Introduction

‘Have your Say’ call for evidence

As part of Crisis’ 50th anniversary year, we’re developing a Plan to End Homelessness. But we

can’t do it alone. If you have lived experience of homelessness, work on the front line, in policy or a

related field like housing, criminal justice, education, welfare or health we want to hear from you.

The plan we develop together will be published in April 2018, as we build a groundswell of support

for ending homelessness – a movement to put our plan into action. The call for evidence will seek

policy solutions to achieve the following aims:

**1. No one sleeping rough**

**2. No one forced to live in transient or dangerous accommodation such as tents, squats and nonresidential**

**buildings**

**3. No one living in emergency accommodation such as shelters and hostels without a plan for rapid**

**rehousing into affordable, secure and decent accommodation**

**4. No one homeless as a result of leaving a state institution such as prison or the care system**

**5. Everyone at immediate risk of homelessness gets the help they need that prevents it happening**

As part of this process we are launching a call for written evidence, alongside running workshops

and seminars to explore the problems and a range of solutions in more detail. Crisis will be looking

specifically at three main questions to achieve these aims:

**• How can people be prevented from becoming homeless in the first place?**

**• How can we design more effective rapid responses for people who have become homeless?**

**• How can we create permanent solutions for people who need some form of ongoing support?**

How to respond

In order to answer these questions, the call for written evidence has been divided into key policy

areas: mainstream housing; homelessness accommodation; rough sleeping; Housing Options and

advice services; employment; health; education; social services; justice; and benefits and Universal

Credit.

Please complete the sections which are most relevant to your work and experience. There is no

requirement to complete all the sections. We are really keen to gather as much evidence as

possible on interventions that can help us end homelessness, so please include any information

evidencing their effectiveness. This could be drawn from UK or international sources. In addition to

completing the questionnaire, if there are any further documents that you want to submit for

consideration (case studies, evaluations, reports, personal testimonies or suggested ideas for

change) please email these to policy@crisis.org.uk

Information collected as part of this survey will be used to help Crisis develop the plan to end

homelessness, which will launch in spring 2018. We will seek to include ideas and solutions which

are supported by a strong evidence base and align with Crisis' core values in working to end

homelessness.

1. Crisis wishes to use the results from this survey to inform its policy and practice work for the 50th

anniversary and related projects. Please tick the consent box below if you are happy for your responses to be used and quoted in Crisis' outputs.

Yes, I am happy for Crisis to use my response

No, I do not want Crisis to use my response

 ‘Have your Say’ call for evidence

2. Name

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3. Organisation (please complete if you are responding on behalf of an organisation)

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4. Location of your work

UK

GB

England

Scotland

Wales

Particular Local Authority

Particular region

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5. Summary of what your organisation does

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6. What is your target client group? (please list all the groups you work with)

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7. Address

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8. Contact details

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9. Are you answering as someone with lived experience of being homeless?

Yes

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No

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Section to answer

‘Have your Say’ call for evidence

10. Please select the section of the survey \* you wish to answer

Mainstream housing

Homelessness Accommodation

Rough sleeping

Housing Options and homelessness services

Employment

Physical and mental health

Education

Adult social care and children’s services

Justice

Benefits and Universal Credit

Mainstream housing

‘Have your Say’ call for evidence

11. To what extent do you agree with the following statement: The private rented sector is meeting the needs of homeless

people?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not sure

Other (please specify)

12. What interventions could be made to reduce the number of people becoming homeless from the private rented sector and ensure that it is a suitable housing option for people who have experienced homelessness? What evidence already exists to support these interventions? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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Mainstream housing

‘Have your Say’ call for evidence

13. To what extent do you agree with the following statement: the social rented sector (including stock owned by local authorities and housing associations or managed by arms length management organisations) are meeting the needs of homeless people.

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not sure

14. What interventions could be made in the social rented sector (including stock owned by local authorities and housing associations or managed by arms length management organisations) to help reduce the number of people becoming homeless in the first place and provide suitable housing for people who have experienced homelessness? What evidence already exists to support these interventions? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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15. What could be done to ensure that households offered statutory accommodation are able to receive

settled accommodation?

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 ‘Have your Say’ call for evidence

16. Please select the section of the survey you \* wish to answer now:

Homelessness Accommodation

Rough sleeping

Housing Options and homelessness services

Employment

Physical and mental health

Education

Adult social care and children’s services

Justice

Benefits and Universal Credit

Homelessness Accommodation (temporary accommodation and supported accommodation)

‘Have your Say’ call for evidence

17. To what extent do you agree with the following statement: Hostels and other current models of

supported accommodation are meeting the needs of homeless people, including people who have complex

and multiple needs and those with low support needs.

