

Considerations of the consultation feedback – Homelessness and Rough Sleeping Strategy 2024-2029

Priority 1: Prevention

Consultation feedback		Officer response	Actions proposed
Broad themes	Further detail		
Quantitative feedback	<ul style="list-style-type: none"> • Overall <ul style="list-style-type: none"> ○ Total agree: 91% ○ Total disagree: 3% 		
Positive comments	General positive comments around priority (8 comments)	No officer response is required (positive consultation feedback).	None.
Concerns and suggestions	Suggestions / concerns around preventing evictions / maintaining tenancies (11 comments)	In response to consultation feedback, we will make amendments to ensure there are more actions to prevent evictions and maintain tenancies.	The strategy has been amended to add actions to improve employment skills and opportunities to ensure people have the necessary income to afford housing costs. We have included an action to ensure that there is a clear pathway for care leavers to access housing.
	More information / definitions needed within priority (5 comments)	In response to the consultation feedback, we will define corporate parenting to make sure the strategy can be widely understood.	The strategy has been amended to include a definition of corporate parenting.
	Suggestions around accessing support / making it easier (6 comments)	In response to the consultation feedback, we will include actions to improve the knowledge of and access to support services.	The strategy has been amended to include new actions to review the front door offer to make sure people can easily access support services. The strategy has also been updated to include an action to ensure people with Restricted Eligibility know what to do if they become homeless or are threatened by it.
	Recognise / understanding reasons for homelessness (7 comments)	In response to the consultation feedback, we will include actions to ensure that staff and partners understand the reasons for homelessness and continue to work compassionately with people who are experiencing it.	The strategy has been amended to include an action to train staff on trauma-informed care and on how to best support people who have experienced domestic abuse.
	Other suggestions / concerns (6 comments)	In response to this consultation feedback, we will consider these suggestions and these concerns.	None.

Priority 2 - Intervention

Consultation feedback		Officer response	Actions proposed
Broad themes	Further detail		
Quantitative feedback	<ul style="list-style-type: none"> • Overall <ul style="list-style-type: none"> ○ Total agree: 90% ○ Total disagree: 5% 		
Positive comments	Other positive comments (3 comments)	No officer response required (positive consultation feedback).	None.
	Positive comments around compassionate and trauma-informed approaches (6 comments)	No officer response required (positive consultation feedback).	None.
Concerns and suggestions	Suggestions around improving support for intervention (7 comments)	In response to the consultation feedback, we will ensure support services are more easily accessible. We will also include positive interventions which prevent people from becoming homeless and support people who become homeless at an early stage.	The strategy has been amended to include actions on improving the knowledge of, and access to, homelessness support services. We have also amended the strategy to include an action to intervene early to support young people leaving the care system into housing.
	Suggestions around better / faster communication for intervention (3 comments)	In response to the consultation feedback, we will make sure to communicate effectively with service users to update them on their situation and the options they have.	The strategy has been amended to include an action on communicating clearly with service users about their circumstances and options. This includes people in temporary accommodation.
	Concerns around priority not going far enough / more support needed (7 comments)	We currently have support teams working hard with individuals and households to find practical solutions to their circumstances. We will continue to provide this support, work to enhance the housing options and improve the help available.	None.
	Suggestions around mental health/addiction support (19 comments)	In response to the consultation, we have specified that we will work more closely with mental health and substance use disorder services to support and reduce the risk of homelessness and help increase the chances of people acquiring and sustaining a home.	The strategy has been amended to state that we will work closely with mental health and substance use disorder services to help tackle homelessness.
	Suggestions around trauma-informed approaches (9 comments)	We understand the importance of having a workforce which uses sensitive, compassionate, and trauma-informed approaches when working with people who have experienced homelessness. We will make sure that our workforce is trained regularly in trauma-informed approaches.	The strategy has been updated to include actions on training staff in trauma-informed care and on how to identify and support people who have experienced domestic abuse.
	Suggestions around providing life-skill / work-skill opportunities (7 comments)	In response to the consultation feedback, we have added actions to improve education and employment opportunities to prevent the risks of homelessness and help sustain life off the streets for good. We understand the importance of ensuring people have the skills and opportunities to maintain their tenancies and to live independently.	The strategy has been amended to include actions on improving education, life skills, and employment skills and opportunities.
	Other suggestions/ concerns (5 comments)	In response to this consultation feedback, we will consider these suggestions and consider these concerns.	None.

