



# Trafford Council

## Draft Homelessness Strategy 2019-2024

### Consultation Feedback Report

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## Consultation Feedback

Trafford Council undertook a period of public consultation to obtain views, comments and feedback from a range of interested parties, organisations and individuals on the new Homelessness Strategy (2019-2024).

Formal consultation began on the Draft Homelessness Strategy on Monday 3<sup>rd</sup> December 2018 and ran for a period of 6 weeks up until Sunday 13<sup>th</sup> January 2019.

An on-line survey was created which posed questions relating to the proposed priorities and actions required to deliver them. A copy of the survey, Draft Strategy and appendices were available on the Council's website following a press release and publicity via Facebook and Twitter.

In total, 260 responses were received to the on-line survey with 97% being a personal view from residents and elected members. 3% were on behalf of an organisation, with half of these being from a Local Authority and the other half being from a private sector organisation including voluntary sector/charity.

### Trafford's Draft Homelessness Strategy (2019-2024)

This Draft Homelessness Strategy sets out the priorities for tackling homelessness in Trafford over the next 5 years. It is a statutory requirement, as contained in the Homelessness Act 2002, as amended by the Homelessness Reduction Act 2017, for every Local Authority to produce a Homelessness Strategy outlining the main causes of homelessness and the strategic plan and operational actions for the Council and partners to undertake.

The vision for the Draft Strategy is:

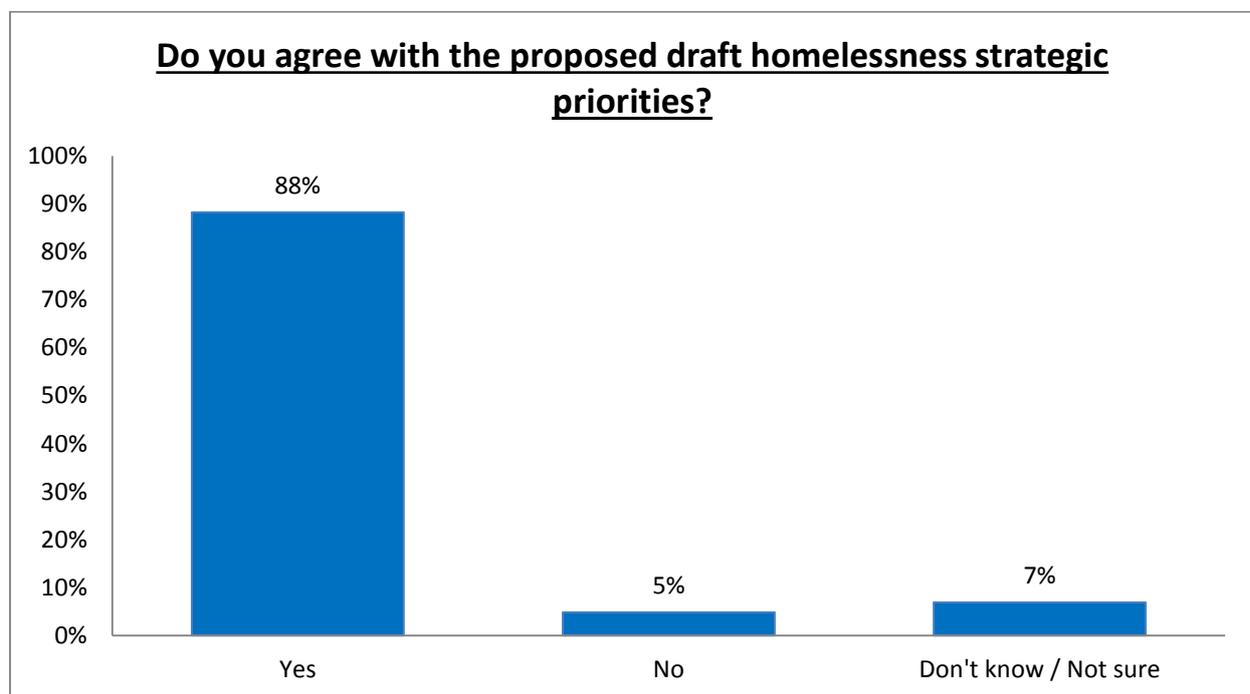
**"Working Together to End Homelessness in Trafford"**

To help achieve this vision the draft strategy is structured around 6 clear priorities:

## Draft Homelessness Strategic Priorities:

1. Prevent homelessness in Trafford.
2. Improve access to permanent affordable accommodation and supported homes, primarily through the increased supply of social housing.
3. Aim to eradicate the use of B&B and increase the provision of good quality Temporary Accommodation for homeless people in Trafford.
4. Work towards ending rough sleeping in Trafford.
5. Improve access to employment, education and training for homeless people in Trafford.
6. Improve health & wellbeing for homeless people in Trafford.

### **Question 1: Do you agree with the proposed draft homelessness strategic priorities for Trafford?**



88% of the respondents agreed with the proposed draft strategic properties.