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not sure

18. What evidence already exists to support these models? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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19. To what extent do other models of housing and support (e.g. floating support in an independent tenancy or Housing First) meet the needs of homeless people, including those who have complex and multiple needs? What evidence already exists to support these models? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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20. What interventions could be made to ensure that affordable and appropriate accommodation is

available for people to move on from hostels and supported accommodation? What evidence already exists to support these intervention? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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‘Have your Say’ call for evidence

21. Please select the section of the survey you \* wish to answer now:

Rough sleeping

Homelessness Accommodation

Housing Options and homelessness services

Employment

Physical and mental health

Education

Adult social care and children’s services

Justice

Benefits and Universal Credit

Rough sleeping

‘Have your Say’ call for evidence

22. What needs to happen to ensure that emergency accommodation is available for people at immediate

risk of sleeping rough? Please include as much detail as possible.

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23. What are the best models for delivering support to people sleeping rough, including those who have complex and multiple needs (e.g. outreach work/ models of support that coordinate support packages)? What evidence already exists to support these models? Please include as much detail as possible for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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24. How should we resolve rough sleeping for people who have limited or no access to public funds due to their immigration status? What evidence already exists to support these interventions? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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 ‘Have your Say’ call for evidence

25. Please select the section of the survey you \* wish to answer now:

Mainstream housing

Homelessness Accommodation

Housing Options and homelessness services

Employment

Physical and mental health

Education

Adult social care and children’s services

Justice

Benefits and Universal Credit

‘Have your Say’ call for evidence

Other (please specify)

Housing Options and other homelessness services

26. To what extent do you agree with the following statement: local authority housing and homelessness teams are meeting the needs of people who are at immediate risk of homelessness?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not sure

Other (please specify)

27. To what extent do you agree with the following statement: local authority housing and homelessness teams are meeting the needs of people who are homelessness?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not sure

28. What further resources or mechanisms are needed by local authority housing and homelessness teams to help them meet the needs of people who are at immediate risk of homelessness or who have already lost their home? Please rank these in order of importance (1 = most important 7 = least important).

Greater availability of social housing

Increased access to private rented housing

Greater integration of health and housing budgets

Increased powers to regulate the private rented sector (e.g. licensing)

Increased funding for private rented sector enforcement work

Better integrated welfare and housing support

Better integrated employment and benefit advice

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Housing Options and other homelessness services

‘Have your Say’ call for evidence

29. Are there examples of interventions that local authority housing and homelessness teams could be providing or commissioning to help prevent someone from becoming homeless (e.g. mediation, tenancy support work)? What evidence already exists to support these interventions? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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30. What types of interventions should local authority housing and homelessness teams be providing or commissioning to help end someone’s homelessness? What evidence already exists to support these interventions? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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31. How can we better ensure access to legal and advice services for vulnerable groups to help prevent and alleviate homelessness? Are there examples of where this already works well? Do you have evidence to support the effectiveness of this intervention? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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Housing Options and other homelessness services

‘Have your Say’ call for evidence

32. How can the statutory and voluntary/ faith sector work together more effectively to prevent

homelessness? What evidence already exists to support successful partnership working in this area?

Please include as much detail as possible, for example target group, any outcomes achieved, scale,

budget, how it was commissioned and if it is a programme that is still being used.

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33. How effective is the current statutory homelessness framework at assisting people who are homeless or

at risk of homelessness?

Very effective

Effective

Neither effective nor not effective

Ineffective

Very ineffective

Don't know/ not sure

 ‘Have your Say’ call for evidence

34. Please select the section of the survey you \* wish to answer now:

Mainstream housing

Rough sleeping

Homelessness Accommodation

Housing Options and homelessness services

Employment

Physical and mental health

Education

Adult social care and children’s services

Justice

Benefits and Universal Credit

Employment

‘Have your Say’ call for evidence

35. What types of interventions are needed to support homeless people into sustainable employment? What evidence already exists to support these interventions? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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36. How can employers work to better support homeless people into sustainable employment? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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37. To what extent does Housing Options recognise the needs of working households? Are there any

examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

Very well

Well

Neither well nor not well

Not well

Not very well

Don't know/ not sure

Employment

‘Have your Say’ call for evidence

38. What more could be done to help ease the transition of hostel residents and people in temporary accommodation moving into employment? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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 ‘Have your Say’ call for evidence

39. Please select the section of the survey you \* wish to answer now:

Mainstream housing

Rough sleeping

Homelessness Accommodation

Housing Options and homelessness services

Employment

Physical and mental health

Education

Adult social care and children’s services

Justice

Benefits and Universal Credit

Physical and mental health

‘Have your Say’ call for evidence

40. What support do homeless people need to manage and improve their physical and mental health? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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41. What more could be done by the NHS and other healthcare services including public health teams to ensure that homelessness is prevented for those most at risk? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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42. What more could be done by the NHS and other healthcare services including public health teams to ensure that homelessness is resolved? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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19 **Please only answer this question if you are from Scotland**

Scotland

‘Have your Say’ call for evidence

43. What should be the role of Integrated Joint Boards for health and social care be in addressing

homelessness?”

