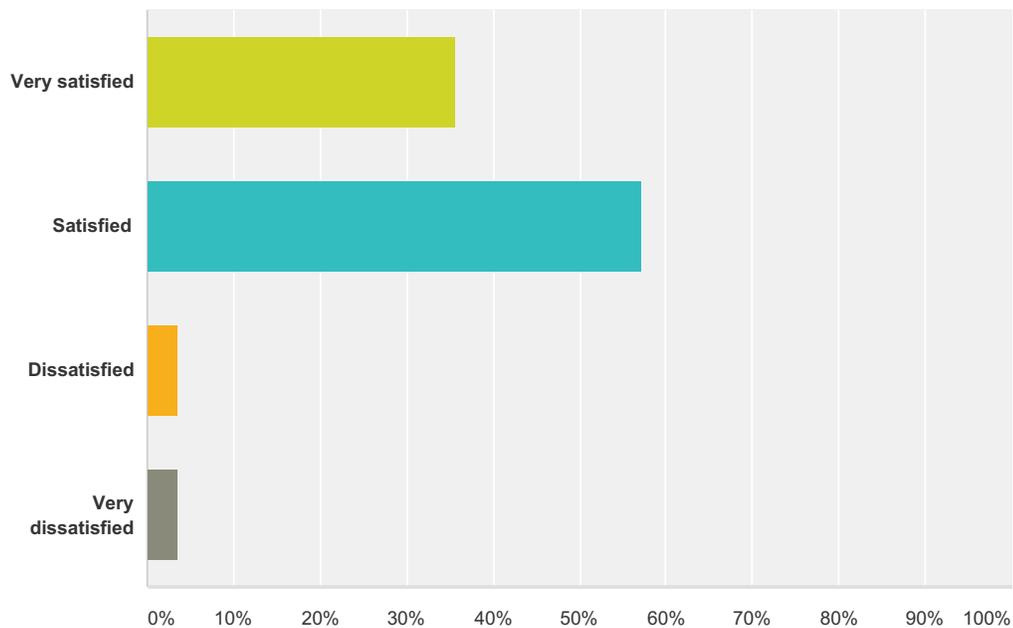


# Exeter and Teignbridge joint homelessness strategy

consultation response 12 Feb to 28 Mar 2016

## Q1 How satisfied are you with the format of the document?

Answered: 28 Skipped: 0



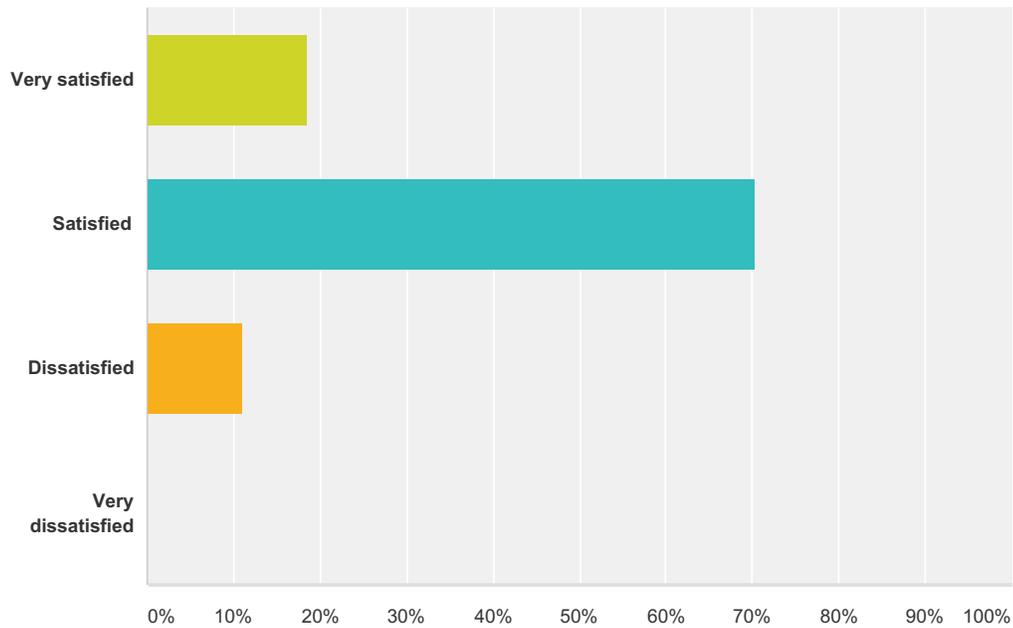
Answer Choices	Responses
Very satisfied	35.71% 10
Satisfied	57.14% 16
Dissatisfied	3.57% 1
Very dissatisfied	3.57% 1
<b>Total</b>	<b>28</b>

