

Response from Consultation	Council Response
Vision – “Wiltshire is a place where we all work together to prevent and resolve homelessness and rough sleeping”	
Suggestion to replace the word resolve with relieve in line with new language and ‘to help’ before prevent in both	Agreed – Current vision will be amended
Resolve – assumes there is an answer and it can be eradicated	The word resolve has been removed
Is it aspirational enough?	We believe under the current climate this vision is a challenge and will be reviewed at the end of the strategy
Include strengthen our communities – wider impact	Vision amended to include strengthen communities
Include prevent and tackle root causes of homelessness – a wider end goal	This will come out of one of the main priorities of prevention
Who has ownership – Who is ‘We’	Everyone has ownership of this as the local authority is not able to respond in isolation ‘we’ includes all agencies / voluntary sector / partners who work to help address homelessness
Prevent – addresses the causes – focus should be here	This will come out of one of the main priorities of prevention
Wiltshire is a place where everyone has their own safe, secure home.	This links with the Homelessness Aim
Aims	
Homelessness: To prevent homelessness and where homelessness cannot be avoided help people secure and keep a suitable home	
No recommended changes	
To work to prevent or Help to prevent	Amended as suggested
Rough Sleeping: We will deliver an on-going reduction in rough sleeping and address the multiple harms it brings to individuals and communities through rapid intervention to offer a route off the street for all, improving health, wellbeing and resilience and tackling street activity associated with rough sleeping	
Aim 2. It was considered that the current wording was both an aim and an outcome – Suggested amendment was <i>“Working together to deliver on-going reduction in Rough Sleeping through prevention and relief”</i>	Amended as suggested
Consideration to the word ‘on-going reduction’ is this achievable	The flow of rough sleeping changes all the time and therefore an on-going reduction is realistic – it’s not a firm figure that remains the same
Consider including support and maintenance (long term) not just rapid intervention	This will be an objective
Highlight the difference between those who choose to sleep rough as a lifestyle choice vs circumstances	This is certainly a consideration but not to define in the aim
Exercise A - In relation to the current service response to support homeless communities, what is working well?	

Prevention duties are working well and improved prevention work by housing staff	Noted
Link workers with the supported providers are extremely beneficial	Noted
B&B avoidance in Wiltshire and continued reduction of temporary accommodation	Noted
The range of supported accommodation across Wiltshire	Noted
Good working relationships and much better joined up working	Noted
Recent work with rough sleepers	Noted
Training of partner agencies on the introduction of the Homeless Reduction Act	Noted
Reducing homelessness and reduction in rough sleeping	Noted
No more shared supported schemes – units are now self-contained	Noted
Safe Places – new style accommodation for those fleeing Domestic Abuse including accommodation for men and older boys	Noted
Housing Options teams are more accessible	Noted
Increase use of DHPs – making better use of government resources	Noted
Multi agency working	Noted
Charities / support agencies	Noted
Additional grants – FSHG / RSI funding	Noted
Significantly improved information sharing	Noted
Improved awareness and work around safeguarding	Noted
Support from third sector organisations	Noted
Flu vaccination programme for homeless people	Noted
Training and robust information on the rough sleepers estimate and the verification process	Noted
The new contract with Turning Point	Noted
MARAC becoming more inclusive – much better information sharing	Noted
Exercise B - What challenges do you face in responding to the needs of homeless communities?	
Limited government funding – services dependent upon both grants FSHG / RSI	Priority 1 Action 10
Increased complex needs	Priority 3 Action 1
Better on the ground health engagement (drug / Alcohol / mental health) services to be outreach. Go to the client	Priority 1 Actions 2, 3, 4 and 5
Increasing thresholds mean more clients full through the net	Priority 3 Action 1
Primary care and drop in centres for Rough Sleepers	Priority 1 Action 3
Customers financial capability – tenancy ready / support	Priority 2 Action 2 and 3

Difficulty in accessing the Private Rented Sector	Priority 2 Action 1 Priority 4 Action 4
More robust enforcement of issues surrounding Rough sleeping hot spots – drugs / ASB – multi agency response required	Priority 1 Action 5
Obtaining clients trust in order to engage, challenge of lack of engagement through choice – Trust engage and build confidence	Priority 1 Action 1 & 2
Clients with no recourse to public funds – in particular those fleeing from domestic abuse	Priority 3 Action 1
Lack of knowledge for options for domestic abuse	This will be passed to Public Health to look at ways to improve comms around options for Domestic Abuse
Lack of on-going support for high risk offenders once re housed (Transition period)	Priority 3 Action 6
Communication – all being aware of what is available	Priority 1 Action 6, 8 & 16 Priority 2 Action 5 Priority 3 Action 7
Wiltshire Council housing pages not easy to navigate	Priority 2 Action 5
Getting bank accounts for benefits – issues with ID and address	Priority 2 Actions 2 & 3
Access to health services – few GPs taking NHS clients	Priority 1 Action 3 & 5
Difficulties with moving on from supported accommodation due to rent arrears	Priority 1 Actions 11 & 12
Feeling isolated as property is away from social networks – lack of money for transport	Priority 2 Action 1 Priority 4 Action 6
Trying to access on line services – lack of internet	The wider council is looking at ways to improve internet access across Wiltshire
Difficulties of Universal Credit	Priority 2 Actions 2 & 3
Public perception we aren't doing enough – therefore they over help, provide stuff that's not needed	Priority 1 Action 16
Limited life skills – 3 rd generation, no role model	Priority 1 Actions 11 & 12
Complex cases falling between Housing Options and Adult Social Care	Priority 3 Action 1
Unsuitable accommodation for complex cases	Priority 4 Action 5
Direct Access Hostels all year round	In Wiltshire we are not looking to develop direct access hostels but will continue to review options available for rough sleepers including winter provision
Exercise C - What do we need to do differently – what would the perfect response look like?	
Homelessness – consistent message re tenancy ready and financial management across all partners	Priority 1 Action 12
Wiltshire Council care worker – across all services to prevent passing between departments	

Work more with the voluntary sector to provide better engagement and support, potential boost fund	Priority 3 Action 7 Priority 5 Action 2
Client background information needs to be more accessible for supported housing providers	All client information is provided once client has confirmed it can be forwarded (GDPR) compliance
Adult Social Care gap in supporting at point of crisis	Priority 2 Action 4 Priority 3 Action 1
Supported housing provider accommodation needs to be better spread across Wiltshire	Recently re-commissioned all HRS services ready for April 18 and challenges were identified in securing suitable accommodation across the County. We will continue to consider this as part of re commissioning going forward
Referral form as part of duty to refer needs to have the facility to enable acknowledgment and also feedback	Noted
Need to promote the positives more – improve communication / take advantage of social media / case studies	Priority 1 Action 1 & 16
Consideration of the Housing 1 st model	Priority 1 Action 9
Increased affordable housing – social rent level	Priority 4 Action 1 & 3
Intensive support at the start of some tenancies	We have commissioned Julian House to provide some floating support to those who have applied as homeless and will be reviewed at the end of the contract
Individual support plan based on clients needs	Priority 1 Action 4 Priority 2 Action 4
Open internet access rather than membership	This is a council IT process and requires a client to register before being able to access the guest internet
Automatic referral to Fire Service for a safe and well check when in TA / supported accommodation and perm accommodation	Priority 3 Action 9
Homeless medical drop in (mobile like BANES)	Priority 1 Action 3
All teams to have outreach workers to effectively engage with rough sleepers	Priority 1 Action 2
Better interactions with private landlords – improve incentives to encourage more lets	Priority 2 Action 1 Priority 4 Action 4