unsecured & unsafe accommodation. I am very disappointed to the Tower Hamlets because they are not taking any seriously action for my permanent accommodation. We are husband & wife and three young children living in the current temporary. Please take a serious care for my permanent house.
Because I am suffering with my current temporary accommodation with my autistic son
I believe everyone should have a place to stay
Because this should be addressed as it isn't at the moment.
It is with everyone’s best interest in mind.
I agree with what I think will help the population develop into one with a better support system and decrease the chances of needing to go into temporary accommodation.
These will help the council to meet the increasing challenges facing residents who are at risk of or who present as homeless. These are easy for residents to understand at a time when council and partner agencies are stretched and demand is high for housing support.



<p>working with people who are desperate for housing support and who may also have complex other needs too must be gruelling and take a toll on staff. Improving resilience and wellbeing amongst staff will help them to provide better customer service and support them when they have to give unpopular advice and decisions.</p>
<p>I agree with all of these themes because they seems to go hand-in-hand in preventing people from suffering through rough sleeping. Prevention &amp; immediate action are a priority when trying to avoid people falling into extremely entrenched version of rough sleeping which is prominent in the clients my organisation works with at the moment.</p>
<p>Don't know</p>
<p>People become homeless for all sorts of reasons, and fighting to prevent it often misses out key factors -- someone could be considered 'making themselves homeless' for example, due to a breakdown in their living conditions - and then you could force them to put up with something intolerable because of failures with assessment.</p>
<p>I definitely agree with all but one of these themes, because they are all valid for both client and staff wellbeing and experiences with homelessness. With the first theme, I am not sure I fully agree with reducing the use of Temporary Accommodation as this can be a vital lifeline for many clients in need of emergency housing due to a range of needs. But I do definitely agree that people should be supported earlier to avoid and prevent homelessness and maintain their housing.</p>
<p>Working for people who in needs is their human rights.</p>
<p>The best services provide best environment and prevent people to be homeless.</p>
<p>Prevention duty needs to continue in line with discussion on The Renters (Reform) Bill to end 'no fault' evictions, especially tackling rogue providers.                  The quality of temporary accommodation and length of time an applicant stays in temporary accommodation has a great long term impact on health and well-being.                  Clear move-on pathways from temporary accommodation i.e. PRS, supported housing - between LA &amp; housing associations - this includes strengthening partnerships between Adult Social Care and other support services.                  Education that rough sleeping is dangerous and should not be an option to find a housing solution.                  Gatekeeping of accommodation for applicants who are in priority need due to a physical or mental health condition to end - to be provided with a clear pathway into secure accommodation to prevent their health deteriorating further and needs increasing; this includes households with children. Clearer communication &amp; pathways between the Home Office and the local authority to ensure NASS leavers are fully supported and not evicted to the streets.                  More resources in staff wellbeing &amp; development, including reflective practice and support to achieve development goals through Inclusion &amp; EDI groups.</p>
<p>I believe that prevention and good quality accommodation for those who become homeless or at risk of is the most important point - Hostels are not holistic environments nor are they supportive in a lot of ways. This does the opposite of preventing sleeping rough. This also creates a cycle of sleeping rough because people do not hold down their tenancies in TA. Especially if you are using drugs and trying to come off them, the hostel environment encourages drug use and makes it more difficult to be sober.</p>

<p>Agree because there really shouldn't be any excuse for people to be homeless in the 21st century in our society and every effort should be made to eliminate homelessness and the information support and training available to those whose job it is to work with people facing this predicament.</p>
<p>I strongly agree with all of the above statements, because I believe if there was more effort to prevent rather than chasing after homelessness has impacted them, it will be easier to navigate. Rough sleeping and being at risk of homelessness is a stressful and chaotic time, and really impacts people's mental health, which then makes it more difficult for them to engage with services who are there to support, where as if we are able to put help towards the prevention, it would alleviate some of these issues. And with regards to staff resilience and wellbeing, it is a difficult and challenging sector to work in, and I believe if there was more support and contributions to staff, it would help immensely, as everywhere tends to be short staffed and overworked, which then ultimately impact the clients as well.</p>
<p>It's important to help vulnerable people from being homeless as living on the street is unfair to them who are not given any other option</p>
<p>Because those in need should be safe, be helped, and supported with finding a purpose, a job, and a home</p>
<p>Because they are important.</p>
<p>I agree with all themes, but recognise that some homelessness can't be prevented, e.g., DV/DA, illegal subletting, illegal evictions with harassment, etc. Access to right support services is important, but not the responsibility of Housing Options Service. Boosting staff resilience and wellbeing CANNOT be pushed onto staff as their responsibility (as it currently is) because the problems were created by the Service ignoring the pleas of overwork, creating dangerously high levels of stress through under-resourcing and ignoring compassion fatigue by failing to provide reflective sessions to discuss the impact of the relentless torrent of misery, distress and frustration.</p>
<p>I agree that supporting people before they become homeless is key and ensuring they have the right support to is important as well. A challenge is that residents with support networks in borough do not want to move out of the borough and I see that as a barrier as there is little accommodation in borough - perhaps this fits into the theme about improving customer experience or support services - but I think we need to think about how we support people when they have to be rehoused (temporarily or permanently) away from their support networks as that is a barrier to people accepting accommodation and staying in temporary accommodation.</p> <p>In regards to support services I think substance misuse and mental health are big contributors to homeless that I see in working with homeless people in hospital, so hopefully that is what is meant with "support services". I think to tackle homelessness we need to ensure those services and third sector organisations that support those people are adequately funded and resourced.</p>

PRHA has a long-standing commitment in supplying good quality housing and support to Tower Hamlets residents who end up rough sleeping or homeless. We typically work with people in our communities who are the most vulnerable or "at risk" and who have very complex needs and poor engagement with services and require 24/7 hostel support to remain off the streets. Partnerships with all stakeholders is vital to ensuring this group achieve the best outcomes and our general point will be for this strategy to see these partnerships not only maintained but developed further in the coming years. In particular we would like to offer to work with other partners to contribute to the final version of this strategy .

Making sure that people have access to the right support services

Ensure dedicated leadership and resources to ensure the homeless cohort who move into hostels receive optimal healthcare services to ensure their health needs are met. This is especially needed as support needs of rough sleepers have increased significantly over the last ten years.

We are also seeing increased support needs amongst our residents in semi-supported housing. While we do provide general support to these residents, the thresholds of other specialist services (e.g. mental health and detox) mean that people often have to reach crisis point before they receive any support . As most of these residents are formerly homeless they can be vulnerable to repeat homelessness when this happens.

To have a strategic leadership forum involving decision-makers in housing, adult social care, health and mental health services and hostel providers to ensure joined up partnerships and ensure resources are targeted efficiently.

Ensure that the role of supported housing & hostels in preventing repeat homelessness is understood within the council and landlords of supported housing engaged with as valuable partners rather than just as a commissioning arrangement.

Provide good quality accommodation for people who are at risk of, or where they become, homeless

Ensure joined up approaches between the commissioning of support services and Housing Benefit teams so as to ensure that there is a robust funding of supported housing in the next few years.

Work in partnership with landlords to ensure that future planning for needs and investment is possible.

Working with people earlier to prevent them from becoming homeless and to reduce the use of Temporary Accommodation

Look at how homeless prevention resources, funding and interventions can be developed further so as save resources down the line and improve the outcomes of those at risk of homelessness.

<p>Embedded rough sleepers tend not to enter services because of their complex issues and there is no legal provisions to force people to engage. Therefore arranging appointments, assessments, interventions, support sessions all fail when the client does not turn up due to their choices to indulge in drug , alcohol and mental health conditions. There needs to be motivation and /or sanctions.</p>
<p>I believe that the homeless sector in Tower Hamlets is doing an incredibly important job with very limited resources at a time when homelessness is very high. I believe the themes and approaches laid out above are correct and what is needed as homeless people have often been let down by those around them and have varied and complex needs which should be in the interests of everyone in society to help resolve. The homeless sector cannot do everything alone and they need resources and trust in their work and ability to help begin to fix the problem while ensuring that the correct housing and other support is available so people can move on from homelessness and never return to it.</p>
<p>Currently services commissioned by the LBTH are underfunded and under resourced and put a strain on the organisations that deliver them. Fixed financial envelopes have not changed in years, and inflationary increase has not been accounted for in many instances. Because such envelopes are fixed there is not possibility for the introduction of salary scale for workers, meaning a high turnover of staff and discontinuity of services for clients. As a result of this, as well as other factors, homelessness has increased and voluntary organisations, whose mission is to alleviate this problem, are left struggling. A complete overhaul of the commissioning of homelessness service in TH including, crucially, SWEPP provision is necessary and long overdue.</p>
<p>These themes are at the heart of Providence Row's work with people affected by homelessness.</p>
<p>Homeless work should be done by Homeless people - regular citizens get demoralised and have a white saviour complex. More importantly we can manage resources better ! There is too much emphasis on services sometimes 60 charities and orgs can be involved at once. They are trying their best but the money could be spent on DIRECTLY empowering affected people and creating opportunities rather than paying citizens to clean up the mess.</p>
<p>I am a former tower hamlets resident and have been unintentionally homeless since my family was evicted in 2021. I work and live in tower hamlets also, working at mile end leisure centre and I study at university. Though I have spent a majority of my life living, studying and working in tower hamlets, I believe in this regard my family and I have been neglected.</p>
<p>Everyone deserves quality sleep and safe, healthy and perfect accommodation.</p>
<p>This will encourage more people to go through the easier route of getting a property, this will gain an unfair advantage for people who are on the housing list and who are overcrowded. An example is a single parent with children will show they are homeless and gain a house earlier than someone who has been on housing list for years as overcrowded. This has happened in tower hamlets and these are all known within tower hamlets.</p>
<p>I agree as the key focus needs to be on reducing homelessness, providing better accommodation and better customer service experience, and ultimately supporting people out of homelessness and rough sleeping.</p>
<p>It's important that we have less street homeless</p>
<p>I have heard so many stories of people not feeling safe in the accommodation provided for people with these complex issues and also if staff are not in it for the right reasons or well trained and looked after they will not be able to truly help people with complex issues.</p>

<p>These are the important information required to help the people from becoming homeless, the earlier intervention the better it is for people and the staff.</p>
<p>Nobody sleeps rough for fun, and all efforts should be made to minimise it. No mention, though, of the Mental health element in causing rough sleeping.</p>
<p>Prevention from homelessness is difficult to apply as you can only apply to those that are threatened with homelessness and this could be too late. More understanding of renter's rights, rent affordability, or affordable housing can also help. The rental market is unfortunately a very hard environment.</p> <p>Accessibility to services should be a priority but this should also come with more staff rather than book their resiliencies there should be more budget in acquiring more personal and better training overall.</p>
<p>More affordable housing and social housing for families (3/4 bedrooms) should be built in the Borough to stop gentrification</p>
<p>It makes sense to be able to intervene early and to try and prevent homelessness, there are so many reasons it could happen to anyone no matter who you are or where you are from. Losing your job, break down in relationships, domestic violence drink and drug misuse/addictions the list goes on, there should be basic guidelines and simple steps to break down what are all the cases and how to deal with them and to know where to go for help, not just the person affected but also for family and friends and the community. When people seek help it is always so important that they are not judged and they are greeted with a helpful friendly person.</p>
<p>Homeless people should be housed but the accommodation should not be better than the Ricard or social rented sector.</p>
<p>It is a good idea to keep in mind the customer service, but I think the overall experience with your services will depend on whether or not you can actually help them. So if a client is in need and cannot access emergency accommodation or the assessment takes a lot of time to finalise, the overall experience will be bad.</p>
<p>The bough is plagued with drug addicts and homeless people, who are often aggressive</p>
<p>They are all so important - the current state of housing and homelessness service is simply appalling, because they are so overwhelmed. I work in the NHS and the impact it has on health and wellbeing is so significant.</p>
<p>Your working is so slow</p>
<p>Support for people experiencing rough sleeping is very important - as is being able to access appropriate accommodation both in an emergency and in the longer term. Alongside this there is a need to prevent repeat homelessness, ensuring people who have been street homeless do not return to the streets - or if they do are helped quickly. These priorities are in line with London-wide programmes such as Life off the Streets (GLA). However, I would also suggest a theme which is about partnership / joined up working - across public, private and community and voluntary sectors. This is a problem that needs a broad coalition - led by LBTH and with their power to convene central to what is developed</p>

<p>These are good aims to achieve and therefore if achieved the council can save a lot of money and focus on financially investing on more social housing which is in great demand.</p>
<p>Your themes are not really clear. I'd prefer to read concrete and practical examples that should reduce the homelessness in Tower Hamlets. Homelessness in Tower Hamlets is growing a lot in these last 10 years and people seem more aggressive and with mental health issues compared to the past. I don't think your approach all reduce this behaviour.</p>
<p>I strongly believe that only a combination of all of the above practices will bring positive outcomes to our services. They are interlinked and dependent on each other for the other part to work well and I think all should receive high attention.</p>
<p>I think that it's incredibly difficult, but Hostels aren't working. They don't provide a safe environment for the homeless, or those battling addiction. Drug use and mental health needs should be addressed first. The staff in hostels and those who work in association are amazing and should be supported. There needs to be standards set. I believe that the Council's Relationship Managers help to provide stability and support to residents and staff.</p>
<p>Ultimately if they have a better experience and better service then they will stay when they are offered a placement. Also good accommodation out of an area which is likely to trigger them into relapsing.</p>
<p>Agree with the overall aims, but what is needed is a range of ways that these get implemented and high level priorities need to be seen alongside the detailed implementation strategy. Also needs to understand the different circumstances that may be facing different individuals and or communities and have a strategy that can take account of different access needs</p>
<p>I have been in this borough for nearly 8 years now I have experienced all those and noticed during this period.</p>
<p>We need to turbo boost a strategy that brings tangible outcomes for people - the status quo is currently not acceptable</p>
<p>It's common sense</p>
<p>They all aid in the prevention of homelessness</p>
<p>they are very relevant and clear</p>
<p>Mostly self-evident, all points and things for which we should aim.</p>
<p>Prevention is always key and if we work on preventing early could help especially with footfall in emergency duty. Customer service is vital as it helps give reassurance to members of public that their case will be dealt with professionals dedicated to helping improve service.</p>
<p>it's all important to provide a good service and maintain a good work environment</p>
<p>Do not feel staff resilience is boosted by management</p>
<p>More needs to be done in terms of staff well-being.</p>
<p>I agree with the themes as long as they come with realistic actions plans that don't over burden staff</p>
<p>Due to current demand and lack of staff preventative work is not being done and the service is currently reactive.</p>