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 ‘Have your Say’ call for evidence

44. Please select the section of the survey you \* wish to answer now:

Mainstream housing

Rough sleeping

Homelessness Accommodation

Housing Options and homelessness services

Employment

Physical and mental health

Education

Adult social care and children’s services

Justice

Benefits and Universal Credit

Education

‘Have your Say’ call for evidence

45. What role should the education system play in helping prevent homelessness for young people?

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46. What more could be done to help young people access appropriate mainstream education course to help them to find sustainable employment and alleviate their homelessness? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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 ‘Have your Say’ call for evidence

47. Please select the section of the survey you \* wish to answer now:

Mainstream housing

Rough sleeping

Homelessness Accommodation

Housing Options and homelessness services

Employment

Physical and mental health

Education

Adult social care and children’s services

Justice

Benefits and Universal Credit

Adult Social Care and Children’s Services

‘Have your Say’ call for evidence

48. How can social services/ social work better ensure that homelessness is prevented and resolved for people fleeing domestic violence? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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49. How can social services/ social work better ensure that homelessness is prevented and resolved for care leavers? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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Adult Social Care and Children’s Services

‘Have your Say’ call for evidence

50. How can social services/ social work better ensure that homelessness is prevented and resolved

families with children? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was

commissioned and if it is a programme that is still being used.

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51. How can social services/ social work better ensure that homelessness is prevented and resolved for disabled people? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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52. How can social services/ social work better ensure that homelessness is prevented and resolved for people with mental health problems? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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Adult Social Care and Children’s Services

‘Have your Say’ call for evidence

53. How can social services/ social work better ensure that homelessness is prevented and resolved for vulnerable adults? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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54. How can social services/ social work better ensure that homelessness is prevented and resolved for people with limited or no recourse to public funds? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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 ‘Have your Say’ call for evidence

55. Please select the section of the survey you \* wish to answer now:

Mainstream housing

Rough sleeping

Homelessness Accommodation

Housing Options and homelessness services

Employment

Physical and mental health

Education

Adult social care and children’s services

Justice

Benefits and Universal Credit

Justice

‘Have your Say’ call for evidence

56. What role should the Criminal Justice System (i.e. police, prisons, courts, Community Rehabilitation

Companies, National Offender Management Services, National Probation Service and other criminal

justice services including through-care services and criminal justice social work in Scotland) play in helping

to prevent homelessness?

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57. Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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 ‘Have your Say’ call for evidence

58. Please select the section of the survey you \* wish to answer now:

Mainstream housing

Rough sleeping

Homelessness Accommodation

Housing Options and homelessness services

Employment

Physical and mental health

Education

Adult social care and children’s services

Justice

Benefits and Universal Credit

Other (please specify)

Benefits and Universal Credit

‘Have your Say’ call for evidence

59. To what extent do you agree with the following statement: The current welfare and benefits system provides an adequate safety net for people to prevent them from becoming homeless

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Not sure

60. How do we best ensure that homelessness is prevented and alleviated by households having financial stability through the benefits system? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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61. What more could be done to ensure that Universal Credit functions to provide a safety net for homeless people? Are there any examples of where this already works well? Please include as much detail as possible, for example target group, any outcomes achieved, scale, budget, how it was commissioned and if it is a programme that is still being used.

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Benefits and Universal Credit

‘Have your Say’ call for evidence

62. Aside from Housing Benefit and the housing element of Universal Credit, is change needed to any other benefits to help ensure that homelessness is prevented and alleviated?

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63. What sources of emergency finance are available to help and relieve homelessness and to what extent are they currently accessible and effective in preventing homelessness?

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**Please only answer this question if you are from Scotland**

Benefits and Universal Credit

‘Have your Say’ call for evidence

64. How best could the Scottish Government use its powers over social security, including over Universal

Credit flexibilities, discretionary housing payments and top-up powers, to prevent and resolve

homelessness?

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ve your Say’ call for evidence

65. Please select the section of the survey you \* wish to answer now:

Mainstream housing

Rough sleeping

Homelessness Accommodation

Housing Options and homelessness services

Employment

Physical and mental health

Education

Adult social care and children’s services

Justice

Benefits and Universal Credit

**Thank you for taking the time to complete this survey.**

 ‘Have your Say’ call for evidence