#	If you're dissatisfied, please tell us why	Date
1	Easy to read language and wel laid out.	3/4/2016 11:47 AM

Satisfied, or very satisfied: 93%

## Q2 How satisfied are you with topics raised in Section 2: Overview?

Answered: 27 Skipped: 1



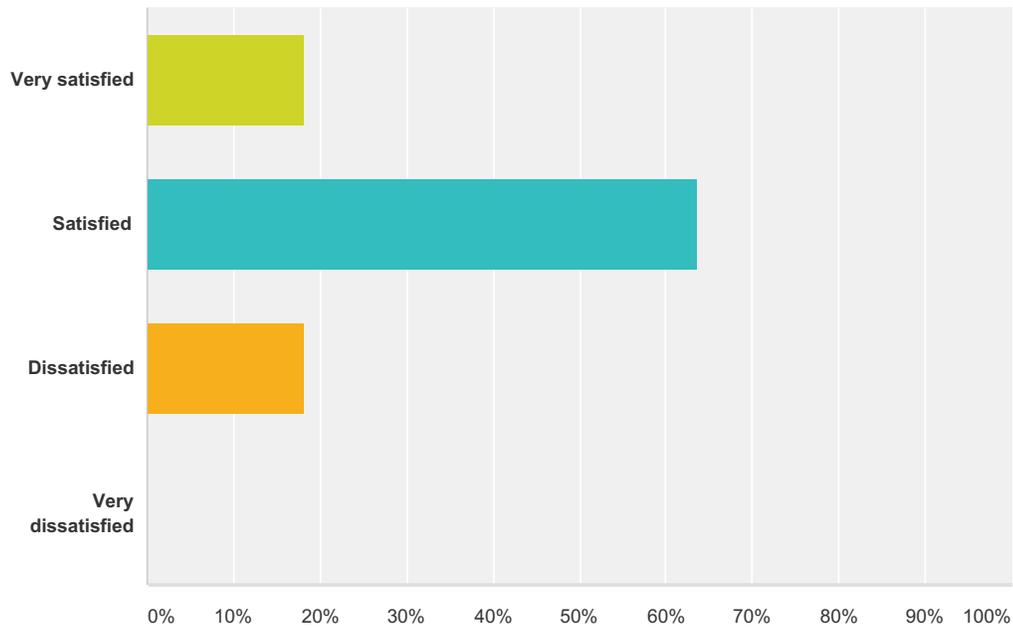
Answer Choices	Responses
Very satisfied	18.52% 5
Satisfied	70.37% 19
Dissatisfied	11.11% 3
Very dissatisfied	0.00% 0
<b>Total</b>	<b>27</b>

#	If you're dissatisfied, please tell us why	Date
1	I think the issues of mental health and substance abuse are not realistically explored to provide adequate support. Speaking from experience as a relative of a rough sleeper there was a need for all aspects to coordinate at the same time for it to work. There is no residential long term support for rehabilitation of substance abuse unless you are extremely wealthy. Seeing an advisor or two weeks in hospital is hopeless if someone does not have an alternative but to return to their pre -existing life before admission.	3/24/2016 3:33 PM
2	A bit longwinded	2/17/2016 9:46 PM

Satisfied, or very satisfied: 89%

### Q3 How satisfied are you with topics and actions raised in Section 3: Place to live?

Answered: 22 Skipped: 6



Answer Choices	Responses
Very satisfied	18.18% 4
Satisfied	63.64% 14
Dissatisfied	18.18% 4
Very dissatisfied	0.00% 0
<b>Total</b>	<b>22</b>