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

There is nothing to show that there is significant change within the service in every area including staff well-being
In regard to boost staff resilience - this should be an internal priority. Improve customer services - should be reworded
I agree with themes as it is best practise and the way forward to enable staff and residents alike to have a streamlined effective service
I disagree with Rough Sleeper prevention as I feel that they end up rough sleeping before they are supported.
I agree to early prevention of homelessness, it allows time to help clients explore their housing options and it allows Housing options staff enough time to support client. It will make it less stressful for client and the case officer.
most experiences are subjective and cannot be generalised.
I don't work in this service, therefore don't understand this questionnaire and does not relate to me
They all improve the service provided to the residents.
I agree with provision of providing advice earlier; good quality accommodation; making the right support services accessible to all because it meets the needs of both Service Users and members of staff, resulting in TH being a good place to live in as well as work within.
As a public servant it would be in the interests of our clients to provide the best service possible and the earlier the better. Staff would also benefit from the provision of the above as it would assist in avoiding conflict.
Currently, support is very low and needs improvement.
it is very essential to work with people and prevent them from being homeless
All positive themes will help both our clients and colleagues alike to be in a position to not only offer better support but also guidance and signposting to other support services that might be available.
I believe good support and customer service provides assurance for resident. gives better understanding and motivates to act accordingly.
Agree because protect people & their well-being matters
I am not sure what can be done to prevent homelessness but for all other themes more could be great
Because Homeless has negative effects on family and Children, Working towards fixing this issue will be gratefully beneficial
I follow there activity I saw they work hard
Tend to see a lot of people on street who are homeless and not getting the correct help and support
All above questions is very important to the local community
Current accommodation is in very bad condition
All of the themes need to be addressed urgently as the homelessness and rough sleeping crisis is getting worse
Because being homeless means more likely to become sick
Strongly agree but students should have more priority especially exam students
Preventing homelessness through education, support etc is a better and more sustainable. Paying for housing when tenants has no way of supporting themselves is of false economy

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

People need good quality housing
Never have had exceptional service, it's like I owe them something. Government employees lack accountability
From my personal experience I was put in a B&B with my 4 year old child after 4 month I was housed in (redacted) I suffer with a heart condition even knowing this my Housing Officer put me here knowing I have zero support which I need with my health
For person that homeless is depression I can't remember 2018 with my little boy suffering council pushing me from one place to another before they gave me where I am since 2019 am still in temporary with 3 children 18 years 16 years, 5 years in one bedroom
They are sending outside tower hamlets
As a homeless resident being in temporary accommodation, I have experienced the worst form of service from TH. I'm a DV victim and I thought I'd be supported but instead I was continuously suffering. I'll never ever forget the experience I am currently going through and I'll never forgive TH.
Better service mean a better community and a safer community
They are logical and reasonable - provided there are resources behind them
Because they are factual statements and should be implemented universally.
I agree because people should have access to the right support services
Our individual experience with housing was poor as if to 2+ years to get a bidding number even with constant communication with our housing officer at the time. Our temporary accommodation is good
There is a lot that needs to be done when it comes to homeless in all sections. As someone that has been homeless in the past, I know that it is an extremely long and tiring process that sometimes feels never ending
Making sure everyone has a roof over their head is so important, and as a Council you should go that extra mile to give them as much help as you can
I agree with working to stop homelessness and providing accommodation for people and also give good customer service and the right to support right peoples. I hope Tower Hamlets give more effort and working to sort out housing problem in borough.
I believe everyone should be treated equally and get the support that they need
I think most of the homeless people don't know very well where he has to contact to prevent himself from becoming a homeless. Communication from council is not very prompt. Not signposting properly, which confused them and they think process is very complex.
When the court decided that I would be evicted I request help and was told that no help was available until I would physically be kick out of my house. During my time in temporary accommodation there was no support, I waited for hours just to be given another B&B, no one was available to explain.
From the themes box I tend to agree with most of them because I got the support when I was in a homeless situation. One thing I didn't like is when staff members absent on the day you have your appointment with them. This is because it effected my health during that time as I was pregnant and coming again once my appointment got rescheduled was very different for me.



<p>I strongly agree with all of these priorities other than no. 5 as 5 is not relevant to us related to priority no 1 if I take our case as an example, case worker did mention she will contact out housing group manager and she had the opportunity to communicate with the housing group manager to prevent us being homeless but housing group manager confirmed he didn't hear from our case worker at all. As a result we are still living in a temporary accommodation for five years. I think when it comes to "good quality accommodation" it should be appropriate for the people's needs to understand the needs caseworkers should be a very good listener with lots of empathy and should treat everybody who come to them equally, fairly regardless of the ethnic background or any other reasons. When we go to the council office becoming homeless, it was just after a month losing our family vehicle from an accident my wife was pregnant and my daughter was six years old wife was injured from accident as well we provided a letter from our GP to case worker but case worker was acting like a robot no humanity at all, our requests was to have a ground floor accommodation or an accommodation with a lift as I was the only person to move our stuff from previous house. In the end we had to leave everything including our bed and since the house we got was unfurnished we slept on the floor for over a week.</p>
<p>I live in a good home and get all the help I need; I am happy</p>
<p>I agree with the themes this is because it will reduce homelessness, reduce rough sleeping and provide people with good quality housing.</p>
<p>Temporary accommodation was very far from school and work, not in good condition.</p>
<p>My experience was very traumatic for me and the kids for the factors I put in the priority columns, the housing officer and her manager was not fully aware of EU law after Brexit, they was rude and heartless and worked one pace not suitable by law for a family like ours flee for domestic abuse, 2 young kids placed in a B&amp;B facility with no toilet and with addicted people sharing the other facilities in the B&amp;B. The 1 point I tend to disagree just because in certain cases because homeless is inevitable (like us in the refugee for DV women and kids).</p>
<p>I agree because housing access to the right support will help them a lot to know what to do.</p>
<p>1) Working with Landlords to keep the rent down also giving tenants longer leases on the property 2) Building more suitable housing for people on social housing with reasonable monthly rent.</p>
<ul style="list-style-type: none"> <li>-Support people with their application</li> <li>-investigate any safeguarding concerns</li> <li>-prioritise those with young children</li> <li>-allocate housing based on employment opportunities, support network, ease of access.</li> </ul>
<p>It is always a problem to get through to reach Tower Hamlets. It is very rare to contact housing officers or the housing benefit service. Any applications are considered for a very long time or do not receive a response to the application at all, for example, I have been waiting for the decision on the assignment of benefits and the decision on the appeal for two months, but still, I want to express me deep gratitude for the opportunity to have me temporary housing.</p>
<p>I believe that everyone deserves a decent home.</p>
<p>Tower Hamlets did not help me I am still in temporary accommodation after 12 years my son is 13 and daughter 9 share a room.</p>

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

I have and am still in homeless housing, I don't think that the system helps people who are struggling, give advice or support to change their situation. They the staff do however give you plenty of judgement abuse and looking down on and as for people with medical conditions they don't care at all. The housing officers allocated are incompetent more often than not and rarely almost always unreachable.
No 2 - most people have been sent in hostel with children but is not very safe or clean. Safety depend the situation of the person abuse etc. In the hostel are lots people with addiction or bully and of course the person some out from abuse situation find themselves in another no safe place. We are grateful for temporary home but even there depend the area no safe and have to deal with the agency/landlord to do anything in the property if they do it. It is not much control / check from the housing officer.
I agree with most of the themes above as it's important to make sure people have a place to live & have things in place to reduce homelessness.
No comment
The customer service I received from the housing officers and the benefits officers was really bad. They didn't used to bother replying to my emails for months on end.
This is all from my own experience.
Helping early prevents stress.
n/a
Due to my health condition I have been put 3rd floor which is not ideal the flat is in poor condition.
I got the help from council to not being homeless and all those.
So far, the service that received is good to me. When I think if that it is for everyone. Then Tower Hamlets is the best borough to live.
All ideas sound good.
Provide good quality accommodation for people who are at risk of or where they become homeless.
I strongly agree with number 1 because it says to reduce the use of temporary accommodation and to prevent them from becoming homeless.
I agree with the themes. More needs to be done to prevent rough sleeping & tackle homelessness.
1 Strongly agree because soon it is identified soon you prevent. 2 Tend to agree because the good quality of accommodation is important for the health and safety of people. 3 Neither agree nor disagree: with the same customer service you can do a good job. 4 Strongly agree: because sometimes people don't get the right support, they are not well advised. So they are confused and take a bad decision. 5 Tend to disagree because you cannot stop homeless. it will always happen. You have only to set up a good strategy to tackle when it happens. 6 Don't know this up to you.
In fact there are many people who need help. At that level, I am very satisfied with the welcome and having a reasonable place to stay. Thank you very much.

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I agree will all of these points because they tackle the issue before it gets out of hand.
The quicker someone is helped to prevent homelessness the better, this impact on health, physically and mentally. Bad housing trigger my mental health and is not accommodating. Also having someone that can help is very important. Because I don't feel like staff care abouts me, my child and my situation.
Because I am also homeless and these actions will impact too.
Yes, I agree with the themes because working with people earlier to prevent them from becoming homeless. Provide good quality accommodation or people who are at risk but you should enquire first. Please make sure that people have access to the right support.
1 Because it's important to help people 2 Ensure happiness of people 3 Neutral 4 Ensure good service 5 Have sympathy
All strategies I believe are very important to prevent and reduce homelessness, the only thing do focus on do achieve these goals are to encourage and continuing providing these services in practice
Necessary action taken promptly
Helping vulnerable people should have the priority in any capacity it is hard to explain how difficult when you become homeless unless you have experience like us.
Life isn't smooth sometimes would be up and down. The person who is living as a rich person tomorrow he would be ill. That time he would need home for living. Thats why we are agreeing with you.
2 The accommodation itself is good, however I am having problems with the location. I have been given accommodation in an area with a predominantly white community, and so am having trouble with communication and getting around.
I agree because I've seen and heard stories about homelessness and how the council works.
Because six properties for needs I am thinking for best option .
I strongly agree because it would make a change.
To decrease the chance of homelessness by improving these themes people will be able to get help them lose their homes.
I agree because even though not everyone has a home Tower Hamlets is doing as much as they can.
I would not want anyone else to suffer like me and my family, which are homeless. The accommodation provider currently are not of the best quality for example the accommodation we live in is old and we have constant problems such as mould and roof leaking problems. We have been almost 8 years in this current temporary house and we are still waiting for a permanent house.
Due to personal experience.
For the good things I strongly agree, things I don't know or not sure I think it thanks. Number two I'm in 1 bedroom house I have two daughters my wife have health issues I should get good accommodation.

