

Wiltshire's Homeless Strategy

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This report was generated on 01/07/19. Overall 86 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

1. Please tick the box or boxes that describes you.

I am responding to this questionnaire as:



Please specify:

- I have worked in Salisbury in the past, my partner of 6 years lives in the area and I hope to live there in the near future

- Locum SW living in Wiltshire for decades

- also a resident

- Resident of Salisbury City

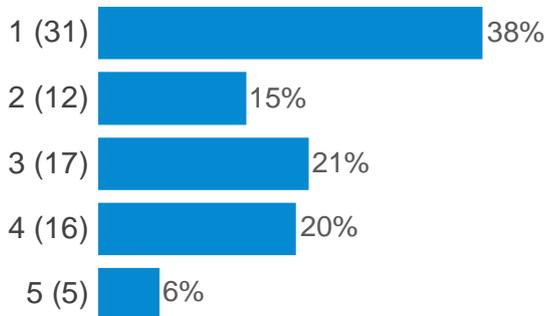
- Housing Association (charitable)

- Trowbridge

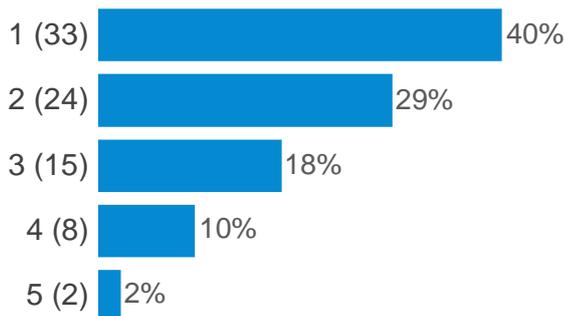
1.ii If you are responding on the behalf of an organisation or service provider, please give the name of the organisation below: ()

- breakthrough trowbridge drop in centre
- breakthrough trowbridge
- Splitz
- A2Dominion
- Sovereign Housing
- Selwood Housing
- Alabare Christian care and support
- GreenSquare
- Wiltshire Council
- Wiltshire Council
- Devizes Opendoors
- Julian House Wiltshire Substance Misuse Service
- Wiltshire Cllr
- Selwood Housing
- A2Dominion
- White Horse Housing Association
- Radian

Priority A

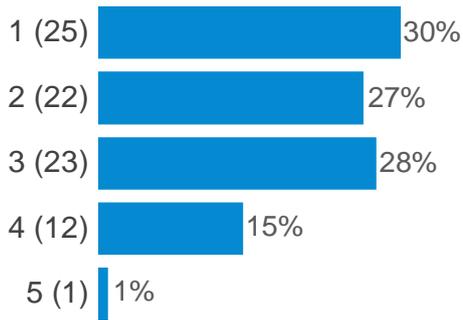


Priority B

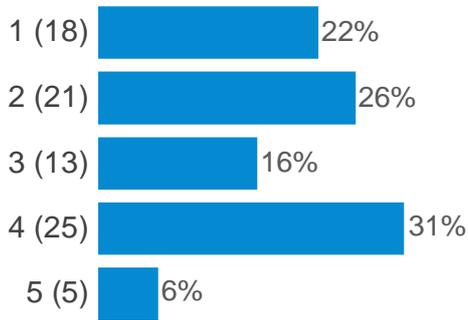


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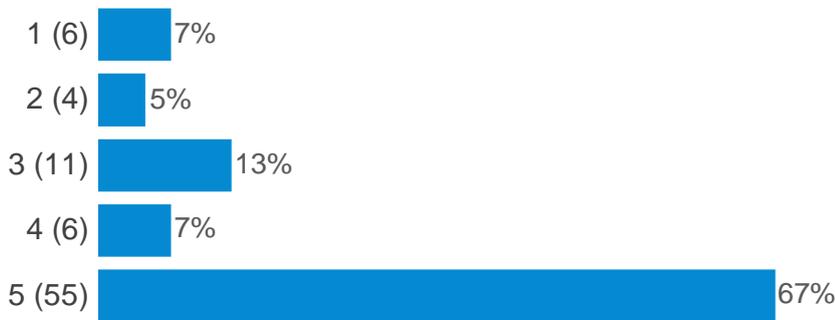
Priority C



Priority D



Priority E



3. Do you agree we need to reduce rough sleeping in Wiltshire?



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If you said partially agree or not at all please tell us why?