Priority 3 – Working together

Consultation feedback		Officer response	Actions proposed
Broad themes	Further detail		
Quantitative feedback	<ul style="list-style-type: none"> • Overall <ul style="list-style-type: none"> ○ Total agree: 89% ○ Total disagree: 4% 		
Positive comments	General positive comments around priority (8 comments)	No officer response is required (positive consultation feedback).	None.
Concerns and suggestions	Suggestions / concerns around the Homelessness Prevention Board (5 comments)	We understand the importance of having an effective partnership board in Southampton to tackle homelessness and rough sleeping. We consider the suggestions for the membership of the Board, ensuring key stakeholders have the opportunity to join.	We will review the Terms of References for the Homelessness Prevention Board to consider the suggestions for who should be included in the membership of the Board.
	Concerns around potential evictions caused (2 comments)	We have reworded this point to make it clear that we aim to work with partners to prevent evictions from social housing and support those who have been evicted.	An outcome in the strategy has been reworded to make it clear that we aim to prevent evictions from social housing and support those who have been evicted.
	Suggestions around merging services (2 comments)	The Homelessness Prevention Board will help to improve the collaboration between internal services and partners.	None.
	Concerns around resourcing / funding for Priority 3 (8 comments)	We are developing a detailed action plan which will outline how each action will be resourced, funded and delivered.	None.
	Concerns around Priority 3 being unrealistic / too ambitious (4 comments)	We are developing an action plan which will detail who will be accountable for delivering the actions, as well as how they will be funded and resourced.	None.
	Suggestions for partnering with mental health / addiction services (15 comments)	In response to the consultation, we have specified that we will work more closely with mental health and substance use disorder services to support and reduce the risk of homelessness and help increase the chances of people acquiring and sustaining a home.	The strategy has been amended to state that we will work closely with mental health and substance use disorder services to help tackle homelessness.
	Suggestion / concerns - ensure service users are heard / involved (10 comments)	We understand the importance of involving people who have experienced homelessness and rough sleeping in the decision-making processes. The strategy has a key focus on effectively engaging with service users in the city and an action to ensure they can contribute to the Homelessness Prevention Board's discussions.	None.
	Suggestions around how the public can get involved / help (6 comments)	In response to the consultation feedback, we will make sure to improve the awareness of what homelessness support services in the city.	The strategy has been amended to include an action to improve the front door offer to make sure the support services are easily accessible.
	Other suggestions / concerns (14 comments)	In response to this consultation feedback, we will consider these suggestions.	None.

Priority 4 – Housing Solutions

Consultation feedback		Officer response	Actions proposed
Broad themes	Further detail		
Quantitative feedback	<ul style="list-style-type: none"> • Overall <ul style="list-style-type: none"> ○ Total agree: 87% ○ Total disagree: 5% 		
Positive comments	General positive comments around priority (4 comments)	No officer response is required (positive consultation feedback).	
	Positive comments around including pets in strategy (7 comments)	No officer response is required (positive consultation feedback).	
Concerns and suggestions	Suggestion - specific accommodation for those with mental health / addiction issues (6 comments)	In response to the consultation, we have specified that we will work more closely with mental health and substance use disorder services. We will work with these services to help provide supported accommodation which will address people's needs and help them to acquire and sustain a home. We also have actions to expand our Supported Lettings Scheme from 20 to 30 properties to help support more people.	The strategy has been amended to state that we will work closely with mental health and substance use disorder services to help tackle homelessness.
	Suggestions around supporting accessing the private rented market/ holding landlords to account (19 comments)	We understand that there are challenges for people to access the private rented sector. We also understand the importance of having good-quality homes across the city. Our strategy focuses on improving our relationships with private landlords to ensure our residents can access the private rented sector and find good quality homes. We will develop detailed actions on how to achieve this in our action plan.	None.
	Suggestions around support getting onto the property ladder (3 comments)	We will consider all options to support people to find a suitable and long-term home.	None.
	Suggestion - Obtain more affordable and social accommodation/housing (45 comments)	We are considering all housing options to ensure residents have access to appropriate and affordable housing for long-term periods.	None.
	Concerns around reducing spend and time on temporary accommodation / there should be more (10 comments)	We have updated the wording in the strategy to make it clear that our aim is to support people into more permanent and long-term accommodation quickly. Therefore, our aim is to reduce the time people are spending in temporary accommodation.	The strategy has been amended to update the wording to make it clear that our outcome is to improve move-on options and reduce spend on and time spent in temporary accommodation, wherever possible.
	Suggestions / Concerns around staff in council housing/accommodation (3 comments)	We aim to strengthen the training for our workforce to improve our service to customers and ensure people who have experienced homelessness are treated with compassion and care.	The strategy has been amended to include an action to train staff on trauma-informed care and how to best support people who have experienced domestic abuse.
	Suggestions / Concerns around private landlords providing housing (e.g. anti-social behaviour/damage) (8 comments)	We will work with the private rented sector to help ensure suitable tenants can acquire and remain in the private rented sector long-term.	None.
	Suggestion - Housing must be suitable (e.g. for individual needs / safe / within certain communities) (31 comments)	The council is determined to ensure that housing is suitable and safe for all residents in the city. We are updating our Allocations Policy and will make it clear that individual and community safety is incredibly important when we allocate social housing.	None.
	Suggestion - Utilise empty buildings/homes (20 comments)	In response to the consultation feedback, we have added an action to continue to explore how we reduce voids in our city. We have an action on working collaboratively to repurpose empty homes.	The strategy has been amended to include an action to continue to explore how we can reduce voids in the city.
	Suggestion - Review people in council housing (e.g. those that can afford to move out / property too large for family size) (6 comments)	We are updating our Allocations Policy and will ensure that social housing stock is effectively allocated to ensure as many people as possible can access suitable homes.	None.
Suggestions / Concerns around lack of resources for Priority 4 (2 comments)	We will use the council's budget, and other Government grants, such as the Homelessness Prevention Grant, to resource our actions. The details of how each action will be funded will be provided in the action plan.	None.	