<p>The temporary provided for me is clear and safe much appreciated I have been offered support to find more permanent accommodation.</p>
<p>I don't really agree to question 4 because I didn't get the right support when I was eligible.</p>
<p>1 People will get a boost in money and will be able to sustain themselves so they can avoid the possibilities of becoming homeless.                  2 People will be able to use that support to not be homeless anymore if good quality accommodation is given to them.                  3 Genuinely don't understand.                  5. If rough sleeper are given shelter they won't need to sleep on the streets, they can go to shelter that are built for them.</p>
<p>I agree because housing is a right, secondly providing help to families that are going through a bad time and helping the integration of vulnerable people we are all important, I care about the well-being of people.</p>
<p>1 I agree with the statement and I think working with people earlier will help to prevent most of them from be homeless.                  2 Because some councils they just put people in a bad condition house and that would incur the risk for their lives.                  3 That would help to get advice quickly,                  4 Because that will let people get the best support service and get better advice.</p>
<p>I was made homeless due to domestic abuse. I found it very hard leaving me partner as I didn't know about the support available to me to a single mother fleeing abuse. When I finally had the confidence to leave, I was faced with many hurdles and no authority wanted to help me they treated me like a liar wanting to get accommodation and this needs to change.</p>
<p>Without above points out contacts with housing will be poor</p>
<p>I have been on homeless register since September 2012 waiting to get re-housed with permanent accommodation with my family, unfortunately we are still waiting for 12 years my housing officer and housing options does not give me any clear answer or any indication that further how long do we have to wait get a secure accommodation truly frustrating and depressed.</p>
<p>Homelessness is a big issue especially due to the cost of living crisis. We need more effective measures in place to help more who are at risk of being homeless or are already homeless. At the moment customer service is atrocious. You can never get hold of someone via telephone or if you do, they're not very helpful / understanding emails are not responded to until a week or so later. Staff are genuinely rude as they have frequent interaction with individuals facing homelessness. However its crucial to remind them this issue is a real life struggle for those experiencing it and require empathy and understanding in their interactions.</p>

**Q6 - Do you think the priorities will help to tackle homelessness and rough sleeping in Tower Hamlets in the next 5 years, If you have answered 'No', what do you think should be our priorities?**

I really hope so. I think there should be another specific priority surrounding young people and support as they transition into adulthood.
Substance misuse needs to be tackled in addition as this is one of the main issues.
Better services available to sign post homeless to. When I've got in contact with street link it has been hard to make any headway when I have seen people sleeping rough.
I don't know but I often see the same people begging in the same places in the borough and wonder what is happening to help them.
Some people like rough sleeping and don't want help where others want help
The priorities are sound, but will central government send the funds to enable you to take the practical steps needed to avert and remedy homelessness? E.g. building or acquiring suitable accommodation.
I only don't know because I assume homelessness will become more complex with increasing poverty and cuts to key services continue.
Priority should include building helpful staff from root level. Staffs behave rudely, ignores and applies prejudice to individual facing homelessness. Very commonly staffs lies, and instead of helping they offer hope until the legally required time runs out. As soon the time passes, staff take a different positions to excuse law thereby technically refuse to help. Early No is better than holding then No.
You need to provide accommodation in areas where people will not fall back into homelessness due to old habits or contacts dragging people down. Accommodation should be built to discourage anti-social behaviour and encourage a community and working spirit.
Lots of joined up working required, Addressing the issues e.g. the most vulnerable having access to direct deductions even when receiving UC, agreeing pathways and access to the right support for the most vulnerable when thresholds to e.g. MH continue to increase, working with landlords to mitigate the spiralling costs of providing supported accommodation e.g. Hoarding, infestations, tenant damage particularly fire doors which are £2000 to replace etc.
Perhaps more drug patrols should be allocated to Tower Hamlets to prevent homeless people fall prey or become facilitators of drug trade. It is way too visible around Whitechapel Station, never mind more hidden areas. Rough sleepers are vulnerable and should be given more support and care.
The homeless situation in my area of Whitechapel is out of control, I see the same faces on our streets daily, many of whom clearly have addiction and mental health issues. How did these people end up homeless? We need to make an effort to understand the root of these issues, offer treatment and support as well as providing a safe place for them to sleep and start their recovery.
One can set priorities but the key is in the execution and commitment. I need to see budget/staff commitment.
Working with agencies in the borough groundswell where I work for and all the other agencies trying to understand it better Employing people that have had lived in homeless experience it must be a must !

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Financial investment from government needs to happen and lobbying gov to that effect
Better joint working with charities. Seeing it as less us vs them - but working together for good outcomes and to reduce overall homelessness. Networking and open conversations
Need to give more thought and planning to people with no recourse to public funds. Local authority and ICB should fund local support for this group to regularise their immigration status wherever possible
Stop developers building private homes/housing and build more council properties. This has significantly declined in Tower Hamlets...
I think it's important to give a rough time frame on how long it will take for a permanent house. it is important to highlight about the relief and exit of homelessness. It is hard to live in uncertain times where our jobs could be at risk. Especially with landlords evicting us which is in my case. There should be more emphasis on the exit of it and not just placing people in different places and calling it a day. For people who devote their lives to working in tower hamlets and taking care of its citizens and living there, it' is mind blowing the lack of care that is given when we become homeless.
priorities should be to reduce temporary accommodation length and to provide suitable permanent accommodation to homeless families
People need to be offered individualised support and assistance. There is not a one-size fits all solution. People need to be heard and their situations need to be considered.
Listen to people, contact them more frequently, see how they are, whether their accommodations are suitable, look at where they want to be placed first and try that before sending them away, especially those with young children who need support, this reduces the risk of other issues like depression, anxiety, physical changes too. I know tower hamlets is densely populated, but maybe if you spot to the homeless people first, you'd know what they truly need and try that first rather than just housing them anywhere and never contacting them again, or if you do contact them it's usually about a bill, not how they feel supported or helped
I'm currently in temporary accommodation and I have been waiting years to be offered social housing even though I was told this will take quicker. This makes me believe that tower hamlets does not meet priorities/expectations and goals
Need more communication.
To give priority to first come first serve and reduce the waiting years of homeless housing. Also to not give housing to people who are not living in homeless accommodation and to give more priority to people who are living in homeless accommodation.
Provide residents with homes.
I am still living on temporary accommodation since 2018 with my disabled child. My housing priorities is top didn't get permanent house been that time. How could I say the Tower Hamlets will provide house in next five year where I didn't get permanent house in last 6 years.
Maybe go and check how people are actually suffering and rough sleeping.
Well this should actually be carried out and support given to those in hostel/temporary accommodation
1. Build A LOT more homes. 2. Lower the time someone has to be in TH before they can go on the waiting list.

<p>3. Employ competent people in the lettings department (they currently are not) 4. Process applications as soon as they come in.</p>
<p>To advocate for rent controls from private landlords and to build more suitable accommodation</p>
<p>I think the biggest issue and the one which all LA's are unable to do much about without committed intervention from Central Government is that of the supply of good affordable accommodation</p>
<p>While I think the priorities are good and well intentioned, I also think there should be a huge focus on the organisations that are already supporting homeless residents within Tower Hamlets as they are expert in what they are doing and know the client's needs and how to help them.</p> <p>To better enable the existing homeless organisations in Tower Hamlets to better do their work supporting them with more suitable resources would be key and some thoughts are as follows:</p> <p>Currently, homeless services commissioned by the LBTH are underfunded and under resourced and put a strain on the organisations that deliver them. Fixed financial envelopes have not changed in years, and inflationary increase has not been accounted for in many instances. Because such envelopes are fixed there is not possibility for the introduction of salary scale for workers, meaning a high turnover of staff and discontinuity of services for clients.</p> <p>While the above has been going on, homelessness has increased hugely as have the complex needs of the homeless clients that require support. Simultaneously, voluntary organisations, whose mission is to alleviate this problem, are left struggling. A complete overhaul of the commissioning of homelessness services in the borough, crucially, SWEP provision and the provision of essentials like meals is vital and long overdue.</p>

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Rough sleeping fine, however, the problem is homelessness, this does not include people who are not tenants and living with family and friends but are overcrowded, they are seemed to be forgotten. Someone can easily take the homeless route by saying they are single and with dependants and need to be based in this borough, they will gain advantage and occasionally will have a property before other people on the housing list, which is not fair at all
Please build enough accommodation for residents.
I think the priorities are excellent and clear, now it is a matter of making actionable steps towards these so these goals are truly achieved
Stricter criteria on eligibility.
You have mentioned nothing about a trauma informed approach



<p>Build more social housing and reduce the threshold for those applying to the housing register                  More restrictions in who should access services                  Better training and more staff in housing</p>
<p>It's taken years for Tower Hamlets to be in this state and it will take years to unravel it all, But it has to start sometime and there has to be 100% commitment, There should be more awareness how to get help and each person should be treated as individual's and not all treated the same regarding the reasons why they are in the predicament they are in.</p>
<p>It's whether the good sounding policies are put into practice and maintained</p>
<p>Nice ideas but without a joined up council where different council departments speak to each other. I am one of the biggest HMO landlords in Tower Hamlets and I can assure you there is little support for people at risk. Actually, the council make some problems worse. I am happy to discuss any time.</p>
<p>Well, I think a priority should never be formulated as "to try to" do something. Trying is not a priority, doing something is.</p>
<p>It is great to address priorities, but there should be actually real action. We have been seeing the problem and "addressing the problem" for more than 5 years and it is just getting worse</p>
<p>Most of the rough sleepers are alcoholics or drug addicts. This is the main cause of homelessness-addiction. This needs to be dealt with, plus having so many hostels in a small radius around Bethnal green has encouraged them all to congregate in large groups in local parks and estates to take drugs and buy drugs. This happens next to my children's school and on the main roads as well. Tackling addiction which leads people to spiral and not pay bills etc needs to happen.</p>
<p>No matter what the priorities are, funding needs to be increased</p>
<p>Look at issues of people with no or limited rights to public funds, use data effectively to understand where homelessness is coming from and what responses are needed, think about no wrong door approaches and duties to refer so people in need of help don't have to go to multiple services, engage mental health and drug and alcohol services at a strategic and operational level so there is greater responsiveness. Provide additional accommodation to get people off the streets quickly, with the right support to help them stay there. Boosting staff resilience and well-being is important but services across the homelessness sector are under funding pressure and are often trying to do more with the same (or less) funding. Please ensure that frontline staff are being properly paid for difficult and challenging jobs and do all you can to give longer term contracts rather than short term ones.</p>
<p>Comprehend people mentality and give the right support in specific centres are the main priority here.</p>
<p>This will indeed tackle the issue but over 5 year period is unknown . This is because more of people accumulated in town areas rather than outer boundary . Even the new immigrants try to accompany within this space making housing a major issue . So necessary amenities should be provided in remote areas so that people are more encouraged to work and live there.</p>

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It will depend on how they are implemented and if implemented with resources
Failures are down solely to management
if suitable temporary housing is available though
Not sure of our strategy and priorities
Build housing
Root cause of the issue is not being addressed. This has increased repeat street homelessness.
It will help to tackle homelessness; however this will also depend on other factors such as resources, legislative changes, geo political and economic factors.
I believe that the overarching issue is the change of needs for this cohort. The model of the current supported living is no longer financially viable.
Clear structure and processes that involve every team including who deals with all forms given to applicants e.g. HB, inventory etc..
Clearer messages need to be consistently delivered to residents that their expectations need to be managed, we cannot deliver everything they want, and a sea change of realisation amongst residents need to happen. Too many people are demanding to be accommodated in the most densely populated borough in the entire country and to expect that we can keep delivering accommodation in limited and already overcrowded geographical areas is simply unsustainable and residents need to take that on board. Population growth in this borough is significantly higher than any other borough and people need to realise that. It should not be all down to the council to tackle these issues because they cannot do this alone. Residents cannot expect things such as population increases to continue at the same pace and demand the same infinite accommodation supply it should be plainly obvious that this is unsustainable Attitudes amongst residents need to change, as does and acknowledgement of advice agencies and solicitors representing clients. They cannot realistically expect councils to deliver everything for everyone and constantly litigate and seek public funds to litigate when what they are seeking is simply not realistically achievable.
Better/continuous partnership working, ensuring up-to-date information is displayed on the website and across the borough i.e. in THH offices etc.,
Will have to see once implemented.
The priorities are good and cannot be disagreed with. I just hope more detailed work is done to look at how to implement this in reality.
As well as staff resilience focus, there needs to be equal or more support for staff wellbeing, where currently there is a distinct lack of training for those working within homelessness, both on induction to a new role and throughout the role. There also is a lack of emotional support for staff dealing with extremely high caseloads and very stressful and traumatic cases.
There needs to be significant training and resources put into homelessness services so that these priorities can become reality.
I think they are start but from the principles not clear if you are taking a holistic approach to prevent homelessness and then also supporting those who are currently homeless - i.e. are you considering mental health and physical health needs , the wider determinants of health and the

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complex trauma that people who are homeless often experience. It's also not clear what you mean by temporary accommodation - there still needs to be provision like hostels etc. You also need to consider that many asylum seekers are not being granted leave to remain and becoming homeless. They also need support.
Less waiting time
More support of properties is needed
There needs to be an additional priority on improving conditions for tenants in the private rented sector
students
Looking into individual cases assessing situations , tackling homelessness quicker
I don't think your priorities have ever been about humans at all. You only care about yourselves
More empathy from the staff at the Council and their language level so it is easy to understand.
Have a process - get people off the street/sleeping Find out their issues/problems Offering help a human being
Better process to help the need for referring, more help for single people not just families, less waiting time in housing options waiting area
Build more houses make sure there is harmonious housing policies that put a cap on landlords not overcharging private tenants.
Safeguarding concerns Rehabilitation Affordability
Improve information sharing – medical
Because there isn't anything to say how just that these are the facts that's it. No strategies are or commitments are on that paper attached.
Provide permanent accommodation with no issues / problems
As disabled people, the sick the elderly, refugees who did not find housing and families with children.
I answered with 'Don't know / not sure'
You have not only to identify homeless but also to provide them with accommodation e.g. my case since 2016 until now, I still temporary accommodation.

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The house holder cannot increase the rent without reason. After 5 years resident council should provide a permanent accommodation for the resident.
Investing in affordable housing providing comprehensive support service including mental health care, addiction support.
Need more social housing so that rent is affordable.

**Q7 (Underpinning the priorities will be key actions. What are the key prevention and support actions we should be providing for those at risk of or who are homeless or rough sleeping?)**

<ul style="list-style-type: none"> <li>- Providing later life learning courses and employment oriented accessible classes that do not require a fixed address to sign up.</li> <li>- Naming and spreading information on safe spaces to sleep if all else fails.</li> <li>- Counselling services and other drug prevention schemes.</li> <li>- Cracking down on drug use in the Borough, particularly those who frequent Whitechapel Station.</li> </ul>
Shelters which are well advertise do we all know about them.
Vulnerable people in their own homes need support to sustain their tenancies with private landlords and in social housing
Helping people issued with a section 21 eviction notice.
Financial support
Don't know. Where they are your tenants, give them more time to pay rent arrears and help with accessing benefits and debt advice/support. Support their mental and physical health needs by working with healthcare agencies to identify those at risk or who are experiencing homelessness. Consider working in partnerships e.g. with Doctors of the World.
Keeping close to the organisations that will be close to people at risk
<p>Accessible health and mental health services including to those without an address</p> <p>To have a strategy for wrap around support - sometimes a house is not enough, people may not be able to maintain a property if other needs are not met</p> <p>Consider new approaches to housing, e.g. shared homes (giving care for lowered rent) communal living spaces rather than an individual property approach</p>
Creating long term housing for single individuals. It will help drop one major problem from head to focus on life improvement.
Communication and seeking out those most at risk.
<p>You need to provide accommodation in areas where people will not fall back into homelessness due to old habits or contacts dragging people down.</p> <p>Accommodation should be built to discourage anti-social behaviour and encourage a community and working spirit.</p>
<p>A challenge but having appropriate affordable accommodation, hope of end goal supports those needing support to engage with plans. Greater access to IT so those experiencing homelessness can better manage their claims and attend the necessary appointments etc. Having staff in all departments demonstrating they care and that it is not just a job. Access to MDTs from the start when multiple support needs identified. Having the right support/accommodation for those with physical health issues e.g., ground floor accommodation</p>
More social workers hired, trained and allocated. Safe spaces created for those at risk of homelessness if they need to spend a few nights in a safe place, until temporary accommodation is provided.