### **Question 2: Of the six priorities identified, which are most important to you and why?**

The three most important priorities were recorded as:

1. Improve access to permanent affordable accommodation and supported homes, primarily through the increased supply of social housing.
2. Work towards ending rough sleeping in Trafford.
3. Improve access to employment, education and training for homeless people in Trafford.

The following qualifying responses were received:

<i>No-one should be homeless in a wealthy country in the 21st century.</i>
<i>Increasing number of social housing and increasing number of affordable housing are two different strategies - Affordable housing yes, Social Housing No.</i>
<i>Everyone needs a home there must be plenty of flats empty in Trafford, with a caretaker to help them if they need it.</i>
<i>How do I access help for a vulnerable person outside of 9-5 Mon to Friday?</i>
<i>Build prefab or use containers for temporary housing.</i>
<i>It is vital there is emphasis on supporting the homeless in breaking the cycle of their crisis. Getting them off the streets is not enough - it is long term focused support they need to support them mentally, emotionally, physically and financially.</i>
<i>A bit uneasy about more social housing in the nicer areas of Trafford, may affect housing prices.</i>
<i>It is about time that homelessness and rough sleeping was addressed from the root causes. Poverty, Family Breakdown etc.</i>
<i>Homeless people should not have to wait for housing when housing can be found for refugees etc. Not fair at all.</i>
<i>I have the priorities before, what have you achieved in last 12 months and how do you define affordable housing? I have 4 married daughters, all living in Trafford and they could not afford to buy a house with their husbands. Only through the bank of Mum and Dad could get the deposit to buy the house!</i>
<i>Strongly agree.</i>
<i>The Strategy does not mention a provision to assist those homeless people who suffer from mental health issues or substance abuse. Health &amp; wellbeing is not a term that I feel covers this area.</i>
<i>I agree; however I do believe there will always an element of rough sleepers as some people appear to want to take drugs and drink heavy and are incapable of sticking to rules such as paying rent or working!!</i>
<i>This should also link with the Community Cohesion agenda.</i>
<i>Number is vague and meaningless. Number 4 is most important and should be at the top.</i>
<i>It does not say how it will address the huge problem of many homeless people who choose to remain as they are, despite the help offered.</i>
<i>I think most authorities have put working towards ending homelessness as they have recognised there will always be an element of homelessness I feel this very much releases to the complex dependency cohort and more focus on this is needed.</i>
<i>Not sure rough sleeping is a huge problem in Trafford though. And ending homelessness is definitely not just about accommodation, likely to be complex issues almost certainly around mental health, substance misuse or domestic violence. A commitment to addressing these need to be made explicit in the strategy.</i>
<i>There needs to be a joint approach from all agencies and good advice and early intervention is key as we are now at crisis point.</i>
<i>Yes and also campaign for a welfare system that adequately covers the cost of rent/ mortgage and running a home.</i>
<i>My only issue is the use of B&amp;B's being used. This is only replicating the poverty trap that is used in London.</i>
<i>Yes but no mention of children. No child should be forced to live in temporary accommodation or reach the point where they are evicted and have to find a new home on the same day (with a parent).</i>
<i>No. 1 "prevent homelessness" doesn't really mean anything. This is huge and will require</i>

*integrated work between housing, drug and alcohol services, health services (in particular MH), DV & A services, VCSE sector more widely and many others - this is what could make the difference.*

*Homelessness should not be an issue in a borough with as much wealth as Trafford.*

*How could you object to these aims but they are very general.*

*Would be cheaper in the long run rather than splitting up families and turning them out from B&B every day. Cheap housing should be a council's priority. Not fancy offices lying empty for years.*

*Just to be a bit pedantic the final two should say '...for current and previously homeless people in Trafford' as we will be working towards reducing the number of homeless so people with these problems will no longer be actually homeless but will still have the same problems because they are only recently housed.*

*I agree with the proposed draft homelessness strategic priorities however feel that support needs to be in place from the beginning of the customers journey to ensure that tenancy's are sustained.*

*I also think that professional begging needs addressing in Trafford.*

### Response

The Council thanks all those that responded and agreed with the strategic priorities proposed. Improving access to affordable accommodation, working towards ending rough sleeping and improving access to employment, education and training were felt to be the top three priorities.

The Council agrees that it is vital to provide support to break the cycle of a homelessness crisis and that getting people off the streets requires a long term focused approach to help people mentally, emotionally, physically and financially.

Mental health was mentioned by a number of respondents as being key and the Council does intend to develop a stand-alone Mental Health Strategy that will incorporate housing.

A question was asked regarding the definition of affordable housing. The Council has recently defined affordable housing within the Housing Strategy 2018-2023 as: *“Meet the needs of eligible households including availability at a cost low enough for them to afford, determined with regard to local incomes and local housing price”*. Affordable Housing include social rent, affordable rent and a wide variety of intermediate options that includes homes for rent or purchase at less than market value including shared ownership.