#	If you're dissatisfied, please tell us why	Date
1	see note at end of survey	3/4/2016 11:51 AM
2	Content good but 3D style graphs make it look messy and more complicated than necessary	3/1/2016 10:35 AM
3	affordable isnt affordable. devon wages and london prices. more council owned properties are required.	2/26/2016 9:50 AM
4	Very concerned about the lack of accommodation for rough sleepers in Dawlish area. We currently have 2 sleeping rough that I know of and one who died 3 weeks ago was also rough sleeping.	2/20/2016 7:20 PM

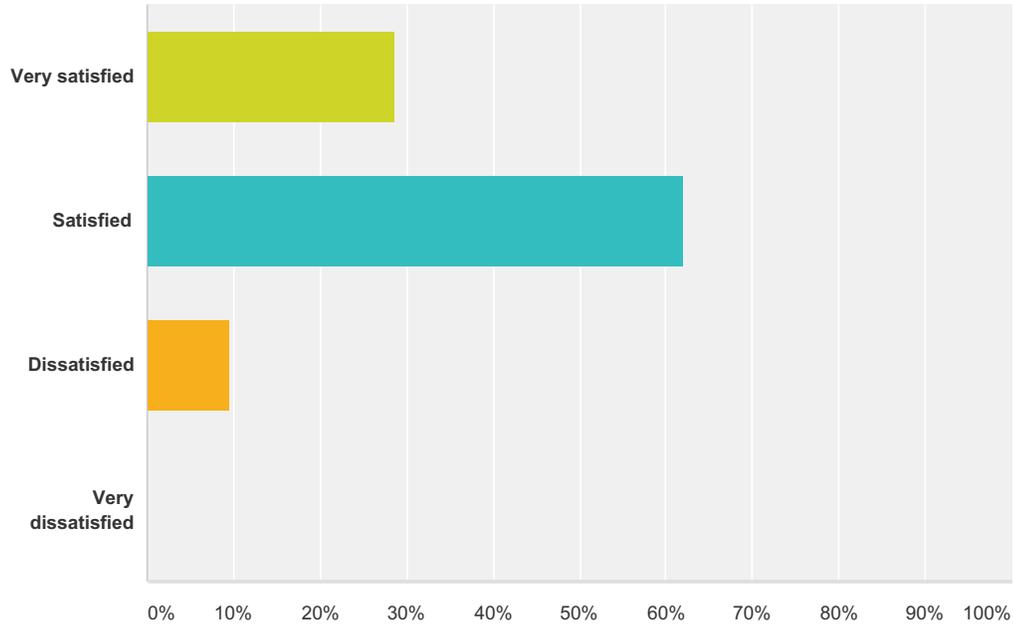
Satisfied, or very satisfied: 82%

## Homelessness strategy consultation

5	<p>The document majors on prevention - which in the current climate is exactly the right thing to do. Early intervention to prevent the need for acute support is the most cost-effective solution, and has the best outcomes for customers. However, I was surprised not to see a section on how more affordable housing options can be brought on-stream - particularly in Exeter where good quality, affordable homes for single people are in short supply. (To be fair, this may be in the Housing Strategy - in which case a link in the Homelessness Strategy might be useful.) It is important to say that actually providing the housing needed cannot be a responsibility solely laid at the door of local authorities, however - we all have to accept that the resources that there used to be have gone. For that reason, I would like to see a commitment to (and call for) wider community-based social action projects to bring more housing options to the local market. I would like to see a "housing summit" of Local Authorities, RSLs, community organisations and social enterprises with a housing focus to co-design new potential solutions. (e.g. Housing First models, Peer Landlord schemes, supported tenancies brokered by social sector organisations within the private rented sector etc.) Also in Section 3 (3.3a) I think we need to think very carefully about a nightshelter in Exeter - I am not certain that this type of provision is helpful or desirable.</p>	2/15/2016 9:16 AM
6	<p>Could have more detail about what accommodation could be built. The Council should invest in homes for those without one, not people who want a different one.</p>	2/14/2016 8:16 AM