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Having visible outreach teams that can build trust with homeless people. There should also be a promotion of the contact and website details for people to contact if they have concerns about homeless individuals. Providing the right kind of accommodations, temporary or long term so that people feel safe.
Improving the quality and affordability of the private rented sector. Making sure people have good access to support with their mental health and addiction as these can lead to homelessness. Support post Home office decision for asylum seekers. Perhaps more options for single people?
Getting to the root cause of how these people have go into this situation and help them navigate a way out.
Enough affordable housing, and funding for services where homeless people can stay, safely, without cost.
Make it easy for people to get in touch with the council.
Early intervention, quick resolutions even if temporary.
Having understanding of alcohol and drug addiction - we will be having lots of people with no recourse to public funds asylum seekers and refugees that are being made homeless
Supporting people who are at risk of becoming homeless to prevent it from happening. Find out what the needs of the homeless are before organising support so they are consulted and not just processed by services.
More safe hostel/temp accommodation
Having a preventative approach - linking with other LA directorates
Inter-departmental working
Find people before they approach - local community to target people
We see a list of services users who have "fallen through the gap" and so don't have a clear diagnosis for example. Better joint working with charities might help us to make the vulnerabilities clearer and get better outcomes
SLAs and cross organisational xxx (MECC etc)
Meaningful intentions with people unhappy in their accommodation, people cuckooed, people feeling safe, support people in disputes with their landlord
Prevention: 1. Planning enforcement when it comes to reports made on rogue landlords 2. Increased budgetary allocation for temporary accommodation 3. Combining temporary accommodation with additional support including job seeking support
Not
Professional People to hire

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Provide an accommodation
Getting the bottom of the problem, find the cause and treat it.
Give them a place to live asap and stop long process of to be accommodated.
Listening to them and make it easy to be able to reach out to the team.
Providing an emergency or shelter accommodation while studying the case and looking for an alternative
a key support action is to make sure there is a suitable accommodation for those who are rough sleeping and homeless. but also to intervene prior to becoming homes less when there are fears. To enable open communication.
Provide affordable accommodation and help financially
Why are they becoming homeless? Do they need financial/emotional/mental/physical/educational/legal support? If a person is going to become homeless due to losing a job - the council should support them in finding work. If it's due to losing a family member, they will also be grieving and will need all types of support (emotional, financial, legal etc)
Adequate, flexible services ABSOLUTELY MANDATORY - mental health and psychotherapy
Look at how many overcrowded homes there are, how many children of both and same sexes share rooms, how this may affect them becoming homeless in the future, relationships in households and disputes of physical and mental altercations can cause homelessness, automatically add children onto the housing list when they are 18 or at least ask them if they wish to be added and ask for their details to do so, especially children who come from harsher backgrounds, look at those who tend to offend and go to prison, offer them support and housing help, I think single people who have no children should be housed together in a supported accommodation rather than dishing out flats for them to not even look after when people like myself with young children would love a family home; one to look after
Better join up and collaboration across service provision across homelessness and outside of homelessness e.g. domestic abuse support services.
The case worker to be available and actually wanting to help the people who are in these situations.
Support with mental health, substance misuse and employment
Respect, consideration of their circumstances and fund services that can help. Ask the experts who work with these patients about the best approach.
Provide secure accommodation
provide appropriate support.

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<p>Firstly, regular assessment of the residents should be conducted. Secondly, regular family visit should also be delivered to ensure that there is no conflict or dispute in the family. One final solution could be finding jobs to unemployed.</p>
<p>Accommodation and health care</p>
<p>Listen to them</p>
<p>Maybe because the current rental price is too high</p>
<p>I think a fresh national plan for dealing the housing crisis would be highly necessary and useful. Also, a critical assessment of homeless people will prevent misuse of the service. Eventually, the people who are really in need of support will be receiving the service and decrease the pressure over the service provider.</p>
<p>Placing them with a house and accepting their homelessness</p>
<p>I wish all homeless people can get house at soon</p>
<p>Support and think about our well-being how it's effecting us and communication instead of ignoring our emails which is poorly.</p>
<p>To give the priority for the new home.</p>
<p>I have no idea</p>
<p>By responding to them early as possible. By providing them what is needed and equal opportunity is also important. Some people are being ignored for long.</p>
<p>To give A1 priority for housing to the homeless people.</p>
<p>I think if the council builds more houses and gives attention for homeless the problem can be tackled.</p>
<p>Provide them with shelter as soon as possible and give them a home.</p>
<p>Effectively providing emergency accommodations for these individuals, to support their security and welfare.</p>
<p>Not sure of any</p>
<p>Early intervention programs: Implementing programs to identify individuals at risk of homelessness and providing necessary support services before they become homeless.</p>
<p>Affordable housing initiatives: Increasing access to affordable housing options through subsidies, rent assistance programs, and affordable housing development projects.</p>



Comprehensive Support Services, Emergency Shelter Improvements, Integration of Services, Community-Based Solutions, Advocacy and Policy Reform
Early help before they fall into the mess. Advice and should work with them.
Provide more hostels.
Council should give priority to people who is housing priority. I have housing priority but didn't get any housing officer been last 6/7 years.
To provide them with support that they require
support actions I believe the council should be providing is trying to be trying to stop making people think that they don't need a property and actually provide them with a suitable home they can be safe in.
So they feel safe
Make sure the housing officers in temporary accommodation are understanding and not targeting people because of their sexuality, making sure hostels have drinking water available 24/7
Providing adequate accommodation even if it is temporary
prioritise providing the support needed to prevent such risks and supply more options for the cases of people who as already experiencing homelessness and rough sleeping
Deliver an awareness campaign focusing on prevention; encouraging individuals to seek help at the earliest opportunity – particularly among single young people under the age of 35 – raising awareness of mediation services and ensure they are offered at earliest possible opportunity for intervention. Continue to work with our local social housing registered providers with whom we have agreed common policies and approaches to help minimise the number of social housing evictions. Improve how we capture the reasons for homelessness and identify trends, particularly in relation to cases of repeat homelessness, understanding that some people will require more support than others to sustain a tenancy in the future.
The only way to afford a home is to have a job so providing more support for people to get them job ready. And mediation with family.
Council should give priority to people who is housing priority. I have housing priority but didn't get any housing officer been last 6/7 years.
A few that I would pinpoint are substance misuse advice & support, catering services & access to mental health support services like psychotherapy.
To provide accommodation as soon as possible regarding a situation
To act quickly on receiving online homeless self-referrals, instead of these having to be chased up by caseworkers. To try limit the wait times that clients have to wait in the town hall having to be assessed or seen by a housing officer, this is not a very trauma-informed or inclusive practice for our client group of rough-sleepers and homeless clients and has quite a negative impact where the client often loses trust in the system. When clients are known to being evicted from local authority commissioned hostels, there should be more preventative work going into these clients to try line up an alternative and smooth transition into other housing rather than high risk of returning to rough sleeping and coming to our service to do processes that perhaps should have been done already whilst the client was in housing and a form of stability.

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Make more accommodation available and make it fair for everyone
Providing jobs
Tackling rogue landlords and the issue with supply and demand for the need of supported accommodation - leaving vulnerable people insecurely housed.
Don't know
We should be supporting them in holistic environments and improving temporary accommodation in both its looks and functionality. This will prevent rough sleeping because at the moment, some people will choose sleeping on the street rather than being in temporary accommodation as they feel isolated and unsupported.
Publicity on what to do if you face homelessness More outreach and case workers to provide more one on one support Bring more disused buildings back into use so they can be converted to provide short stay/hostel provision for those who are homeless
To be able to provide decent accommodation options for people experiencing homelessness or at risk. so that if services are working with them and able to work with them from the beginning of their journey, the housing options on the table are feasible and safe spaces. For example, if a client is struggling with their substance use, and we have managed to work with them to get this reduced or on a script, and then are placed in an accommodations with known dealers or known for their drug use, and this is just one example. At the moment it feels like people are set up to fail rather than be supported, therefore at less risk of being homeless again.
To provide them with the right information
This a question for someone who is being paid to solve this.
Support them with accommodation as soon as possible.
Regularly communicating with everyone registered with Housing Options to manage expectations, clearly outline what assistance might be available under which circumstances and persuading Councillors to manage expectations appropriately instead of advocating for applicants in situations where the actions of the Service were legally appropriate.
Identifying their desired outcomes and needs so they are supported to maintain their well-being and stay in accommodation- whether that be mental health needs, substance misuse needs, support/advocacy to get affairs/finances in order. They need holistic support We need to be completing homelessness assessments before people are homeless so they have somewhere to go immediately when their existing accommodation comes to an end.

<p>Eviction from the Private sector needs to be tackled through advice and support to tenants and landlords. Ensure that sufficient high support accommodation is funded/ available for those people who have experienced/may experience rough sleeping.</p>
<p>Laws need to change as a priority that compels engagement. I work in a hostel where the clients simply refuse to attend doctor appointments, Probation appointments, support sessions. They have a tenancy that by their refusal to comply with conditions results in homelessness by eviction.</p>
<p>Currently services commissioned by the LBTH are underfunded and under resourced and put strain on the organisations that deliver them. Fixed financial envelopes have not change in years, and inflationary increase has not been accounted for in many instances. Because such envelopes are fixed there is not possibility for the introduction of salary scale for workers, meaning a high turnover of staff and discontinuity of services for clients, As a result of this, as well as other factors, homelessness has increased and voluntary organisations, whose mission is to alleviate this problem, are left struggling. A complete overhaul of the commissioning of homelessness service in TH is necessary and long overdue.</p>
<p>Place trust and give the right resources to the experienced and very professional organisations within Tower Hamlets that are already performing a lot of this work with the homeless people within the borough</p>
<p>Providing commissioned partners with the necessary resources for their effective delivery of services. At Providence Row we value our long term partnership with THLA. However, we now find ourselves in a position that is unsustainable for the future.- The financial envelope for our Resource Centre contract has not increased at all for 10 years whilst the number of vulnerable clients continues to grow exponentially. So the contract is now very significantly underfunded, and discussions about this over many years have not addressed the issue. Consequently, the number of staff we employ cannot meet the needs of the service. Turnover is very high with burn out and salary level as the most common reasons for staff resigning. In addition SWEP is not appropriately resourced and the model does not work. We have highlighted these issues for a number of years but unfortunately, they have not been addressed.</p>
<p>Give Personal Budgets &amp; Unconditional Cash Transfers to homeless or at risk people. Look at work on Homelessness by Manchester Mayor Charity Support Housing First and make sure it's part of economic and social 'levelling' Demand Devolution for Councils &amp; London Mayor to put resources and powers in place. DWP conditionality causes many people to fall through the cracks. Demand for the DWP to remove conditionality of benefits for vulnerable people and those earning or living on less than £20k (or whatever is reasonable). Investigate trials &amp; Modelling of Basic Income and it's social + economic impacts. Stop landlords being able to evict without reason and insist on 2-3 months' notice. Make sure Living Wage and fair contracts are abided to in Tower Hamlets</p>

Lambeth Borough organisations came together to look at Homelessness & Health in case of interest
Provide extra support for tenants in private housing who are subject to section 21 especially. Provide support from the moment they receive the eviction letter as opposed to helping the day bailiffs throw them out. Once people are evicted and given temporary accommodation, they should have someone to regularly communicate with who works to support them with queries they may have about their temporary accommodation.
To investigate further if the case is genuine
Outreach work, to speak to people to find out the issue; not to go straight to eviction, preventative measures to stop eviction. Rough sleeping - need wraparound support for underlying issues, addictions etc, talking therapies, need someone to talk to help, support out of it
Temp accommodation should be all over the UK
Understanding trauma informed approaches and the complexities involved with people experiencing homelessness
Early intervention, finding alternative accommodation and in the areas, they want to move or where there are properties available.
Targeted support for those with mental health issues, and separately for those with drug issues.
Education training and boost of life skills Employability skills and better employment options Support accessing better education and training to boost their income and chances of saving. Financial education
Commitment, trust, non-judgemental, give people the knowledge and the help to be empowered, awareness of how to get help, advertise around the borough more key workers
Provision of shelters, shelters and more shelters for rough sleepers. Then more temporary housing for those with priority needs. Better links to other social services and mental health assessments and assistance for those with mental health issues or addictions.
There is a lot of emphasis of trying to understand these people, which is fair, humane and understandable. However, there is little empathy for the constant threat and disruption for the residents., with out of ours ASB being ineffective and practically useless and security concerns not been taken seriously enough