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	Suggestions/concerns around pets in properties (3 comments)	We will explore suitable housing options for people who are homeless and threatened with homelessness and have pets.	None.
	Other suggestions / concerns (16 comments)	In response to this consultation feedback, we will consider these suggestions.	None.

Overall Feedback

Consultation feedback		Officer response	Actions proposed
Broad themes	Further detail		
Positive comments	Positive comments about strategy / supporting people who are homeless / sleeping rough (27 comments)	No officer response is required (positive consultation feedback).	None.
Concerns and suggestions	Other concerns / suggestions (14 comments)	We understand the complexity of this issue, but we are determined to deliver on this strategy. The action plan will detail who will be accountable and the resources which will fund the actions.	None.
	Concerns around resource / funding to carry out strategy (16 comments)	The action plan will provide details on how each action will be funded and delivered. We will use the council's budget and other Government grants, such as the Homelessness Prevention Grant, to resource this strategy.	None.
	Concerns around why this has not happened before / been affective / already implemented (9 comments)	In 2023, the council's data team undertook a review of homelessness in the city to determine the needs and wider determinants of homelessness. This needs assessment has informed the development of this strategy. Therefore, the strategy aims to address current and prospective needs over the next five years.	None.
	Lack of trust in the council (6 comments)	The Homelessness Strategic Assessment has provided an insight into the specific needs which must be addressed around homelessness in Southampton. We have used this information to develop a strategy for how to tackle homelessness in the next five years. We are developing an action plan which will detail how each action will be funded and delivered and who will be held accountable. We are determined to deliver on this strategy and achieve our vision to ensure everyone in Southampton has a safe place to call home.	None.
	Concerns around prioritising 'those most in need' / defining this / who this should be (23 comments)	The council has a responsibility to ensure people included in the reasonable preference categories are prioritised when allocating housing. This is to make sure that the most vulnerable people are protected and provided with safety. We are updating our Allocations Policy which will detail how housing allocations are prioritised.	None.
	Concerns around homelessness in city centres (5 comments)	The strategy aims to reduce homelessness and rough sleeping across the city, and as a result, reduce visible signs of homelessness in the city centre.	None.
	Suggestion - More financial assistance/benefits available for those in need (7 comments)	Our priority is to prevent people from becoming homeless and sleeping rough. We have included an action to guide people on the benefits and financial assistance they may be eligible for. We will also update our website to provide easily accessible high-quality advice and information.	None.
	Concerns around support often being declined (12 comments)	This strategy aims to improve the support we offer and ensure it meets the needs in the city. We will provide information and guidance to help prevent people from becoming homeless, we will review our front door offer to make sure people are aware of the support available. We will also work with partners to ensure our support is aligned and effective.	None.
	Questioning levels of support for asylum seekers / immigrants (8 comments)	The council will provide compassionate care and support for all people who are homeless and rough sleeping. For people who have Restricted Eligibility, we will make sure that they have clear information on the support available to them.	None.
	Concerns / suggestions around street begging (15 comments)	The strategy aims to support people who are homeless into accommodation and sustain life off the streets for good. This strategy aligns with our Safe City Strategy, which focuses on improving the safety in our city, including	None.

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Broad themes	Further detail		
		reducing incidents of anti-social behaviour. You can find more information here: Safe City Strategy (southampton.gov.uk) .	
	Other suggestions around priorities to include (4 comments)	The strategy has ensured that these priorities have been informed by the Homelessness Strategic Assessment published in 2023 and therefore, aims to address the needs in the city.	None.
	Too much waffle / jargon within strategy (15 comments)	We have written a short version of the strategy, outlining the priorities and outcomes we aim to achieve. This will be published with the strategy.	A shorter version of the strategy has been written to accompany the full strategy.
	More details (including how / actions) needed within strategy (45 comments)	The action plan will be developed which will include detailed actions on how we will achieve the outcomes, how each action will be funded and who will be accountable for delivering the strategy.	None.