Tackle homelessness at root causes. Prevent homelessness. Reducing rough sleeping is like bolting stable door after horse has bolted. Get there earlier.

I feel more money and support should go into helping people sustain tenancies and prevention

Create a reward accommodation, provide community or partial paid work to give people a change to integrate on society and earn wages.

Some rough sleepers do not want support or are unable to access that support. Day centres for these clients are essential

some do not want to engage or be helped as there are other problems to solve first - drugs, alcohol, MH

No-one should have to sleep rough and WC should be commended for acting and reducing numbers when they started to climb. But focussing on this looks at the problem from the wrong end of the telescope. Everything else has fallen down if someone ends up on the streets - and it is the prevention structures (which are not always housing based) that need increased focus and strength.

It needs to be eliminated - not simply reduced by an unspecified amount,

4. Do you agree we need to identify and prevent homelessness at the earliest possible stage?



If you said partially agree or not at all please tell us why?

I think individuals need to take accountability for their situation and seek help when needed, rather than rely on council services

It can be hard to tell who is homeless and who isn't.

The homeless can identify themselves but authorities and providers need to be responsive.

People should deal with their own difficulties at the start before relying on others.

5. Do you agree we should ensure services are designed to prevent homelessness and support those who are homeless?



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If you said partially agree or not at all please tell us why?

They have to be willing to help themselves too.

Support providing jobs, and consequently home.

The Vagrancy Act

Services can be used by those who do not deal with their own problems. Services should be available to those who have already tried to help themselves.

6. Do you agree we should ensure those who are threatened with homelessness or who are homeless can secure and keep a suitable home?



If you said partially agree or not at all please tell us why?

Substance abuse causes a lot of problems. People have to be willing to help themselves too, or no strategy will work

If they contribute towards it like the rest of us

It depends why people are being threatened with being homeless some people have council tenancies and think they can carry and do as they please with out regard to other residents. People who are genuinely homeless and victims off domestic violence well that's a different story.

There should be an element for the homeless person to adhere to

Security of tenure of say social housing should not be guaranteed regardless of behaviour. Some behaviour does need to have consequences. there has to be limits, so I would favour tackling the issues that lead to homelessness, rather than provide guarantees.

If they do any work, community work or pay work

The Vagrancy Act

A small minority of people refuse to take responsibility for their lives and actions which has a massive impact on those around them. The answer is not as simple as finding somewhere suitable to live and needs to include changes in behaviour which will not be easy.

It would depend on the circumstances.

this will depend on the circumstances

We need to ensure that the applicants understand the process and the results of their actions rather than the council taking responsibility for finding and keeping a home.

this would depend on why they are threatened with homelessness. To say keep a suitable home is assuming that is what everyone wishes.

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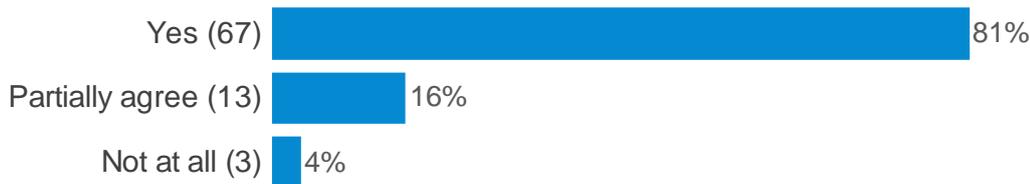
7. Do you agree we should maintain a clear strategic direction and partnership working?



If you said partially agree or not at all please tell us why?

- _____
Goes without saying. Just words.
- _____
Instead of spending money on fruitless ventures, divert it into sheltered housing removing the need to depend on partnerships with charities.
- _____
Because I don't believe Wiltshire has a clear strategic direction and partnership working can break down
- _____
Don't know what it means
- _____
Remove them from street and create centre that allow them to work towards something that reward them. " teach people how to fish, not just give them the fish"
- _____
Depends on the strategy - if to enable the above, then Yes.

8. Do you agree with our Strategic Vision?



If you said partially agree or not at all please tell us why?