### Q4 How satisfied are you with topics and actions raised in Section 4: Access to services?

Answered: 21 Skipped: 7



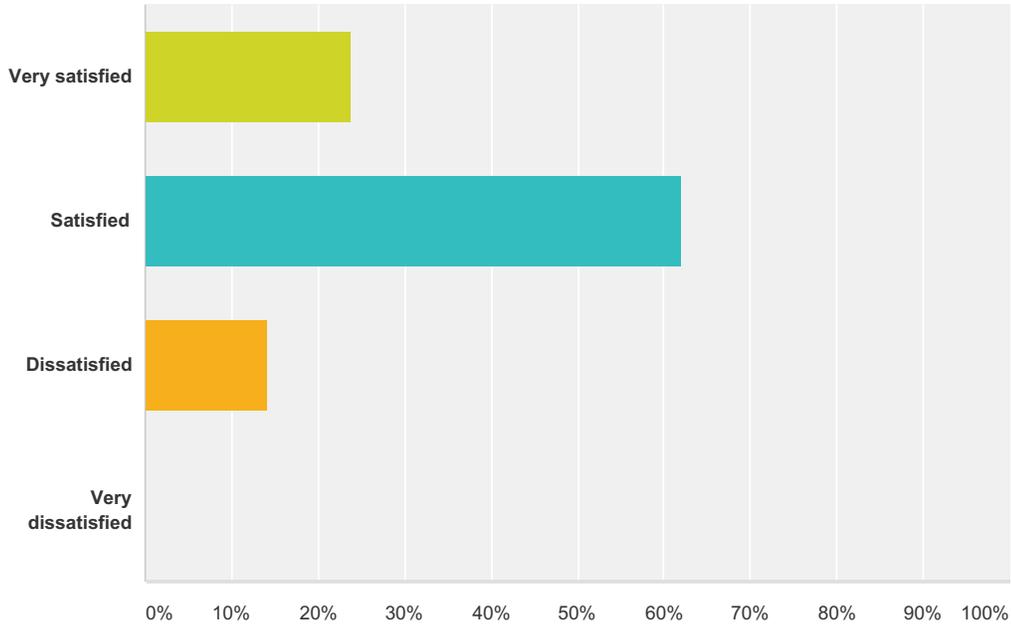
Answer Choices	Responses
Very satisfied	28.57% 6
Satisfied	61.90% 13
Dissatisfied	9.52% 2
Very dissatisfied	0.00% 0
<b>Total</b>	<b>21</b>

#	If you're dissatisfied, please tell us why	Date
1	The actions are good but our experience of trying to access help lines is not good. Often no answer from the Outreach team especially at weekends.....	2/20/2016 7:20 PM
2	Good section - could do more to highlight and celebrate the inter-agency and cross-sector work being undertaken to tackle complexity and entrenchment - e.g. MEAM, ICE etc, and the fact that the Exeter Community Safety Partnership & Street Attachment Group is currently commissioning the "mapping" of a city-wide "exit offer" for the street-attached.	2/15/2016 9:16 AM

Satisfied, or very satisfied: 91%

### Q5 How satisfied are you with topics and actions raised in Section 5: Health and protection?

Answered: 21 Skipped: 7



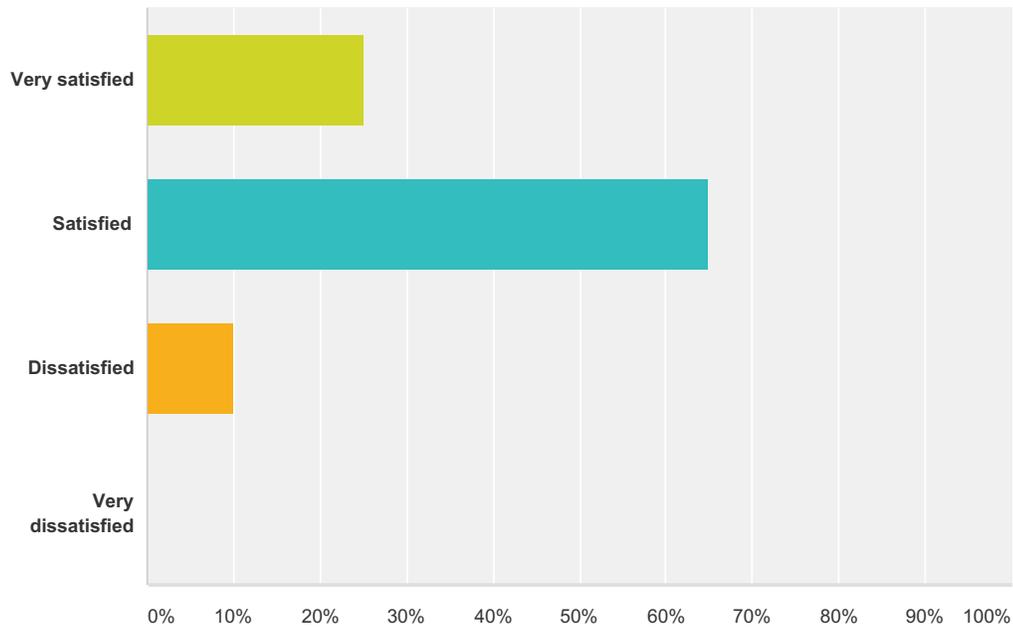
Answer Choices	Responses	
Very satisfied	23.81%	5
Satisfied	61.90%	13
Dissatisfied	14.29%	3
Very dissatisfied	0.00%	0
<b>Total</b>		<b>21</b>