### Response (Continued)

Preventing homelessness does require a joined up approach working with drug and alcohol services, health services, domestic abuse services and the VCSE sector. We have added an action around partnership working under the preventing homelessness priority.

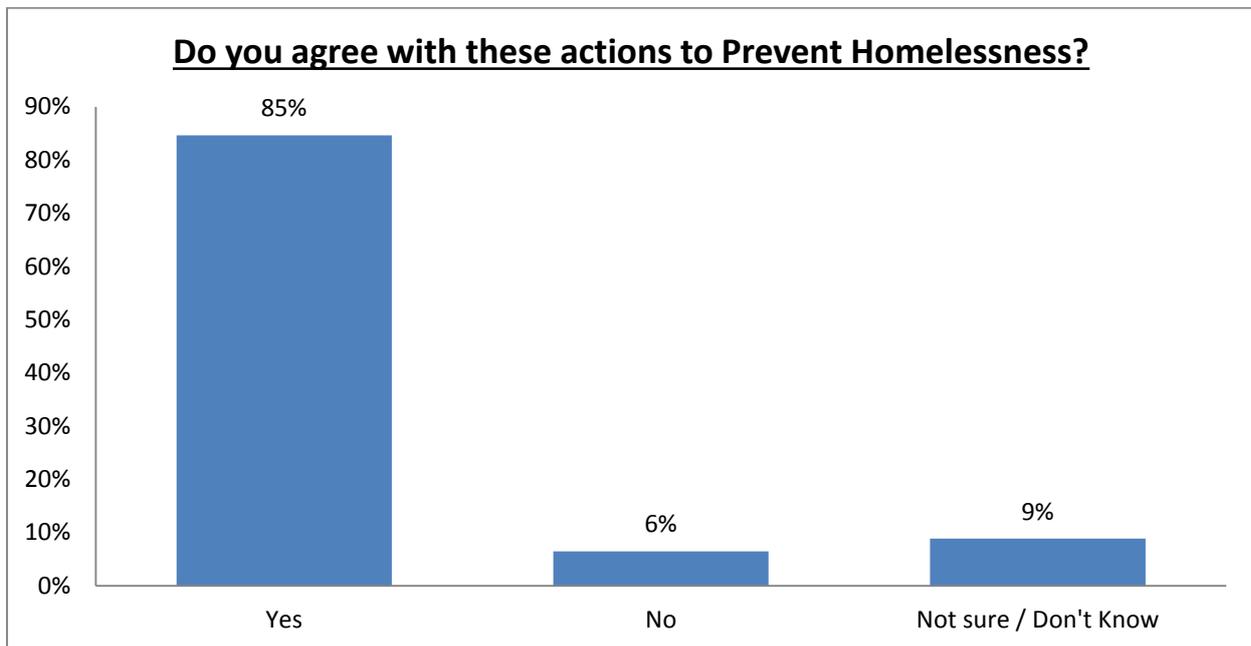
The Council agrees that 'begging' needs to be addressed and we will be looking at alternative ways to give to homeless people rather than on the streets, to break that cycle of begging.

## Priority 1: Prevent homelessness in Trafford

Homeless prevention is vital. We need to ensure that we intervene earlier to help prevent families and individuals becoming homeless in the first place. In order to ensure the prevention of homelessness in Trafford a number of actions have been proposed. These actions include:

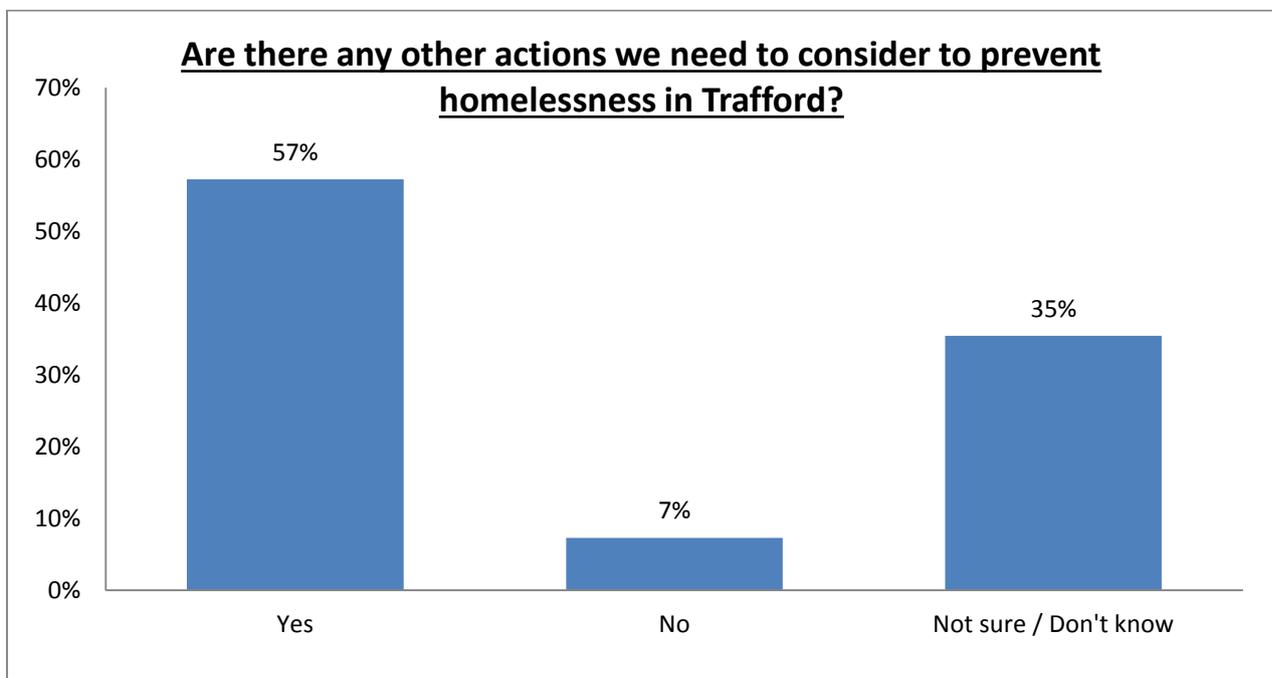
- Continue to Prevent Homelessness as a priority.
- Explore the introduction of an in-house mediation service, part of HOST, that would reduce homelessness where parents, relatives or friends are no long willing or able to accommodate.
- Explore the options to introduce a Private Landlords Incentive Scheme which will increase tenancy length and security for tenants in the private sector.
- Explore setting up a Sanctuary Scheme to enable victims of domestic abuse the opportunity to stay in their home with safe and secure measures thus reducing homelessness.
- Maintain the Trafford Domestic Abuse Forum.
- Work in partnership with the Police and Community Safety Team to tackle homelessness due to domestic abuse.
- Continue to offer Floating Support to assist with the prevention of homelessness

**Question 3: Do you agree with these actions?**



85% of the respondents agreed with the proposed actions to prevent homelessness in Trafford.

**Question 4: Are there any other actions we need to consider to prevent homelessness in Trafford?**



57% of the respondents stated there were other actions that the Council and partners need to consider in order to prevent homelessness. The following comments and other suggested actions were provided by the respondents:

<i>Education and support for budgeting finances and addiction.</i>
<i>Help people more who are unsure of how to manage their finances &amp; give more help to people who are in financial difficulties.</i>
<i>benefit changes or any sanctions being prioritized and where its status quo for private and council/social housing until the claims are properly accessed.</i>
<i>We need some way of forcing landlords to keep rent affordable - private rents are ridiculously high.</i>
<i>Build more social housing - improve the offer for the increasing number of people falling into poverty.</i>
<i>Help with Mental Health, for those experiencing issues around staying in a Home, those unable because of illness to keep on top of money/rent etc. and for Rough Sleepers mental health assistance, drop in groups/centres etc.</i>
<i>Provide additional support with Universal Credit and related benefits, help with understanding benefits available, how to apply, how to appeal. Suspension of or underwriting rents while claims are being processed to prevent evictions.</i>
<i>Affordable housing managed by authority or housing associations.</i>
<i>Abolish fees of any kind by letting agencies. Make it illegal to have the words "no DSS" in rented accommodation criteria in the private sector. Cap private rents in line with housing benefit payment caps.</i>
<i>More 1 bedroomed properties needed.</i>
<i>More affordable private property rents.</i>
<i>Better support for young people at risk of homelessness e.g. in troubled families, unemployed, drug users. Provision of youth clubs, sports clubs and other centres to encourage engagement of youths with social and youth workers and to intervene with advice, emergency housing, counselling, careers assistance before they become homeless.</i>
<i>Support working families when struggling with housing.</i>
<i>Drug and alcohol misuse and rehabilitation programmes.</i>
<i>The whole issue of housing benefit and universal credit. The delays in payments and the fact that many landlords discriminate against people who claim them.</i>
<i>Address all the root causes.</i>
<i>There will be fewer mental health problems if they are off the streets and in employment. They will feel more safe and secure.</i>
<i>I've heard something around Focussed Intervention Teams where social care &amp; health work together within MDTs to work more intensively with people at risk of homelessness. Not sure if this is an option.</i>
<i>Affordable rental that enables some basic accommodation but at the time allows people save for a deposit to buy their own house.</i>
<i>The main reason for homelessness is the lack of support from Drs &amp; the every growing expense of rent. Housing needs to be more affordable throughout Trafford and throughout Manchester &amp; not just based on profit.</i>
<i>Access to free training , to help people back on their feet.</i>
<i>Try to find accommodation for men who separate from a partner and their children but after paying maintenance can't afford it.</i>
<i>Communication between all organisations.</i>
<i>Those with rent arrears, need more support especially with those on benefits.</i>