<p>Stop the development of luxury apartments, instead build truly affordable houses, upgrade the awful state of many current properties. Supporting older people to move away (current seaside and country homes scheme is not well known, hard to access for those without digital skills          . Reduce the huge difference between private and council rent. Set up 'housemate - matchmaking services, including for older people living alone who would like a reliable, younger person to live with them</p>
<p>The gov the first should be see how is the really homeless and need home and the guy is good man not for ducts people.</p>
<p>Engage mental health and drug and alcohol support that are expert in working with people experiencing homelessness. Help people with status / immigration issues otherwise they will remain on the streets. Provide on-going support to people after homelessness to they do not return to the streets. Understand roots onto the streets and work with these e.g. hospital discharge, leaving prison, care, leaving Home Office accommodation. Provide appropriate accommodation for people - including move-on. For those ready to work support them into jobs with accommodation they can afford.</p>
<p>More open communication and respect Aswell. Talking from experience when I went through homelessness I was in a vulnerable situation, my marriage broke down and I became a single mum to my 3 months old daughter. The investigation officer who interrogated me (that's what it felt like) was not taking me seriously even though I had a letter from a social worker to support my case. Even now although I am in a temporary accommodation, I still feel like there isn't much communication.</p>
<p>partnership work and early warning signs and engagement with service users.</p>
<p>-Education, -give them a simple and basic social work, they can feel useful for the society and have something make ( vouchers to buy food or money to pay a part of the rent),start social programmes to have them to comprehend how a society should work and discover the best approaches of other countries and copy them</p>
<p>Good communication good customer service is the key . Knowing individual issues and tackle it .</p>
<p>Try placing in areas we are familiar with.</p>
<p>In Hostels, we need to create a safe place.          We need to deal with mental health and addiction as a condition of residence.</p>
<p>Sustainable accommodation and ensuring support is providing and maintained. In particular drug users or those linked to hostels. It's hard for those to move on from hostels when they are housed with drug users or those dependant on drink or drugs.</p>
<p>Need to understand why different people may be facing homelessness - need to ensure staff are trained to prevent homelessness, which is beyond just housing staff, but in schools. colleges, health services etc, where people present with other concerns, but may be sofa surfing for example that is impacting on their mental health,</p>
<p>Examine current procedures and see what is working and what isn't.</p>
<p>Immediate temporary accommodation</p>
<p>Early intervention by Landlords to prevents tenants threatened with Eviction.(E.g. NOSP stage rather than Eviction Warrant stage)</p>
<p>accommodation, negotiating with landlords, empowering them</p>

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

Being trauma-informed
Early intervention Community Outreaches
What is the reason that you are homeless
More quality accessible temporary housing and hostel/BB/hotel placements so that disabled people are safe in accessible homes and don't have to move again which causes more staff time, legal challenges and harm to client. More push to go into affordable PRS and out of borough. work with councillors and public to manage expectations that everyone will get social tenancy
We need to work more closely with partners in the borough as this will manage clients' expectations
Ensuring a streamlined access to suitable accommodation, whether this is PRS, Hostel Pathway, Sheltered or Social Housing. Good quality advice on the front line, even if caseworker unavailable, ensure clients can be given advice and guidance on where there case is or how it can progress.
Actions plans and clear guides
I am not sure what is in place centrally or locally
Cost of housing and private properties being not affordable Legislation to regulate private sector is lacking
Identify how to help and provide them with support
Advice and guidance on where and how to get help. Third-party referral/signposting
More supported hostels
Joined-up agency working across the landscape to ensure the earliest possible prevention activity and cohesive service provision Data sharing will be paramount for this
For those rough sleeping smaller more bespoke hostel options are needed to get them the right support and ensure the best outcome. Reduce the number of evictions at the hostels
More staff for early intervention prevention team.
Providing support to those at risk of eviction by providing rent support and move on options to affordable accommodation before eviction
Holistic support, well-being, housing, provision for work for those employable and decent homes
aside for assistance to secure suitable accommodation, there should be upstream prevention, training, development, employment skills and financial assistance as affordability is a major issue being a central London borough.
Upstream prevention. More resources to do the prevention work.

we should have a clear Strategy for our PRS, we need to have the properties available to genuinely help clients.
PRS.
N/A
Early engagement and information around available housing options.
Earlier intervention to prevent homelessness.
Introducing online homeless application and easy uploading of documents
Early intervention programs to identify individuals and families at risk, Providing temporary accommodations and hostels, Collaboration with local organizations and charities to expand support networks
Improving information available to service users Improving joint/partnership working
Giving advice prior becoming homeless
Provide not only legislature of types of support available to them but also what support can be navigated locally and with neighbouring boroughs. Find out how they became homeless their current circumstances, and whether they have any connections to family or friends who may be able to provide immediate temporary support both for placement as well as mental stability. Do they have any underlying health conditions/additional psychological issues by carrying out risk assessments to provide the best well-rounded support with limited resources? Categorise in order of most important issue to resolve.
I believe there should be much greater prevention services for homelessness, at current homelessness staff are so stretched that there is not sufficient capacity to carry out any dedicated prevention support. This includes within Housing Advice who no longer have capacity to support tenants with court hearings to try to prevent them from being evicted from PRS. We currently have a successful prevention service for Housing Association tenants however only 2 employees for this service, I believe increasing this service with more employees would be of great benefit. I also believe additional training & resources for frontline homelessness approaches regarding how to prevent homelessness would be useful, rather than just having to prepare tenants for what to do when they do lose their tenancy.
Key services to help prevent homelessness include benefit support to resolve potential benefit issues, ensure all eligible benefits are being claimed and assistance to apply for these. It is also important for people with mental health or addiction issues to be able to be connected to appropriate support so their tenancies can be managed appropriately. This includes better training for staff on when to refer tenants to adult social care and how.
Where tenants have high needs, they need support workers to assist them in person.
I believe it may be beneficial to train current prevention staff on how to complete benefit forms, including PIP applications and how to help with this process for clients. However this would mean their caseload needs to be reduced sufficiently to allow this additional workload.

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Having realistic housing options, like bringing back the sons and daughters' scheme
Not sure
n/a
Mental health and substance use support and more generally support with physical health.
More accommodation
Young people may need more support especially single
More messaging at gatherings (Community centres, action advice) and use empty commercial buildings as a temporary solution.
Have a clear support scheme for people at risk of homelessness
More support for families
I think build more homes to solve this types of problem
More awareness for homeless people
Extra homes
Be more proactive
Not sure
Work more closely with organisations such as Shelter and community organisations to work with their service users
Provide adequate support
Better quality temporary accommodation, more affordable rents, more restriction on rent restrictions for private landlords
The people who working in this area or in the city give them more priority
Education, employment
Medical
Support people that homeless that at risk what Tower Hamlets did to me in 2018 remain small to kill myself & my little boy but thank God today
Kindness, empathy, understanding, be human
Negotiate with local landlord to stop increasing rent
Early intervention - ensuring that immediate TA is provided especially identifying those who are most vulnerable that is young single and those facing domestic abuse
By giving them a temporary accommodation
Finding out the reason behind becoming homeless and attempt to support them
Keep in contact with them



Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

Family support Help people quickly Get them back into jobs/society
Give them temporary home asap
Having a place for people to afford where they can receive help and support
-Having more affordable properties available -Interacting with the tenants before they get into rent arrears that they can't pay.
Change the referring process. No reference no room available. reduce rent liability more female only accommodation
Not sure
Don't know
Early intervention
Accommodation
The advice + assistance provided should be clearer + consistent from the initial assessment stage to manage expectation. If a homeless officer provides advice the same advice to be given by MP's
Key prevention to give support are:- Reduce homelessness and rough sleeping - Building new homes
n/a
Fair housing and accommodation for everyone
Communication in right time, make all official process bit simple and easy.
People should be supported at the early stages, when possible, rather than being kicked out of the houses with children.
Making sure the homeless people mental health is well and given them more support to show that they are not alone.
First you must identify who genuinely in need of help and at risk of being homeless. For an example you can use new tools as AI or Voice reconstruction software. Secondly, it's better to prioritise the victims depending on vulnerability, disability, families with small kids etc.
Help them as soon as there is an issue.
Work with people to make sure they don't become homeless.

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Provide proper accommodation according family composition.
Supporting those with genuine needs especially mothers with children in finding accommodation that helps and contributes to their welfare and wellbeing.
More housing officers working on the ground and accompanying the people at risk to visit estate agents, more face-to-face meetings, shape needs on the individual base.
I don't know
Make a profile of building house every year to make it available for people to have homes Make rents affordable Providing social housing
Listening to them and giving them the right support by providing accommodation for them.
Helping tenants from rogue private landlord's support tenant to get social housing.
Support their mental health Employment opportunities Welfare calls
1 Prevent illegal immigration of people from government's side 2 Organise low-price hostels for people who cannot afford paying 3 If people are not able to pay, arrange volunteering jobs for people so that they can help others and themselves.
Nipping the issues in the bud. Supporting people and educating them on the importance of looking after their home and paying their bills.
Treat them firstly as human beings struggling in life. Offer them accommodation, sign post them to other services, adult social care, place them in hostels if they are unable or unwilling to stay out of streets.
Night Shelters with access to wash themselves and clothes. Food banking and places where will be access to have a warm meal. For women free sanitisers.
Providing accommodation (temporary) and helping with getting jobs
Build more and more new accommodation and provide them
Provide accommodation sooner than the current time.
Immediate support
Better customer service and better housing experience.

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

Visit them asap to help them
n/a
Offer more support to people who cannot speak English.
I did not ever talk to anyone who experienced homelessness, so I can't answer this question.
Finding suitable accommodation as soon as.
Build more houses
I think day to day visit to homeless and rough sleepers be good.
Provide a suitable accommodation
Psychological support and reintegration into society, offering not only shelter but also work so that there is motivation in life of every citizen who experiences homelessness.
Providing more good homes for the homelessness people. More shelters for homeless people. Lower the rent / bills and council tax.
Provide accommodation.
Firstly, you have to identify the reason which makes the people to become homeless. Sometimes no money to afford the rent. In this case please try to find a job for her / him. Sometimes divorce sometimes sickness. In all these case you have to find an appropriate solution.
I am satisfied as it is now.
Everyone will have different views regarding this sensitive subject. However, it's important that people have access to shelter, food, and water.
Better accommodation and more financial support, with help with some of the appliances needed.
Provide food, raise money, create awareness through education
Between the landlord and the resident should a long time agreement.
Just give them a place
Acknowledging families who are about to become homeless and assist them
Access to help providers, perhaps easy individual helpers with them all the way and they have what they need secured.
Everyone will have different views regarding this sensitive subject, however it's important that people have access to shelter, food and water.
Financial assistance for rent and utility payments. Access to mental health and addiction services
It's important for them to seek immediate assistance without delay, when they call or visit the officer the service they need.
Create job opportunities improve quality of life
Building up enough social accommodation, controlling the unethical rent increase (private accommodation), making landlords/estate agent more accountable in terms of repair or rent increase

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

Provide good quality of accommodation for people who are at risk of or where they become homeless.
A House
Explaining all options beforehand, for example like showing and explaining how we can take any action in advance to the most vulnerable community and not making them be seen as outcasts.
Help them generate homes and reach financial stability
Work together fix new household flat
<ol style="list-style-type: none"> <li>1. Prevention program</li> <li>2. Outreach program</li> <li>3. Housing Assistance</li> <li>4. Supportive Service</li> <li>5. Employment and Education Support</li> </ol>
We need more people to help homelessness
Homes if not shelters
If they are having trouble paying rent. Tower Hamlets should help them.
Try to help them find a good new house that they are happy with and located in Tower Hamlets.
Reducing application feedback responses.
For me now I have two daughter's 1st one 2 years old 2nd one 1 month I'm in 1 bedroom I understand the hard life.
I don't know.
When people get into rent arrears you should call them to arrange a minimum amount to prevent them for being homeless and for those who is sleeping rough you should ask them how you can help them a provide them with a property to meet their needs.
Have a sufficient public housing stock eliminate speculation
It will be helpful for who needs help to get special hotline number. (for everyone who is at risk / going to be homeless of who is already homeless.
Build a new generation of social rented home
Need to identify and understand why someone will firstly be in that position and then tailor services to meet that need. Create teams that support people fleeing abuse or any other key issue and advise them of policies that help them.
Immediate housing (floor and roof)
n/a don't know

More social housing .Reduced rent for working families who earn too much to receive universal credit but not enough to keep afloat.