#	If you're dissatisfied, please tell us why	Date
1	The strategy valuably highlights the importance of supporting people with multiple needs, but the proposed response does not seem adequate to the scale of the problem. There is a specific lack of suitable accommodation for people with significant mental health needs and substance misuse issues (particularly those with dual diagnoses) locally. I fear the impact of initiatives such as ICE will be limited unless increased specialist accommodation options for those with high-support needs is also made available. Separately, I also feel that the strategy mis-represents the level of co-ordination and knowledge that already exists between experienced local voluntary groups (for example, through the Exeter Soup Kitchen Network, which incorporates all major groups locally and already works directly and proactively with ECC to tackle rough sleeping)	3/29/2016 1:00 PM
2	Have forwarded to DCC Children's Services for comment on 5.2a.	3/4/2016 11:51 AM
3	In Action HH06 (p.22) again I think you could mention that the City Council and others will be involved in mapping the "exit offer" and asking organisations to agree a shared set of values and protocols in order to develop the "consistent" approach referred to.	2/15/2016 9:16 AM

Satisfied, or very satisfied: 86%

## Q6 How satisfied are you with topics and actions raised in Section 6: Money matters?

Answered: 20 Skipped: 8



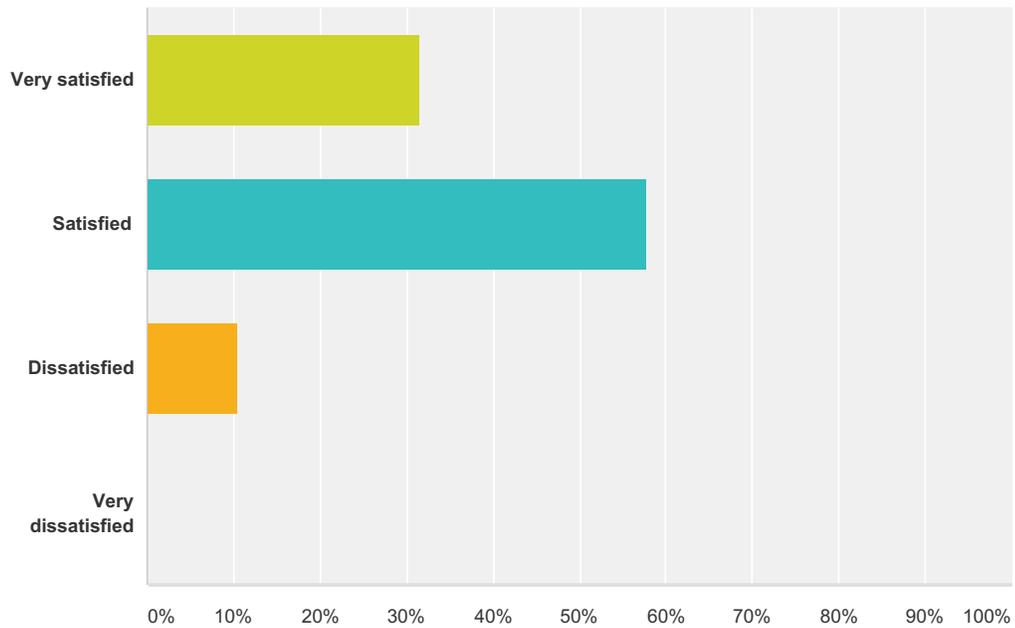
Answer Choices	Responses
Very satisfied	25.00% 5
Satisfied	65.00% 13
Dissatisfied	10.00% 2
Very dissatisfied	0.00% 0
<b>Total</b>	<b>20</b>