<p><i>Support provided to Access welfare benefits and support in employment. If these are not the main priority then there wouldn't be homelessness. This enable individuals to afford housing costs rent etc.</i></p>
<p><i>Work to prevent Private Landlords discriminating against homeless people being housed in their accommodation.</i></p>
<p><i>Homelessness is a choice. We are way too sympathetic with homeless and beggars.</i></p>
<p><i>Social housing.</i></p>
<p><i>Work more closely with Voluntary and Community Organisations.</i></p>
<p><i>More housing available for social rent.. More regulation of the private rental market including rent control and more secure, long term tenancies.</i></p>
<p><i>Provide interpreters for non-English speaking families to clarify what they have to do in order to be able to access adequate housing</i></p>
<p><i>From my perspective as a Social Worker in Adult Services it appears that the highest percentage of homelessness cases the team deals with is young care leavers and this therefore needs to become a priority.</i></p>
<p><i>Accepting tenants with arrears I have just been refused a house so now will be places in a B&amp;B in bury! So me and 5 children are homeless for Xmas due to past arrears that couldn't be sorted due to landlord blocking me.</i></p>
<p><i>Basic economic teaching! Teach and educate people that if they are not willing to spend their money/benefits wisely they will end up on the streets. How many spend money on drink/drugs/cigarettes etc. then claim to be 'skint' and can't afford to pay rent etc. Also private landlords pay more insurance for DSS tenants as the risk is higher for damage so are more reluctant to accept them. Perhaps if the council paid the landlords 12 months rent up front, if would help. Also I'd like to see the council take more responsibility for their council houses. Some have overgrown gardens and some no fence panels etc. it makes places look scruffy and is an indication of the tenants attitude toward life etc. and the damage they cause.</i></p>
<p><i>Good support for people before they become homeless.</i></p>
<p><i>Build more affordable properties.</i></p>
<p><i>Hold private landlords to account for the state of property and insist on deadlines being met.</i></p>
<p><i>Increasing mental health / addiction support for the homeless. Increased support to those escaping DV.</i></p>
<p><i>Mental health services.</i></p>
<p><i>Tenancy Support is vital to ensure that Tenancy's are maintained and sustained, however a sufficient amount of time needs to be offered as ending support to early can put at risk the work that has already been completed.</i></p>
<p><i>Trafford's Safeguarding Board must ensure and implement a Trafford DA pathway that has a clear locality focus, is equitable and is underpinned by an Integrated Commissioning Strategy and supported by a new DA Coordinator.</i></p>
<p><i>There needs to be more access to youth groups/facilities with trained support workers who can identify issues arising with young persons living at home who are at risk of parental eviction. We need to work more in partnership with schools and colleges to identify those most at risk.</i></p>
<p><i>There is a disproportionate number of looked after children/aftercare in our homeless accommodation. We need to understand why this is the case and put in place actions that will improve the sustainability of leaving care accommodation pathways and prevent placement breakdown.</i></p>
<p><i>Better mental health support.</i></p>
<p><i>I think drug problems need to be looked at. I do know some homeless people have an addiction and this needs help if they are to maintain any home available.</i></p>

<i>Make it easy for people to ring and get access to support. The winter shelter provision used to end up with the phone ringing out for ages, then you'd get another number, then you'd hang on for ages, then get another number.</i>
<i>Assistance for those with Mental Health problems and neurological conditions such as ADHD and Asperger's.</i>
<i>Addressing mental health issues and substance misuse.</i>
<i>Respond to welfare reform in more joined up way. Welfare rights should take the lead in this</i>
<i>Fair rent schemes.</i>
<i>Encouraging the owners of empty homes to rent them out through rent guarantee schemes.</i>
<i>End selling off social housing.</i>
<i>Get the private landlords to lower rents especially in South Manchester (Altrincham, Timperley) areas.</i>
<i>Mental health support, better drug and alcohol support and support for people to stay in work.</i>
<i>Support for single people.</i>
<i>Rather than student accommodation we need social housing.</i>
<i>A central centre for homeless people to contact for help.</i>
<i>Access to council housing for at rest individuals based on set criteria - e.g. previous homelessness, drug/alcohol, family breakdown, etc.</i>
<i>Tenancy Relations Service in private renting to try to resolve landlord/tenant issues and ensure landlord abide by law.</i>
<i>Need more housing. Need more money to provide help and support to those who are homeless or who are unable to secure a private tenancy due to mental health issues.</i>
<i>Provide food and shelter for them.</i>
<i>affordable housing for young people.</i>
<i>Work with parents to ensure they provide a safe home.</i>
<i>Prioritise making empty homes into social housing and turning empty retail properties into social housing. Initially, this can be done as temporary accommodation but later in the implementation phase of the strategy, more can be done to make such homes sustainable for the homeless. More should also be done to increase the number of social housing properties in each development that is approved by Trafford. There are too many homes being built which cannot be afforded by 95% of the population of Trafford!!!</i>
<i>Build social housing.</i>
<i>I feel we need to focus on why a crisis has happened and not only deal with the crisis but what lead to this and prevent it from reoccurring by putting a support plan in place until someone has secure permanent accommodation. This tends to affect the hidden homeless such as sofa surfers.</i>

## Response

The Prevention of Homelessness is key to this Strategy and reducing homelessness in Trafford.