**Q8- What actions could be taken to improve customer service and individual's experience of using the Service?**

A range of individuals from different backgrounds, all with positive attitudes and a belief that we can end homelessness, so that people feel as comfortable as possible.
People answering the phone and getting back to me when I have been concerned re rough sleepers.
Accountability and staff taking responsibility
Making sure that all communication is available in all the different languages in Tower Hamlets.
To see a friendly face someone who doesn't judge them
Knowing how to access the service in the first place. How do you achieve this if they are living on the streets - do you have outreach teams? Please treat them with respect and appreciate that they may not always be polite because of the stress and uncertainty and health conditions (including alcohol and drug dependency) but that these poor behaviours are not personally intended. Train staff in resilience and educate them around the issues of how homelessness impacts on people's behaviour.
Don't know about this
Good inclusive training (mental health, intersectionality, cultural competency Different language speakers Less steps to support / one door approach / joining up services Good easy to understand signposting for homeless people for support/ resources/ food

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

Personnel training and guidelines to provide the service as much as possible and as quickly as possible.
Respect and empathy.
Being able to reach a person promptly (under 30 minutes).
Essential is good communication with client and various teams, Clarity as to the objectives minimising duplication. Ensuring that the resident has a voice, clarity from the start as to what is and what is not possible so no assumptions are made as to what the pathway will be. Clarity as to consequences of revolving door failure to pay rent/service charge, being abusive to staff and or other residents, failure to follow H&S guidelines, partaking in ASB etc.
Not sure
The quality of the teams and staff makes a huge difference. Homeless people will be vulnerable and complex and need skilled people to work with them.
Maybe having one named person who will support individuals through the maze of housing issues rather than passing people on from pillar to post, having to repeat stories.
Getting out on there and speaking to people on the streets. Connecting with individuals who are attending soup kitchens or other support services in the area such as Spitalfields Crypt Trust.
Minimise the layers of administration between a person-at-risk and a key worker. Ideally, starting with a phone call which is answered by a human being.
Someone they can speak to
Employing people that understand homelessness lived in experience must be a priority
Listening to people. Provide outreach homelessness workers for those sleeping rough.
Less waiting times, more understanding of vulnerability
Using people with lived experience to develop strategy
Peer-to-peer involvement
Empathy/ realistic expectations etc
Clearer appointments. Appointments quicker for those in crisis
Outreach/in-reach - peripatic (sic) working for assessments
See housing officer promptly. Be able to contact their housing officer, Caseloads realistic to allow housing officers to do their jobs

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

<ol style="list-style-type: none"> <li>1. Availability of diverse officers dealing with the homeless including gender, race and language diversity.</li> <li>2. Regular training on empathy</li> <li>3. Regular counselling for officers dealing with persons experiencing homelessness</li> </ol>
Homelessness support available
To teach the staff in Tower Hamlets to respect people who's in need
Kind staff
<ol style="list-style-type: none"> <li>1. The amount of time spent on automated messages while trying to reach customer service on telephone.</li> <li>2. An online appointment booking system to reach to individual housing officer. As I found it so hard to get hold of my housing officer for more than a year now.</li> <li>3. Issues like rent arrears and payment plan should be dealt with other staff if that particular housing officer is not available.</li> </ol>
I can never reach my Housing officer. Always goes voicemail. Like he does care for basic questions...
Employ a qualified and expert staff to deal with this matter
A better understanding of how the process works, how to access support and guidance and when. A lot of this is not spoken about and feels like we constantly have to reach out to those who should reach out to us. I understand the workload is a lot but going into the offices myself many times, the customer service is appalling and leaves people in confusion and pain.
I think to have more helpful housing officers and shorter queues.
More financial support and understanding of our situations.
Having a customer service team who are compassionate and empathetic to residents, and simpler process
Retention of staff, better training in hostels
All housing officers should check in with their clients at least once every couple of months, to see how they are finding their accommodation
Better join up across service and homeless providing being more aware referral pathways for individual who are homeless based on their circumstance.
I believe I was told there are shortage of staff. Maybe they need to come up with a better way to deal with everyone or hire more staff

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

Communication and an awareness that not everyone has access to phones/laptops
Trauma informed approach, respect, kindness, understanding of patient's circumstances and adapting communication to their needs. For instance if there is substance misuse or Alcohol problems, being aware of that so you understand their needs which will improve engagement, just an example.
More online services 24/7 and more available customer advisors
Response as quick as possible.
Firstly, good communication between the two parties. Secondly, dealing with people according to their needs and choices not according to our choices and needs. One final thing is to treat people fairly not equally as some need more attention.
If it was less complicated, there's a lot of information needed which someone who's homeless may not always have access too.
Understanding customers situation
Act friendly so people can comply with what you ask
I think a clear explanation of the system would be helping a lot the customers to have a clear vision what is happening to his/her situation.
I feel like staff paint everyone with the same brush and have been treated really badly previously which caused me a great deal of trauma. I no longer directly deal with the council and use support workers
They are very helpful for the homeless people.
Communication and understanding each vulnerable situation
To keep in touch with the customer
continues communicate with customers or let customer provide their feedback flexible
Quick response and taking every situation seriously, not other way round like others in not important.
To make sure the workers should be supervised and actually do their work and work more faster and efficiently, rather than replying or acting after a few months or Yr.
In my opinion, Serving equal opportunity with full sympathy is the best way.
Experienced staff and willing to work not to time pass and take salary. People that has knowledge of their jobs and responsibilities. Willing to help residents with their needs.
You can consider providing more multilingual staff members on calls, to help ease communication barriers.
Maybe training



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Empathetic and respectful interactions: Train staff to interact with empathy, compassion, and respect, ensuring that individuals feel valued and supported throughout their interactions with the service.
Train staff on communication and empathy, Implement customer feedback mechanisms, Personalize the customer experience, Ensure quick response times, Provide robust self-service options, Proactively follow up with customers, Empower employees to make decisions, Ensure services are accessible to all and Create loyalty programs.
Speaking with them. Sitting down and listening to them. Being empathetic
Speak to adviser more.
Please build up house for homeless people and gave urgently house who ever been waiting for long time. Urgently means as soon as possible.
Not sure
Housing officers being in contact more The right services they can email or call!
Being able to meet everyone's needs
Better support for issues with housing officers, the way they treat people is not ok. Causing my mental health to deteriorate. Causing me to self-harm more regularly too and coming in the room without notice when I am sleeping naked. And also demanding I tidy when I have broken my foot and I cannot stand.
Regularly update those who have gone homeless so they are aware of an approximate time they will receive accommodation.
support the workers who are working for the people as their help will greatly improve the individual's experience
Managing residents' expectations • Improve the council's digital offer to residents and enhancing resident's self-service capabilities. Explore how working arrangements with mental health, substance misuse and social care services can be improved.
Provide a customer charter that states dates and deadlines for getting back to people and the process so people know where they are. Making sure it's realistic so people's expectations aren't unrealistic.
From my perspective, I feel like the main feelings of our clients are often that of frustration, so maybe some sort of training on how to support clients through that. Additionally, it would be ideal to have an overarching survey/satisfaction report that clients using services could fill out

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with or without the help of a staff member to let us know what can be done better & how they would feel more supported. This information can only come for the source.
Quick response with action
More updates to both clients and case workers throughout processes of HRAs and housing applications. Improved timely communication to parties involved. Often the local authority already have documents stored on their systems, which as a case worker for a charity I can view on CDP, and often these documents are asked by the client when they don't need to be because they are already on the database, so more checking is needed.
Train and employ competent staff - they really are a joke tbh.
Answering to customer queries promptly and take their concerns seriously
Need more good people for customer satisfaction.
To provide a timeframe within which they will be contacted from the date of the homelessness application.
To keep the customer service provider more accessible that people can reach and the customer service can recognise the issues as soon as possible to sort them out.
Going along with my above answer about the importance of environments whilst accessing support and clear move on plans to keep people in the loop. By being transparent with the client it motivates them more to stay engaged and have hope that they will move on. At the moment there is nowhere to move them on too from TA so it is really difficult.
well trained caseworkers, easy access to advice where you speak to someone not a pre-recorded message in a timely manner Having staff that get back to people when they say they will.
To have more holistic and respectful environments for clients, where they are supported and encouraged to want to come back and ask for help in the future.
As above
Less waiting period for the accommodation.
More funding for services.

<p>Monitoring and sharing customer service experience with officers, disseminating KPIs to officers and teams for discussion and feedback to SMT, e.g., "Provide suggestions on how we can improve x KPI.", actively listen to staff suggestions around service improvement, provide a dashboard for applicants to easily see the progress of their application and hold the Service to account for below-par performance, making much better use of the Cafe module (which allows applicants to communicate directly with their case officer) as officers' email inboxes are often overwhelmed, improving the resources available to Housing Options (more staff, more streamlined processes, more compassion and more joined-up working), the restructuring of the organisation to remove the 'silo' structure that has persisted for over 20 years, formalise and document all processes so applicants are guaranteed consistent advice, regardless of which team they speak to.</p>
<p>Transparency, clear explanation of the homelessness pathway and service so they know time frames and what to expect. Clear phone numbers and contact options, especially contact options if someone does not have a phone or cannot travel to the town hall. They need to know where homeless hubs and resources are in the community.</p>
<p>Don't judge homeless people before you get to know their individual stories.</p>
<p>Customer service would be demonstrably improved by ensuring appropriate numbers of support staff with salaries reflecting the market for skills required.</p>
<p>Homeless people pay about £15 for sleeping shelters. It's a service yet - they are kicked out early in morning because staff need to clean and staff are demoralised and don't treat rough sleepers well. How can "customers" wash and do any admin or try to change their situation if they are back on the streets early morning ? How can they help each other ? In (my Borough) Lambeth The Soup Kitchen Project wants to make a hotel or housing run by and for homeless people where they rotate work hours and are paid. - \$50 per month can be enough to help ! Look at the experiences of Homeless people receiving BI they get INTO HOUSING and into WORK This is proved in different locations and countries for homeless trials OR in the UK it costs £50 per night for accommodation or about £27,000 a year to 'service' a per person ! so Basic Income is a cost effective solution in comparison.</p>
<p>Clear communication channels and up to date information. It is an incredibly distressing process being homeless and struggling to find the correct information.</p>
<p>Find out more information and how they can prevent this</p>

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

There needs to be a named person or way to go directly go to someone for support. When people keep being referred/pushed pillar to post, they feel even more lost and confused and it's very difficult to get help
Online and easy to understand - create a portal.
I don't understand this question - who is the customer? Who is the individual.?
Early intervention and meeting with the customers.
More face to face interaction at all levels with the various sectors of rough sleepers.
Compassion when dealing with vulnerable adults Better training in clinical skills when assessing applicants Have culturally understanding of local authority's main ethnic backgrounds More language lines and Esol classes for foreigners wanting to access services
Training, empathy, treat people with dignity and respect, understanding, sign posting to the correct departments, having patients. The service user needs to know they can be treated with dignity and respect they need to know they are not going to be judge, they need information to help empowerment and to make informal choices, they should be offered an advocate to advocate on their behalf.
The provision of services to those in need would surely improve the individual's experience using the service...
Customer service for who? Homeless or residents?
Improve the Residents Hub feel - not to have first contact with Security Officer
Downsizing information sessions
Leave the phone
No wrong door / duty to refer across public bodies (so people don't have to go to multiple agencies for help). Get public services to agree to prioritise homelessness / rough seeping so they don't have to wait for a response. Train staff to be trauma informed.

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More open communication (and better) between the council and the individuals. Especially when trying to get in contact via telephone. Sometimes it takes ages to speak to someone especially when reporting repairs. Also keeping individual's up to date with the changes of housing officers allocated to your case.
dealing with customers in a respective manner, easier more streamlined processes that are explained to service users. bigger, ,more organised space in resident's hub.
practical support to help them to change their behaviour
The customer service in tower hamlet is so bad . Timely response to email especially is rare. I will encourage more online chat option along with telephone to improve service and to respond quickly.
Not having long waiting times to be placed in accommodation.
Many residents want to have clear boundaries and be protected.
Not sure but I would imagine like any good customer service, reliable, supportive and responsive.
Would be important for the LGBT+ community for customer services to be familiar with the needs of the community, to be able to ask about someone's gender identity or sexual orientation and to understand how this may be playing a part in someone's risk of homelessness, or also what accommodation is appropriate to offer someone who is homeless - and to understand the fear of violence from homophobia /transphobia is real
Examine current procedures and see what is working and what isn't.
Actioning feedback
More staff to help them. Better, co-ordinated IT systems(1 instead of 3 systems, as at present)
making the reception (Residence Hub) Early intervention easier to navigate
Listening and support
Customer survey Staff survey about frontline service delivery
customer focused, focus groups for feed back
not sure don't work in homelessness front door services
For members and the mayor's office to manage client's expectation
n/a
Clear processes and procedures so clients can understand how their application / journey is being handled and where they sit within the broader service.

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

Regular staff training and feedback sessions/ meetings
I consider this to be a grey area, but we do need to ensure that we are realistic to what we can provide
more availability of good quality housing
one to one interaction and more accessibility to officers
Less analogue approach to service delivery
Returning client's phone calls and emails. Updating clients on their case/assessment.
Simplified and clear policy and processes which are aligned across the agencies
reduce waiting times at the hub for those with complex needs
Support to complete referral forms
organisation and well-staffed teams to work with clients
The structure of the service needs to be looked at again, an internal customer services team, triage service, accessible service, co-location, work with the community at community settings and venues. We need more staff in the right roles.
knowing when to get advice.
More front line staff, processes and policies to underpin the work that is being done.
Customer service training
Include Staffs sharing their good practice stories in meeting, this can be great learning for all
n/A
Communication is key, regularly and clearly.
Managing customers' expectations as they are disproportionate to what we can deliver
Operational reception .i.e. Qmatic system, good scanners/copies in reception, and individual interview rooms, loud speaker, update on website or temporary use of leaflets etc.