#	If you're dissatisfied, please tell us why	Date
1	I think the "spend to save" case is very strong in homelessness, and this driver has made housing services in some parts of the UK an "early adopter" of socially-financed models. I think Exeter & Teignbridge could more explicitly state an aim to explore socially-financed housing models - evaluating evidence and emerging practice from elsewhere.	2/15/2016 9:16 AM
2	There should be additional funding to stop homeless people dying. Stop wasting money on swimming pools and shopping centres and invest in making the city and countryside safe and offer new housing to rough sleepers	2/14/2016 8:16 AM

Satisfied, or very satisfied: 90%

### Q7 How satisfied are you with topics raised in Section 7: Ownership and governance?

Answered: 19 Skipped: 9



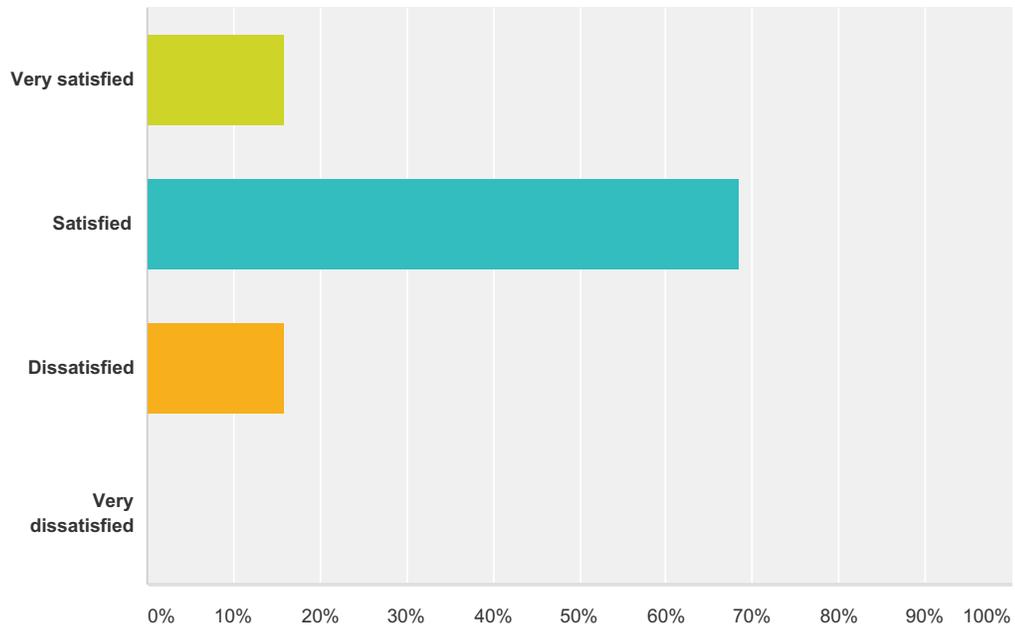
Answer Choices	Responses
Very satisfied	31.58% 6
Satisfied	57.89% 11
Dissatisfied	10.53% 2
Very dissatisfied	0.00% 0
<b>Total</b>	<b>19</b>

#	If you're dissatisfied, please tell us why	Date
1	This looks good on paper but on the ground does it mean anything????	2/20/2016 7:31 PM

Satisfied, or very satisfied: 90%

### Q8 How satisfied are you with progress, context and statistics raised in Appendices A, B and C:?

Answered: 19 Skipped: 9



Answer Choices	Responses
Very satisfied	15.79% 3
Satisfied	68.42% 13
Dissatisfied	15.79% 3
Very dissatisfied	0.00% 0
<b>Total</b>	<b>19</b>