- _____
Communities cannot do this alone. Needs professional input from services.
- _____
Good aim but it's not going to work as some 'charities' say they will help and then kick people out of hotels etc that have been paid for and buy alcoholics alcohol and encourage them to drink with them in pubs.
- _____
do we all actually work together?
- _____
Rough sleepers are increasing in Salisbury and a comment by one gentleman was that there are too many people who wanted to "assess" him.
- _____
As stated above I would put the list in a different order. 1. People in homes ought 1st to be supported to keep them so there are not more homeless. Partnership working is vital, strategic direction is not linked to it.
- _____
Homelessness should be abolished in Wiltshire and if rents were more reasonable then no one would be homeless Rent a nmw are ridiculous and neither can help you live as your forced to pay Bill's over heating etc and yet rent goes up like a rocket and nmw takes a slow stroll by 10p but rent goes up £100s
- _____
It might be a vision but it clearly isn't working
- _____
There are lots off people who are homeless and hostels won't let them in as they've been thrown out before we need a night shelter for those who aren't ready to move into hostels yet
- _____
It needs to happen to be real

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If you said partially agree or not at all please tell us why?

Adult social care and children services need to get involved at a much earlier stage to help prevent homelessness and we shouldn't just rely on the community

It is very narrow for a county vision, unless of course it's just Wiltshire's Vision with respect to homelessness.

Don't really understand what this means. Too vague

The Vagrancy Act

Before the words "rough sleeping" insert "eliminate"

9. Do you agree with our aim on homelessness?



If you said partially agree or not at all please tell us why?

It's getting worse rather than better

We should be striving for homelessness to be preventable and that everybody has a home.

I would wish to have a better understanding of the phrase "cannot be avoided" before agreeing fully with this aim.

Aim not only a home but work to get back their normal live

The Vagrancy Act

Work together to help prevent homelessness or be avoided yes. However the question should be why , how and they wish to keep a permanent home.

Amend as follows:- Working together to prevent homelessness and secure and keep a suitable home for people where avoidance of homelessness is difficult.

10. Do you agree with our aim relating to rough sleeping?



If you said partially agree or not at all please tell us why?

The Vagrancy Act

Identify real problem first - choice,MH,drugs,acohol

Amend as follows:- Working together to eliminate rough sleeping.

Wiltshire's Homeless Strategy

11. If you have any further comments you would like to make about the draft Homeless Strategy, please use the box below: ()

Nothing to add

While I agree that reducing the number of people who are rough sleeping should be a clear aim, it needs to be understood that not all rough sleepers wish to be helped. In these instances focus may be better placed in preventing homelessness in the first place rather than placing someone into accommodation they may not wish for nor be able to maintain.

Some people that I have met are no longer able to sleep within a confined environment, normally former military with PTSD. Does your vision include an appropriate plan for them ie a Council bought plot of land that they could use with lockers etc to store their possessions. Storage for the homeless wouldn't encourage them but would allow them some dignity which they need. Please can this be looked into.

Some have homes given to them and don't use them to sleep on the streets on the day to get more money given to them. Then need to be councilled or have some therapy to change their mindsets to want to work like the rest of us and try to afford some rent. Everybody has a choice from the beginning. So it needs to be prevented.

A nominated person to go round and tell the homeless people(sitting on the pavement during the day) where they can get help and hopefully a bed for the night and a hot meal, especially young women on their own and strangers to the town(eg Salisbury.)

I think Wiltshire council need to demonstrate more how they are working with local charities to reduce homelessness and rough sleeping, especially our veterans and work with the police to step up patrols of the car park underneath Sainsbury's in Dalisbury to stop the very visible drug taking in broad daylight.

I set out to complete this consultation but having looked at the questions I don't see the point. There is no relevance or learning to be got from the survey so I can only assume you are doing it as a tick box exercise. Crap council, crap consultation.

Ensure homeless hostels allow dogs can stay with their owner.

It's ok having an aim or a vision but there needs to be proper help and support for the homeless, somewhere for them to go and sleep, wash and clean themselves and their belongings. Stop treating them like animals and treat them like humans

Your aims are admirable but I would like to see or hear some evidential proof. Come to Salisbury. Walk down Catherine Street in the early hours; walk around the back of the industrial estate, the fields by the town path towards Stratford, the Car Parks...I could go on...

Please stop moving the homeless of Salisbury , until you can provide them with a permanent solution , let them sleep in the car park as it warmer and safer there, I was disgusted that their safe place was bordered up , it's unsightly and it's not all, the homelessness fault they have nowhere to go , provide them with somewhere before taking away the only warm spots they have

Quite clearly, Wilts Council should have more trained housing officers and that with aspects of housing and homelessness ought to be assisted by the town councils, especially Chippenham, Salisbury and Trowbridge. A homeless hostel should be available in North Wilts. How about investigating by-laws to make rough sleeping and begging in Chippenham High Street illegal?