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Tailoring communication to individual needs and preferences can make interactions more meaningful and effective, Ensuring timely responses to queries and concerns can significantly enhance customer satisfaction, Encouraging feedback and actively listening to customers' suggestions and concerns can help identify areas for improvement and demonstrate a commitment to excellence.
Improving the customer journey on approaching the service Have a Triage team dealing with homeless queries at the outset
communication
Training and supporting staff development to deal with this type of client. update any resources and online resources for staff to use to help deal with cases more effectively. Having updated contact information of partners and other third-sector organisations that may be better suited to support and for better cross-partnership working to prevent rough sleeping. Benchmarking with other local authorities and using data from both local authorities and central government to see trends and areas of concern. What is currently working and what has worked in the past?
Working with our Partners more closely so that they can advise their customers/clients of what help they are realistically going to get.
none
more empathy, provide multiple support when needed and be able to direct them to other services with ease. be able to find solution out of your own job role. this will help resolve issues faster.
Already just completed this survey, but wanted to add here, I think ensuring there are fully trained triage officers when dealing with homelessness applications to ensure it is passed onto the correct team is essential. Very often, cases are passed through to the wrong team which means clients appointments can be delayed/cancelled which is poor service to the client. There is also a poor system when people present at the resident's hub, often waiting hours to be seen, a proper ticketing service is required, or timed appointments, so clients are not missed or waiting around. I also believe there needs to be services again where clients who are not internet savvy can be assisted to complete benefit applications including Housing Benefit, Council Tax Reduction but ideally other benefits such as UC or PIP to save problems mounting up without appropriate support. If these services are available, they need to be communicated more to staff and the public as I am not entirely sure of these services.
To provide a better customer service there needs to be much better training for staff to complete their duties appropriately, but also the time and resources to allow this also.
Training staff to be trauma informed
More options
More caseworkers so you don't have to wait so long
Have someone they can speak to and have a suitable housing for them
If they are more friendly to with customer it's going to be happy

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council’s new Homelessness and Rough Sleeping Strategy 2024-29

How more appointments for residents
Customer Service e.g. Bangladesh Speaker
Housing Team was very supportive
Better communication, updates more follow-ups
Make it easier for people with disabilities / health issues to access services by phone
Help with the application process
No improvement required
Take all the information before the evaluation
Longer opening times, maybe being based in local supermarket or Mosque
Better interpreting service, quicker service at HO
Being more honest, not pushing to pillar to post
they should not be employed evil social worker like the person they allocated for me, she nearly kill me & my child
Everything needs improving, you have the worst customer service. replace everyone
Communication
Training for staff and continuous review and feedback from customers. Customers still complain how awful the interaction and service with council staff is including not responding to queries, not answering to phones, being passed from one person to another etc
To take their problems more seriously
More communication between housing officers and customers
Listening skills showing empathy and understanding
1. Quick response via phone/emails 2. Speak to real people on phone
By keeping meeting times accurate + answering phones, emails promptly
Politeness, understanding, speaking in language the customer is compatible with
More face to face interactions as some people struggle to express themselves over the phone.
Better online of what to expect when you come to the Residents Hub
More staff better information
Don't know
Making sure everyone understands their needs



Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council's new Homelessness and Rough Sleeping Strategy 2024-29

Help line empathetic staff
In house training. Customer service staff should get similar shelter training / crisis training
Contacting face to face with customer Avoiding phone appointment Attend residential area to inspect the situation
Staff are more kind and understanding
Proper signposting and communication time not too lengthy with the person who has risk of homelessness
Better customer service, having someone available to explain the procedure, and when we have question someone to answer them, in my experience I had no support, I still don't know how the process is going.
Having good communication skills with your resident when they need your support during their difficult times.
For customer service you better recruit people with various cultural and ethnic background. If it's a majority of one community, then service will fail of favouritisms and will be disadvantage for others.
They're very helpful, I enjoy their service.
Listen to people and be sensitive towards their situation.
Staff training.
Having access to customer service, it's very difficult to speak to customer service most of the times.
More training on new law, empathy and managing behaviour courses, recruiting different background staff for understanding all people differences.
To have more properties for single people
Employ capable people who know about social housing and enforce social housing rules and regulations employ who have communication skills to deal with social housing issues relating to homelessness.
They need to feel understood, heard and served. Active listening to them, getting feedback to see what's working well.

Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council’s new Homelessness and Rough Sleeping Strategy 2024-29

<p>Comforting staff Ease of information Equality + Diversity</p>
<p>1 Employees should be better trained on how to deal with requests and complaints. 2 The company must set realistic expectations for its customers service department, being clear about what they can and cannot do.</p>
<p>listening to people’s needs</p>
<p>Respect and compassion towards people who are already in a hard place. Start with the facts and offer support, give true information and transparency from outset make housing officers available and accessible and accountable for their job role.</p>
<p>Be more empathetic and supportive morally. No be judge by the situation.</p>
<p>n/a</p>
<p>Provide more skilled people</p>
<p>Respond to emails within 5 working days instead of a whole month or 2.</p>
<p>Once I was rehoused in temporary accommodation TH have not contacted me. It has been almost 2 years.</p>
<p>Customer voice is heard.</p>
<p>Better housing facilities.</p>
<p>More staff</p>
<p>n/a</p>
<p>house more people in housing team Need more face to advisors.</p>
<p>No idea, sorry.</p>
<p>I experienced racism in the customer service. All people should be treated the same.</p>
<p>Improve the amount of staff</p>
<p>I have no idea.</p>
<p>Fulfilling the residents’ issues</p>
<p>Every 6 months face to face appointment with the case manager for essential updates.</p>
<p>Understanding customers more clearly. Support the customer with disabilities / help them out more.</p>

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Able to get through + contact someone.
Some appropriate training
I am satisfied as it is now.
Training staff ensuring they are friendlier and easier to approach.
Staff to listen to individuals, be more empathic with people's situation and show care, be realistic and not what they can't achieve. Not to make us feel like we are pitied.
Clear communication donations therapy for homeless people
Understanding the service they are receiving and the benefits.
answering calls and having good customer service. BEING PATIENT with those who can't speak English.
Training staff ensuring they are more friendly, helpful.
The service can be achieved through personalised care management, empathy and understanding from service providers.
A good customer service
Helpful minded
1 Non judgement approach from housing options officers 2 Understanding residents and the overall needs of diverse community in Tower Hamlets
Everybody should get good home. Anybody shouldn't rough sleep.
For the people to be patient and thoroughly explain everything in advance. Also for them to actually help with the referring rather than just letting people know as some struggle with communication.
Easier reach the communication.
I don't know
Clear and responsive communication empathy and understanding well trained and knowledgeable staff proactive problem solving
I went through that situation so homeless needs more help.

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Responding quicker on emails.
Staff should treat us nicer.
Much clear communication with the homeless department.
Better communication.
When someone contacts about any emergency issues they need to look after them as soon as possible.
More follow ups.
It's very hard to contact the homeless team they should have a direct number with more workers to answer calls.
Help these people by providing them jobs so they have money to have a house / are able to sustain themselves. Build shelters for these people until they are able to sustain themselves.
They do what they can, everything can improve.
Council numbers should be available I told above about special hotline number to be reached.
Encourage honest customer feed back
Stop treating homeless people as though they are lying and rent council accommodation, support them they are going through a lot. I was feeling suicidal due to the lack of support I had from the council.
immediate intervention to support homeless persons
Housing officer and housing options should liaise with customers with help and transparency, those who are registered on a homeless waiting list are also human being not just a number.
Staff that are knowledgeable and show empathy staff need to work on their customer service skills and maintain a polite demeanour in their interactions respond to calls / emails in a timely manner Explain processes clearly rather than me asking probing questions.

**Q9: What actions would help us to provide suitable and affordable accommodation?**

More money which is hard to find I know.
- Increase the percentage of affordable houses in TH. Actually affordable, not just a decrease that doesn't mean anything. - Maybe grants for landlords that have high standard properties to offer their properties for lower prices?
More funding for local housing and support services.
Reduced rents in the private sector, modular housing units which can be erected quickly and easily
Building more really affordable housing.
More housing
Money from central government!!!! Where they are refugees, fear from being exposed to home office intervention/removal.
I don't know what is already in place - but - having a defined programme of progression to help people move through to becoming independent again.
Encourage the selling back of private properties Continue to consider filling unused spaces with social housing (like the flats on Shetland Road) More regulation of landlords / working with them to help people with DSS into rented property/ filling unused property
1. Building flats 2. Modifying bigger houses 3. Opening mechanisms for households to sponsor homeless individuals for incentives and doing so that households wouldn't suffer other types of burdens imposed by authorities. This way households may use available space legally for as long as a homeless individual needs until a permanent accommodation.
Maintenance of housing stock, investigation of empty properties,

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Working with landlords as to the challenges and escalation costs of providing supported housing. e.g. infestations, damage to property, How can these be mitigated? If we continue to lose access to support housing provided by council/ housing associations the dependency on hotels and emergency accommodation will only increase.
More cooperation with the local real estate developers who should contribute financially to offering more accommodation for vulnerable people and those at risk of homelessness.
It's a difficult financial time but there are also lots of empty office spaces in London. Perhaps they could be considered for developing into accommodation. Could the local community help with providing the skills and materials akin to DIY SOS to help get this done where money is the barrier.
Making sure that when new homes are built, they meet the needs of the local community rather than property developers - at least a proportion should be truly affordable.
Making use of empty buildings. More shelters for those who are on the streets.
Working with hotels or creating purpose-built accommodation that can be simple but must be clean and warm and give people enough space.
More home building! Increase supply. Support for TH residents who want to downsize their accommodation, Support for TH residents to make a room available for rent as a live-in landlord.
Identify space perhaps within unused council accommodation
Working with the council housing associations having fast track to help people
Provide good quality housing. Support tenants and or residents associations. Hold landlords to account.
Investing in more temporary accommodation and not closing hostel spaces
Being creative - look at what other borough are doing

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Working and attracting new, good landlords
Vote for a new government
Better procurement. Clear indicators to frontline workers in the sector about who would and wouldn't meet priority so that the system is not overwhelmed. But ultimately supply
cross-borough partnerships and cross-departmental commissioning / resource allocation
Buy good quality accommodation where possible. Access quality accommodation provided. Housing first and increase floating support. More affordable housing to be built
<ol style="list-style-type: none"> <li>1. Increased budgetary allocation for accommodation</li> <li>2. Priority housing in affordable housing to be allocated to persons experiencing or recently experiencing homelessness</li> <li>3. Increased research on homelessness</li> </ol>
Rent control
To help people
Knowing the needs and ability of the receiving person
Working closely to individuals on what they want to do next regarding to their plan and assessing their situation to moving to a more permanent settlement home.
Restructuring the whole service.
Priorities the homeless and provide the affordable accommodation

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The financial resources of someone/a family and the challenges of it. There should be more depth into finance especially for single parent households who are struggling with children in full time education and parents working 7 days a week to make ends meet.
Check the accommodation before placing people in certain environments. Some properties are unsuitable for people with young children.
Temporary accommodation is not suitable for families with children. The rent is extremely high and it’s not affordable for any person to live comfortably without stressing. We should be given priority for permanent housing
Reevaluating budgets. Making use of abandoned businesses, offices and schools.
Improve staff at hostels, more longer term options
I don’t think anything will help, London prices are London prices, some homes I see on the bidding are the same prices as private rented ones, that’s not council price
affordable good quality housing -
Not sure
Not sure
Not an expert on housing system.
More social housing needs to be available rather than selling these off to private sector. This contributes to the rich being rich and poor remaining poor
build more accommodation.
contact the people to discuss with them their needs before taking any decision. Also, priorities should be for those who form strong local connection to the area and schools. additionally, the number of big families should be taken into account and prioritised.



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Taking into consideration their situation, e.g. providing a family who have a baby a suitable room with a toilet in the room for example rather than a shared bathroom.
Each individuals are different therefore requires different affordable accommodation.
like being kicked out by a landlord or a single mother who doesn't have a job
I think building more houses and stopping misuse of the service results to provision of suitable and affordable accommodation to the people in need.
All need to help each other's to get suitable accommodation.
Not sure
To build new property in the borough.
I do not know
I have no idea
Give people more of an option when giving housing.
By categorising people as their in need specially for disabled and vulnerable people.
Build a in house residential flats (hotel rooms) where council can keep homeless residents until somewhere placed rather than paying lots of money to hotels and private companies for accommodations.
demolishing desolate and out of use buildings and creating more spaces for council accommodation. Or refurbishing these areas if they are adequately liveable.
Maybe more housing funds

<p>Housing first approach: Prioritize a “housing first” approach that focuses on quickly providing stable housing to individuals experiencing homelessness, with the understanding that access to housing is a fundamental first step towards addressing other challenges they may face.                  Affordable housing development: Invest in the construction or renovation of affordable housing units to increase the supply of affordable accommodation options in the community.</p>
<ol style="list-style-type: none"> <li>1. Increase housing supply through new developments.</li> <li>2. Offer housing subsidies or vouchers for affordability.</li> <li>3. Incentivize the development of affordable housing units.</li> <li>4. Implement zoning reforms to allow for high-density and mixed-use developments.</li> <li>5. Establish community land trusts to maintain affordable housing stock.</li> </ol>
<p>More funding into this area. Building more homes. Reducing the costs of rent, council tax etc.</p>
<p>Give more support.</p>
<p>Talk to the people directly who needs house. Follow the priority of people needs and move them to the permanent house.</p>
<p>Take everything into account</p>
<p>Make more houses</p>
<p>Being affordable for everyone</p>
<p>Gaining more council properties</p>
<p>Local accommodation to their current work placement.</p>
<p>provide a variety of realistic jobs options for people who struggle to attain one</p>