#	If you're dissatisfied, please tell us why	Date
1	see note below in comment 9 box.	3/4/2016 11:53 AM
2	Mostly fine, same comment about 3D graphs	3/1/2016 10:39 AM
3	Some "not achieved" actions need re-visiting, they still have merit. E.g. - Bringing empty homes back into use, links to employment services etc.	2/15/2016 9:23 AM

Satisfied, or very satisfied: 84%

## Homelessness strategy consultation

### Q9 Is there anything missing; do you have any other comments?

Answered: 12 Skipped: 16

#	Responses	Date
1	The holistic awareness of individuals' needs and their impact on housing needs, and the integrated approach this leads to, is very strong in this strategy. I also greatly appreciate the new emphasis on partnership working with local organisations, including the voluntary sector, which I see as key to future successes.	3/29/2016 1:08 PM
2	Reference should probably be made to the proposed PSPO in Exeter. The Salvation Army and other churches also play a part in supporting homeless people.	3/24/2016 3:40 PM
3	We welcome a greater emphasis on prevention. Support for crisis intervention must remain, but it is costly. More spending on preventative work, over time, must be the way forward. The Court Desk referred to on page 27 would benefit from an explanation that, to the best of my knowledge, there is no County Court provision in Teignbridge. Therefore cases go to either Exeter or Torbay. A joint funding approach to the Court provision would seem fair if Teignbridge were to cover some of the real costs of the service.	3/14/2016 4:12 PM
4	Page 9 says: "Public spending cuts have led to the loss of over 300 units of supported accommodation across the area in the last five years." This sentence infers that bed spaces have been removed. Please clarify that accommodation has not been lost and also note that in line with the principle of funding individual support packages to people assessed as most in need (rather than block purchasing support attached to a building) budgets may have been reallocated to support people assessed as eligible for social care which is personalised to meet their specific needs. Page 37 says: "DCC's 2014 homelessness prevention tender changed the model of provision by giving providers freedom to support clients in existing homes and along pathways, rather than solely linked to accommodation. This has clear benefits but also difficulties in the provisions of specialist high support services where housing support is needed alongside mental health, substance misuse or offending behaviour and usual accommodation does not provide a suitable setting." For additional clarity it would be useful to add that "Where current accommodation is not considered suitable, the flexibility of the 2014 contract allows support to be delivered on the basis of need rather than where buildings just happen to exist."	3/4/2016 11:53 AM
5	Most of the new builds in the area are not affordable for local people. also local agents advise against letting to anyone on benefits. people who let up to 2 property's should get a tax break. this would encourage private / non business to rent out without losing too much in tax. a council run scheme should be in place of land agents. this way people with a property to let can have peace of mind. tax could be taken at source as community tax and not income tax. money can then be used for more social housing.	2/26/2016 9:56 AM
6	This is a good working document but I do worry about the continuing number of homeless people we have coming to our Church asking for food and money. It's then difficult to know where to get help. It seems everything is in Exeter. Our town also desperately needs a group that will support people with addictions. Rise Recovery up and left last year and there is nothing in its place.	2/20/2016 7:31 PM
7	Why is it that if you have children when you cannot afford them or have a drinking or gambling problem you are rewarded with a house. Yet if you wait for children, save and have a full time but low paid job there are no houses in the locality you can afford. It is disappointing that stupidity is rewarded.	2/19/2016 5:59 PM
8	No mention of Credit Unions	2/16/2016 12:50 PM
9	A very well planned customer friendly layout	2/15/2016 3:46 PM
10	I think that the homelessness strategy puts into words what most already know.. And that is all that it is words ! The deed may be more difficult to deliver given the numbers set to enter the country.	2/15/2016 10:15 AM
11	The main thing missing is an actual strategy / approach / stated ambition to bring more units of accommodation into use. As stressed above, this is not to be seen simply as something for local authorities to achieve alone - it needs a multi-agency, cross-sector, co-designed solution(s). It may involve new financial models, pilots of different approaches, and a review of evidence and practice from elsewhere. However, when push comes to shove, in Exeter at least, the homelessness crisis is due in significant part to the sheer shortage of appropriate, affordable accommodation, so as a whole community we all need to do more to increase supply.	2/15/2016 9:23 AM
12	There should be more money available to provide the services people need. I get that resources are tight but they need to be prioritised across the councils to the most vulnerable	2/14/2016 8:17 AM