Programmes being trialled in Bristol area, as inspired by Scandinavian countries, is a potential solution. Offering accommodation without the need to be clean of drug and alcohol addictions, but on the proviso that they engage in a rehab programme. Those who are homeless need support to get off the street before they can start to tackle the bigger issues such as addictions not the other way around. This idea is simply based on Maslow Hierarchy of Needs, people need to be fed and warm and dry before they can achieve anything greater than surviving.

Needs a cohesive local , level strategy that feeds into the bigger picture within a clear referral route that has a multidisciplinary approach - police, hospital discharge etc. Format similar to DV with a screening tool and MARAC type strategy meeting - empty commercial as well as private property to be targeted - there are many empty pubs in Wilts ! Thinking outside of the box?

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My goal is to get the law changed so that all food that is unable to be sold at the end of the day either in supermarkets (ie. Tesco) and bakeries/coffee shops (ie. Pret / Reeve the baker) should be donated to the homeless rather than put in the rubbish bin.

the problem we are now finding with homelessness is that the service users become long term homeless. they have learnt to live rough, to move them into any accommodation without long term support will not work as they don't have the skills or desire to become 'normal citizens' if they were housed today, the everyday problem of paying bills would be overwhelming. drug and alcohol misuse can take all their money. universal credit does not help if their housing element is paid to them personally, they have no idea of the seriousness of budgeting. sadly, our county are making it easy for people to rough sleep. support, support, support all the way is what is needed...

Advise people not to give to the homeless and instead give to a charity that can help them

Empty buildings in Salisbury are needing to be refurbished into shelters or warden controlled buildings to help reduce the homelessness in the Wiltshire

I am pleased to see the Council being clear about its priorities in regard to Homelessness, my housing advisor has done a great job in helping to resolve my housing situation and anything that can help others to prevent what I had to go through would be welcomed

The number of rough sleepers has increased dramatically in Salisbury and most have other issues that need to be dealt with too. It's criminal that in this day there are empty shops and other places that could be used to give them somewhere warm and safe to sleep I have never witnessed a WC person talking to any of these people despite regularly seeing others with them. Homelessness isn't solved from behind a desk!

Many stages to be considered to get in to a house again or off the streets needs to be considered .Need to consider hostel approach for single homeless - where a homeless person can go for a shower, new clothing and place for a meal plus with a room to discuss problems as well be given an option of a bed for the night. For couples a room basis approach needs to be considered. Access to housing benefit to be possible if homeless. A history needs to be developed with a homeless person hence a hostel approach could lead to that history which the private market landlords require. Social housing temporary housing provided by the local towns and run in partnership with property management company.

I say yes but I'd like to see some action on it there are many people who can't get into John Baker or alabare who were born here do they really deserve to have to sleep rough and risk their health to stay in the city they were born in? This is where a night shelter would come in handy there used to be one on the outskirts that picked people up in a mini bus from town

My mum needs your help. She is living scared in her own home due to rough sleepers taking over her attic space, the police have been no help whatsoever. Happy to discuss this please ring 07708521569. The sooner this is implemented the better as they have threatened to shoot my mum!!! Please help.

Adult social care and children services need to support a lot more and respond earlier

I think it is too weak.

Create a day center for the homeless, so they can learn, talk about their experiences and what they want from their future. Support them to reenter in society providing courses and jobs so consequently accommodation

It's important the a process is put in place to assist tenants before an eviction, very often support by adult care, children services or mental health is too late. Support needs of a tenant should be assessed much earlier if a concern is raised by a housing provider

I am responding to highlight the issue surrounding those (particularly who are vulnerable) being deflected towards living on boats as an economic solution. While this can be a solution there are complicating issues that where boats are required by the navigation authority to regularly move

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Prevention of homelessness must address the wider determinants such as employment, education, parental conflict, adverse childhood experiences etc. No-one chooses to be homeless, for those who are it is the only option left. We must avoid stigmatising homeless people and acknowledge and address the role of society in creating the circumstances that lead to homelessness.

Early help and prevention is always the best option. Housing associations need to take a more proactive stance with more early intervention when tenancies are going array.