Develop an improved 'Move on' offer to residents living in temporary accommodation – to include support in bidding for appropriate social housing homes and to find alternative housing solutions in the private rent sector with regular occupancy reviews. Provide enhanced information and support to customers on how to search for PRS properties to enable them to undertake future searches independently.
accepting that we have to provide accommodation outside the borough in cheaper areas. Paying market rates for housing people inside the borough presumably means you can't house as many households as you could if you used cheaper accommodation.
Identification of family ties, if any. Being housed somewhere close to a potential support system could make for a more sustainable way of housing, as people tend to come in and out of homelessness quite often.
Provide a suitable property with all the boxes tick such as spaces clean and safe and give space as people needs.
Perhaps more partnerships with housing associations, I think this can be a good option for many clients and offers a lot more security than PRS. However, as a third sector charity we can rarely make direct referrals to these organisations. When working with clients who are also working with LBTH, this has not been an option offered. More robust support with the PRS option offered by LBTH, I have seen this option offered to many clients as their only pathway but have not had a client been given a single offer or viewing so perhaps more connections with regulated landlords near to the borough. More support from housing officers with external referrals such as Clearing House or other appropriate housing schemes. Increase TA in or near to the borough - we have had many issues with our clients being given TA which is very far and away from their support networks in Tower Hamlets which increases risk of abandoning and also risk of disengaging with services such as with Reset Drug and Alcohol Treatment.
Lower rent prices More benefit to help with housing cost
Need more housing
Clear partnerships between trusted housing provider such as housing associations and letting agents.
Make sure there are enough homes to go around. get building!
Don't know

<p>To have rent controls on private landlords. Going along with my above point about there not being suitable and affordable accommodation after TA because there aren't enough council houses and also no one wants to go into private accommodation because it is horrifically unaffordable. The government needs to introduce rent controls on private accommodation and build more council houses.</p>
<p>Accepting that in the short/medium term many areas of London is not likely to be the place where that's going to happen. Ensure those that have to move Londoner have access to appropriate service and infrastructure to make their lives as comfortable as it can be. Incentivise landlords to make their properties available for renting . The longer they rent it for more they get.</p>
<p>having a process with landlords/landlady's where the accommodation is inspected and safe for clients. As well as having more social housing to accept more clients.</p>
<p>To find the most priority people</p>
<p>As above</p>
<p>Reducing rent prices and make it affordable for everyone.</p>
<p>Imposing rent controls on private landlords, mandatory HMO licensing across the entire borough, mandatory physical inspection of all properties under consideration for use as TA, a zero-tolerance approach to disrepair, harassment and illegal evictions, compulsory purchase of abandoned land or properties for development of 100% social housing blocks.</p>
<p>No comment</p>
<p>Managing and reigning in rogue landlords, ensuring good quality and affordable housing/accommodation is available to the people who helped make Tower Hamlets the borough it is today. Currently, it seems the only people who can afford a decent life in the borough are those who are new to the borough begging the question, where do those who grew up in and call Tower Hamlets 'home' go?</p>
<p>This has to be linked to the funding that THLA receives from central Government. Advocacy to achieve this in collaboration with partners organisations may have new impetus after the forthcoming general election.</p>
<p>- Find cooperation across SECTORS /ORGANISATIONS this was told to me by a Homeless person! -Work REGIONALLY to buy or rent land for Housing. Work with Land Trusts and Commissions., Housing Associations and create cooperatives that handle the work instead of profit grabbing companies. Let Communities Build Housing that's modular or ecological in urban pockets or brownfield sites. <a href="https://allia.org.uk/our-blogs-and-news/new-allia-film-shows-how-modular-homes-can-help-address-homelessness">https://allia.org.uk/our-blogs-and-news/new-allia-film-shows-how-modular-homes-can-help-address-homelessness</a></p>

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Higher cooperation tax in tower hamlets and conditions placed on new building developments to construct affordable housing.
Do more research on the case, maybe to deter unfair advantage, showing people they may move out the borough will change things
Build more affordable housing Benefits to support rent etc
Offer homes all over the UK
Empty spaces, entrepreneurs, people who think outside the box, disrupters of outdated ways of creating policy and how about new ways of thinking like if people do want to sleep on the street then design somewhere for them to do it maybe (that's controversial my last point - I have a lifetime of experience of the complexities so you know I am coming from knowing the complexities) - Scotland are doing some new ways of trying things out and Portugal. The old ways of punitive just doesn't work - our systems are outdated - a lot of these issues are trauma related complexities and adverse childhood experiences in origin - keep punishing people and shunting them around or trying quick fixes do not really work for life long issues - where is the compassion
Discuss with Allocations / Lettings team in the council and other RSL to provide voids listing.
Easing of planning laws.
Build more affordable and social housing Partner with landlords and housing providers that are not lucrative from vulnerable adults but that offer affordable housing Deal with government to push for more housing support to stop inflation on rental market and building of 1/2 bedrooms leaving families with no space to live.
organisations (housing associations, council, voluntary organisations) should be given budgets to set up schemes to help people back on their feet, everyone would have an assessment to see what they need this assessment would be able to determine their needs holistically .
Not selling social housing to developers left and right would be a good start, no?

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We pay you and elect you to do this
Prioritising the building of genuinely affordable accommodation in redevelopments. Providing move-on accommodation so hostels are not silted up. Encouraging / incentivising private landlords to rent to people in housing need. Explore small scale, difficult site development and the release of public land for development.,
Ensuring the quality of accommodation meets the needs of the individual. My flat is very cold during winter due to the old and poor quality of windows and doors. Individuals should also be given the chance to see the accommodation before moving in to a temporary accommodation or a permanent accommodation.
Government - with my taxes too - should build accommodations with close laboratories/workshops to allow them to leave in an affordable situation OR Renew old buildings and create new simple accommodations. Obviously, make sure they will be supervised
lobbying developers to provide low cost housing with each development
Work with other borough where there is plenty of space and accommodation to move people out of town .
More inspection of properties before sending clients there.
Cost is always going to be difficult; the hostels are too big.
areas away from hotspot areas which may cause them to being cuckooed.
To know the circumstances and needs of the individual to be able to provide suitable accommodation. To have a range of models of service provision to meet differing needs
Examine current procedures and see what is working and what isn't.
Identify and requisitioning empty stock
Build more social housing.

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Early intervention networking
build more homes
Procurement being less cumbersome Building our own TA
wider use of out of borough accommodation
more council owned stock which we could adapt and control the rent. using empty buildings and shops/offices. using more prefabricated pod solutions
To increase incentives to landlord and sign a longer tenancy period rather than 2 years. Landlord to agree for a 5 year tenancy rather than 2 year
closer working
Competitive incentives rates to ensure private sector partners want to work with the council. More negotiators / focus on expanding the supply of PRS accommodation.
Funding and building relationships with Landlords.
Informing client to where we stand as a local authority and what is available to clients in the area. we need to encourage clients that all services that they have aces to in London they are able to access outside of London.
Push for better legislation
Source more accommodation
Less use of Hotels/B&B accommodation
Further away from Tower Hamlets. Carrying out checks to make sure the accommodation is suitable.
Improved incentives for PSLs with robust enforcement on non-compliant landlords
Provide liveable accommodation

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<p>Sending a strong message that clients are less likely to find accommodation in Tower Hamlets</p>
<p>procure quality accommodation benchmark neighbouring councils and make incentives attractive</p>
<p>Lobby with Government re: benefits and LHA rates. Look at DHP, non-dependant deductions etc. sell the positives of moving out of the area, i.e. larger property, better facilities etc</p>
<p>More procurements, properties in affordable areas.</p>
<p>Good relationship with landlords</p>
<p>Ensuring all properties procedures meet a high standard. A TA repairs team to deal directly with repairs would be good. Incentives for landlords to provide properties at reasonable rates i.e. we cover the costs of repairs over the time the tenant is in the TA and agreements on the level of rent increase yearly to avoid it become unaffordable later down the line. Liasing with landlords/local authorities outside of the borough to procure properties. Looking at current empty homes/buildings that have potential to become TA.</p>
<p>For Tower Hamlets council to procure more properties and place homeless clients in them as this would eliminate the need to use commercial hotels and B&amp;B which are very expensive.</p>
<p>Taking action against rogue landlords and ensuring the comply with their statutory duties and negotiate lower rents</p>
<p>Council to buy properties and major advert by council to attract different types of landlord</p>
<p>Assessing client current housing needs and preferences, Provide information on housing benefits or financial assistance programs, Explore alternative housing solutions, if necessary, Collaborate with local housing agencies and landlords to find suitable options</p>
<p>Building new accommodation</p>
<p>Completing a tailored assessment of the client's current situation and what they can and cannot afford. Explain the process and enable the conversation with the client so they are made as comfortable as possible given the circumstances when discussing moves outside of the borough to other LAs that offer cheaper places to rent. Look at policies to push central/local authorities to provide more homes/rooms that are currently underused or not habitable due to poor condition as part of the future strategic plan.</p>
<p>To build social housing in the borough and not affordable or share ownership, etc. properties. Due to right to buy the stock has depleted and never been replenished.</p>



Appendix2: Consultation report and feedback from the consultation on proposed priorities for the council’s new Homelessness and Rough Sleeping Strategy 2024-29

For us to have more properties
n/a
Priority
Place people in categories so they can pay the rent being charged
Increase the supply of properties
Understanding their circumstances and ask about their needs
More home buildup
The council to build more homes and provide adaptable homes for people with disability
Extra council homes
Be more proactive and work together
Listen to people, multi-agency working
Pilot project with the aim of providing rent deposit or guarantors to people on social housing list and at risk of homelessness
Better working with landlords and more just for council housing
Current methods work well
More housing built
Private rent needs limitations
Not sure
Seeing who genuinely needs to be housed being more thorough
Don't have any ideal

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Do your jobs properly
improving the bidding system
Identify and taking control of empty residential properties in Tower Hamlets - there are enough stock in the borough it needs to be managed effectively. Empty new build tower blocks remain empty.
Not sure
Build more houses
n/a
Not sure
To build more affordable housing.
Same as 6
Don't know
Buildings that are empty or have been left vacated
More affordable housing
Purchasing our own B+B to save money
Building more new homes Moving people from home to home depend on bedrooms
Being fair to everyone and having cheap but good living conditions for everyone
Rent should be affordable Not car free properties

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No open plan kitchen, especially in THC Communal garden for all tenants
Having properties closer to the borough, I had to do long journeys with 2 children in primary and secondary school plus I worked / study location needs to be the priority.
Putting your residents near their friends of family that they are in touch with and making sure they are in an accommodation where it is affordable for them to manage.
Giving good quality safe homes to who needs it.
Considering people's needs and requirements,
Good investment in new built homes.
Provide accommodation based on specific needs especially in regard to temporary accommodation where children are concerned. Providing them with housing that is closer to school where possible.
Prioritise the highest benefit claimers when giving permanent accommodation to prevent council costs.
More temporary accommodation and more easy system for the bidding, a lot of people doesn't truly understand the bond and the rough waiting time.
To have more accommodation to provide
Building more social housing which is affordable to those in need Having more social housing trained workers Avoiding putting people on bed and breakfast hostels that are unhygienic infested with bed bugs Avoid moving families from one hostel to another weekly.
The actions that will help is by given financial support for them to be able to afford suitable and affordable accommodation so that they might not be evicted by the landlord.
Build more homes for social housing and less for private shred ownership.

Differentiate between the affordability of social housing + private renting sustainability + mental health
<p>Creating a live chat. Customer service must be available during extended hours. Customers should not wait months or weeks for a response.</p> <p>Additionally, automated responses should be avoided as this appears to be indifferent to the customer. Recalculate earnings and keep in mind other bills when deciding the cost of accommodation in the person works.</p>
w/shops + interviews
Housing that reflects social rent, affordable rent is not that different to private rent. car free homes are stupid for families and people with medical needs move people into secure tenancy homes quickly.
Lots houses are empty or a single person live in, example elderly people to don't be alone can be asked to share with rules and someone to supervise the home/people to have someone checked DBS etc to go and living altogether sharing the bills/food.
n/a
B&B, Housing Association can help about this
Look for housing in the tower hamlets borough.
Communicate on updates and permanent accommodation.
Low cost housing in Tower Hamlets.
Focus on struggling residents.
n/a
No idea, sorry.
More houses and flats to be available.
Not know.

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There are many old and abandoned buildings in Tower Hamlets they could be demolished and rebuilt to accommodate many citizens.
Do 50% discounts Give priority for homeless people permanently accommodation.
More social housing.
Build more refurbished accommodation.
I am satisfied as it is now.
Ensuring the person receiving the accommodation is happy / content with their location and has a stable income and provide reasonable services if the resident requires any.
Council needs to be accountable for inspecting properties provided by temporary accommodation to families, they need to not make people feel forced to take properties not in a good state
Raise money Expand budget on this project.
You should find out misuse accommodation and provide affected family.
Building decent houses used of recycled materials making buildings high to reduce space.
Various and easy access to these services.
Ensure the person receiving the accommodation which they can afford and they are happy with the location.

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Action to provide suitable and affordable accommodation including increasing the supply of social housing and partnering with landlords to offer an affordable housing option.
Build more houses
1 Restrict movement from other boroughs 2 build-up social accommodation as much as possible.
You should build more home.
Building an economical house at average prices
For the person to explain their needs. A suitable location where they can communicate, have religious understanding etc.
more residential access
Working together
Collaborate with housing providers offer a range of housing options seek feedback and improve
We needs more houses and help more homeless.
Lowering the payments
Better housing, better facilities.
Tailor individual needs.
Like I’m in 1 bedroom house I have two kids and my wife health issue type two diabetes, thyroid pancreatitis, it’s hard to for us we should get better place home for stay so check my cost please.
Encouraging more landlords to make their properties available to those facing homelessness.

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Don't forget these people have lost a home there for provide them with a property with less rent and free water supply no home should have a water metre.
I will build more public housing.
I have to think about it.
By provide reasonable living costs and child support payments.
Training staff to be more empathetic. Train them to understand the suitability of the properties, train them on mental health.
immediate rehousing building more flats houses Benefits person and working person must be supported
don't know n/a
More social housing.