The Vagrancy Act has recently been cited to clear underpasses near Parliament of rough sleepers. It should be used in Salisbury. Vagrants of all kinds can be witnessed daily in Salisbury City centre. Many are street drinkers despite recent signage banning the practice. The Salisbury BID Security Staff stand with these drinkers, take no action but will put the empty tins and bottles in the bins on behalf of the drunks. Vast numbers of vagrants have no interest whatsoever in 'being saved'! They all have hard luck stories to tell when begging. Drug use is rife. The same vagrants have been seen on the streets of Salisbury City for years - they are still there and Alabaré has invited more of them. The intentional vagary of this consultation is offensive.

P8 Action 2 - Up skilling needs to take place before (not after) a tenancy is signed or they will not be in the best position to succeed. Particularly with UC requirements, applicants need to be given knowledge of benefits, budgeting and tenancy / social responsibilities immediately after their acceptance on the housing register.

I feel the homeless strategy is clear and concise with its aims, a clear message that Wiltshire is committed to reducing rough sleeping and preventing homelessness whenever possible.

I wonder if the strategy should spell out what it means by the term, "Homeless". It does refer to Rough Sleepers as a sub category but what about drawing attention to Sofa Surfers and those sleeping in Unheated Boats and Vans and Cars?

This survey is flawed to give you the result you want. You would have to be heartless not to answer yes to questions 3 - 7 so there is not point in the survey.

There are a number of people who are so antisocial that keeping and finding suitable housing will never be easy. The hard pressed services need to be available for those who do and are capable of helping themselves.

The issues which cause people to become and remain homeless and/or to sleep rough are many, deep-rooted and often inter-connected. Accordingly, a range of approaches is required. It would be interesting to explore the effectiveness of approaches not yet used in Wiltshire.

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Here are some other thoughts: Does Wiltshire have a (street) homeless issue to the extent that Housing First is really required? Is there another pared down approach that would be better? To enable resources to focus on prevention work? WC are looking at providing budgeting and income maximisation sessions to those signing up to a WC home. Why not roll this out to all on the CBL / priority need? I think key partner RPs would agree to fund this - as long as they had influence over delivery and were able to monitor quality. Where households are at risks of eviction would it not be better to re-introduce a floating support type service again? This was passed back to RPs with the lost of Comm 4? Whilst this was understandable as RPs were the ones who primarily benefitted not all RPs replaced it with sustainment teams to take up the slack. This means that the pressure and cost will eventually slide back to the WC. The strategy does not tackle the issue of poverty related to rent levels. Wiltshire is a very high private rent market. This makes families homeless. Firstly they can't find affordable rents in the first place and then if they do they can't sustain them. There is not enough on how WC can join forces with other orgs - too much seems to be done in isolation or rather partnership mechanisms are not clearly articulated. This is odd - as the emphasis is on Working Together. The new FACT Initiatives will be great - but will need resourcing (not just by WC). I know this is a strategy and top level but I have no feel of the actions that are being taken behind these statements to ensure outcomes are reviewed. There is a fairly strong dependency on "reviews" which will in themselves deliver other action plans that won't meet the outcomes in your strategy, rather help you get a bit closer. Danger that these plans won't be delivered due to changes and resources. In short - a good strategy but I think partners need to be clearer on how you will deliver it and when they will need to be involved.

Having been through the homelessness system, I think you are already doing this so there doesn't appear to be much innovation in this as its pretty basic stuff.

As the most common cause of homelessness in Wiltshire is the loss of an assured shorthold tenancy, the link must be made to the Homes 4 Wiltshire policy and those in private lets should be permitted on to the bidding bands of the housing register. This will enable them to move in a planned way to more secure forms of tenancies and avoid the stress of trying to manage in an expensive private let with little security of tenure.

The priorities and vision is very clear

I know this is all strategic stuff but there appears to be little vision or creativity in these statements which I feel we need if we are to address these issues in the present economic climate. Also the phrase 'actions not words' comes to mind.

Stop building in the excuses for failing. Be more precise. Less words is "more"

Focus on reducing risk of homelessness specifically with high risk and vulnerable people through pre-remtive work e.g. LGBT, Mentally ill, disabled & care leavers.

Ensure the locations and availability of shelters for the homeless are updated and with all Wiltshire parking officers, as that is where many homeless are.