The Council thanks all those that responded and provided additional actions to consider. Following the comments made, the subsequent actions have been included under the preventing homelessness priority:

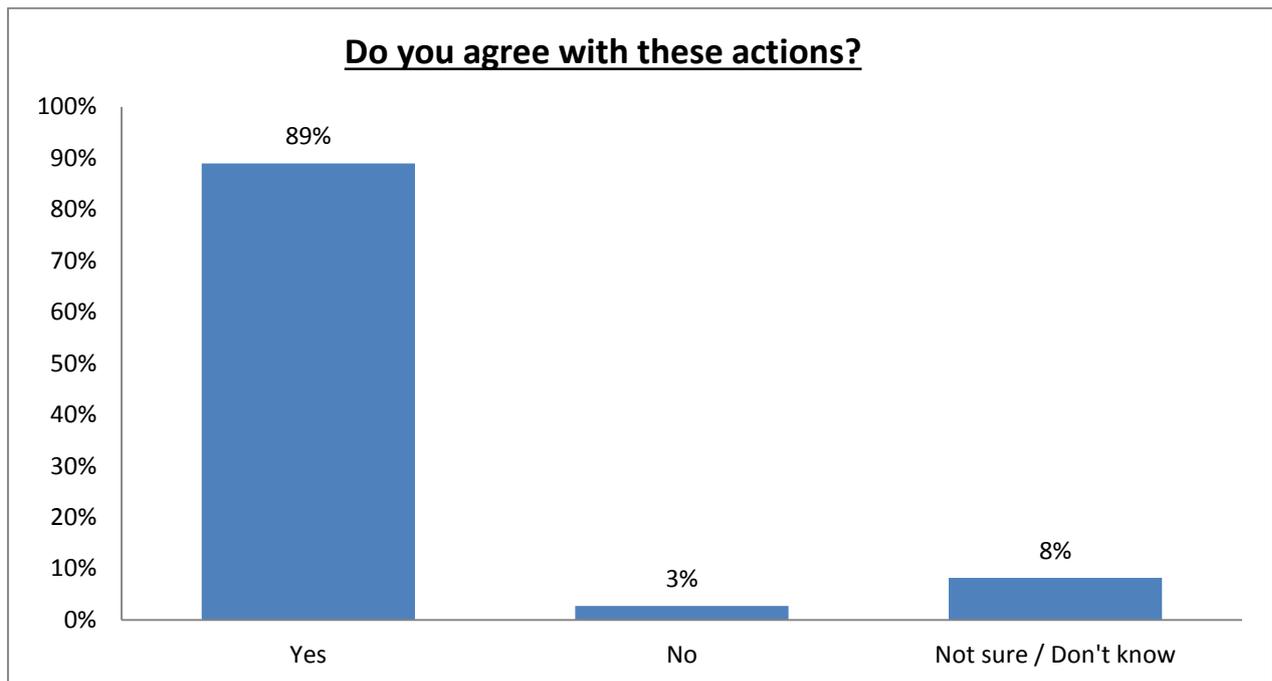
- Establish links and work in partnership with drug and alcohol services, health services, domestic abuse services and the VCSE sector to prevent homelessness.
- Explore options to provide financial and budgeting training for existing tenants to prevent homelessness.
- Ensure additional support with Universal Credit and related benefits is available so people are aware of the benefits, how they can apply and also how to appeal.
- Establish links with services for young people to support Trafford's young people and educate regarding the risks of homelessness.
- Continue to work in partnership with the After Care Team to provide a pathway for those homeless Care Leavers.

## Priority 2: Improve access to permanent affordable accommodation and supported homes, primarily through the increased supply of social housing

Ensuring that there is a supply of permanent affordable and supported accommodation in Trafford is vital in tackling homelessness. People living in poor quality unaffordable accommodation will end up in a situation whereby mortgage or rent arrears occur and they become in a homeless situation. In addition if the support is not available for those who need it, tenancies will not be sustained and homelessness will occur. To ensure that access to permanent affordable accommodation and supported housing is made available, the following actions have been proposed:

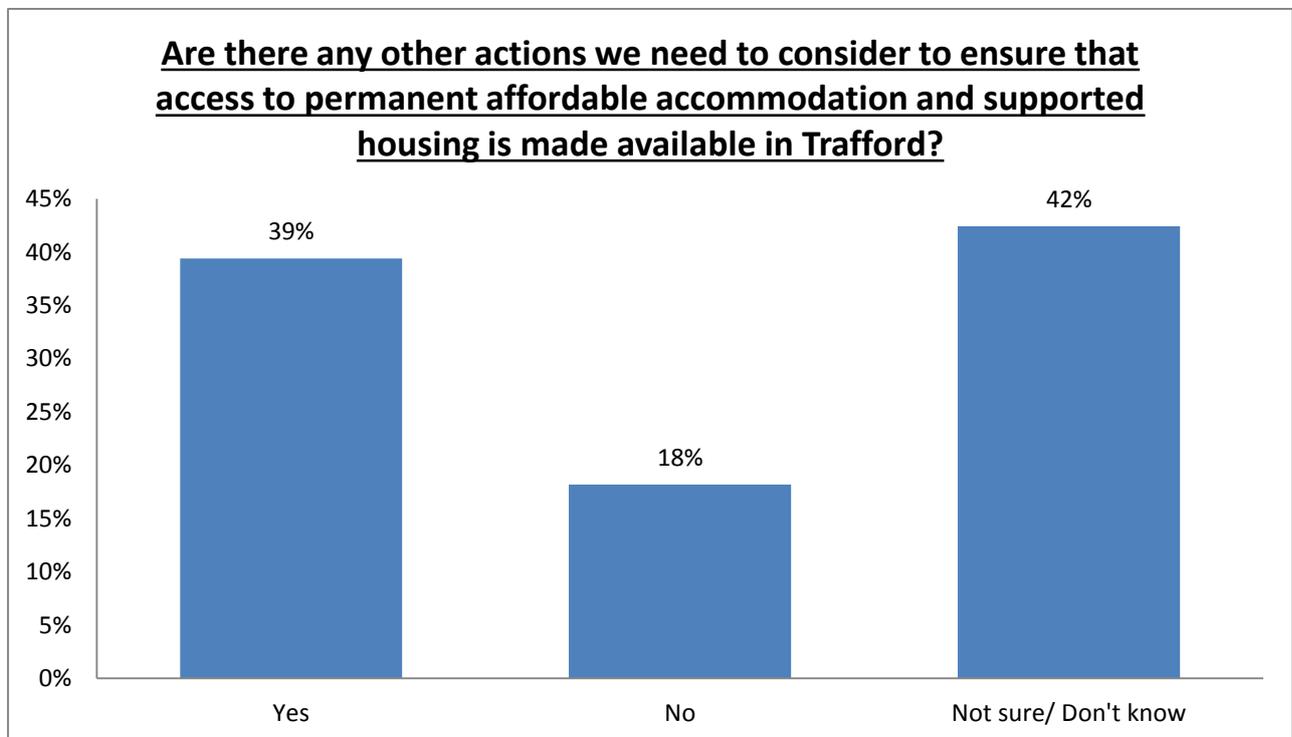
- Increase the supply of affordable housing including social rent across Trafford.
- Continue to utilise the Homes England grants and work in partnership with our Registered Providers to ensure that the supply of affordable housing across Trafford increases.
- Continue to promote the Trafford Affordable Housing Fund.
- Work with Registered Providers and developers to support the ambition to increase private rented accommodation and actively promote Build for Rent, supported through the Homes England Homebuilding Fund.
- Encourage Registered Providers to offer a high quality management agent (landlord) service to private landlords
- Address the stock condition in the Private Sector using the results of the Private Sector Stock Condition Survey.
- Increase the provision of good quality Private Rented Sector accommodation across Trafford.
- Continue to operate the Bond scheme for tenants looking to access the private rented sector.
- Develop a Supported Housing Strategy to determine current and future supported housing requirements in Trafford.
- Increase the provision of specific supported housing schemes to meet the needs of Trafford residents.
- Develop an Empty Property Strategy for Trafford.
- Explore options to back empty properties into use as affordable accommodation using available powers.
- Continue to operate and promote the Empty Property Match Maker Scheme.

**Question 5: Do you agree with these actions?**



89% of the respondents said they agreed with the actions identified to ensure that access to permanent affordable accommodation and supported housing is made available in Trafford.

**Question 6: Are there any other actions we need to ensure that access to permanent affordable accommodation and supported housing is made available in Trafford?**



39% of the respondents said there were other actions the Council and partners needed to consider. The following comments and other suggested actions were provided by the respondents:

<i>Make mortgages &amp; rents more affordable &amp; accessible.</i>
<i>Keeping rents affordable.</i>
<i>Encourage people living in under occupied property to move to more suitable sized property. With cash incentives. To free up family sized properties.</i>
<i>Facilitate support for landlords to deal with tenants who might need support, help and more management. Landlords are at fear of lack of balance of rights and responsibilities. Cooperative housing schemes.</i>
<i>Regulation of social housing providers to make sure money spent on affordable housing.</i>
<i>Agreeing with private landlords maximum set rents, thus making tenancies affordable. Using all powers available to penalise landlords who do not provide or maintain properties to acceptable standards.</i>
<i>Not only increase affordable housing but increase security for these people so they're not in and out of housing if circumstances change.</i>
<i>Provides proper senior living facilities in properly designed retirement villages so that people can move out of their homes and free up housing and still be looked after and get the care they need.</i>
<i>Use more empty properties above shops.</i>
<i>Make a fund available to assist people setting up home to help them to settle in comfort and to commit to their new situation. Encourage local people to step up as mentors.</i>
<i>Advocacy groups to liaise more closely with the homeless. In trustworthy, non-judgemental roles.</i>
<i>Use s106 and similar provisions to require social housing component within all planning applications. Provide vulnerable tenants e.g. care leavers, offenders leaving detention, and disabled persons with practical budgeting skills so they can plan their finances and remain safely in their homes. Provide access to a financial liaison worker who can assist on an ongoing or ad hoc basis until a person is settled in new accommodation.</i>
<i>Have the council offer a management service to private landlords - this can then be integrated into one-stop style support that the council already participates (see trials in North Trafford) which can identify additional support needs to tenants from the private sector that may have complex needs to help prevent further homelessness.</i>
<i>private rents and more 1 bedroomed properties to prevent bedroom tax.</i>
<i>Support working families who face being homeless, and don't encourage them to quit work to claim housing benefit when they have just lost everything.</i>
<i>Consider where they are being placed, most people in principle agree but won't want it on their doorstep.</i>
<i>Need more sociable housing not just affordable which is not the same.</i>
<i>We need to ensure that Trafford council is not reliant on private landlords who can be unscrupulous and only out for profit.</i>
<i>Private sector housing has high deposits and advance rental costs. People who are homeless or leaving home will be unable to afford those costs. With council housing this is not necessary.</i>
<i>Have ALL landlords sign an agreement to never increase the rent on a property &amp; only charge minimum rent to those who can't afford it. If a landlord can afford to put a property up to rent then he/she is already wealthy enough &amp; shouldn't be charging much more than their current mortgage price per month rent &amp; this shouldn't increase per year as the average wages don't increase by much per year.</i>

<i>Identify and address the drug probes especially 'SPICE' which seems to cause users to just wander about in a stupor.</i>
<i>Private landlords who charge expensive rents need naming and shaming should be a cap.</i>
<i>More adapted and adaptable properties.</i>
<i>Support to homeless people in accessing employment and training and increasing self-reliance.</i>
<i>More action needs to be taken against private landlords who have available accommodation but deny the use of it for people in need.</i>
<i>Make housing more affordable for people who cannot get onto social housing and have to make do with high rents in the private sector.</i>
<i>You need to really consider the word/term affordable and ensure that it is affordable.</i>
<i>Stop relying on 'help to buy' and build to rent schemes (private market rent) and grants from government which divert land, assets and</i>
<i>ment away from the social housing sector and towards private investors. Many of these schemes that are the recipient of grants end up propping up poor quality, unsustainable schemes and investors and fail to deliver the social benefits promised.</i>
<i>Help us!</i>
<i>Ensure green spaces such as parks and playing fields are kept in place.</i>
<i>Consider the most vulnerable families when planning. Ask schools for help. They know the families well.</i>
<i>Liaise with Housing associations and ensure they understand and do not use the month arrears that occur due to Universal credits against the tenants.</i>
<i>We must introduce an Accessible Housing Register (AHR) that can help to ensure best use of adapted homes, across all tenure types. The aim of a register is to ensure that when an adapted property becomes vacant it is subsequently occupied by a person who can receive the benefit of the standard of access and/or adaptations which have been carried out.</i>
<i>Support and Supported Housing Schemes need to be advertised more widely i.e. in colleges/schools/local faith venues and any places that youths access.</i>
<i>Empty property strategy very important to implement before new building. Build to rent must be for local people at affordable prices not for overseas investors or people from other parts of the country (e.g. the South) to profit from.</i>
<i>Supported housing strategy important.</i>
<i>This does not address the biggest issue: Those who choose to stay on the streets and refuse help, other than food or money.</i>
<i>Support charities that are working with homeless people, like this <a href="https://embassybus.org">https://embassybus.org</a> Think outside the box. Key is getting paperwork/employment/wellbeing sorted whilst they are on board. Plus ensuring good after care and support network.</i>
<i>Consider empty properties above shops.</i>
<i>Landlords need to be restricted on cost of renting as this prevents people gaining secure accommodation over longer periods.</i>
<i>Private landlords MUST be accountable, get on board with local council, maybe to offer social housing the local authority must check all properties and their suitability for renting to begin with.</i>
<i>Work with other local authorities to pressure government to repeal right to buy. Social housing should not be sold to private individuals but should remain available for affordable rent.</i>
<i>The ways applicants are rated on HOST is unfair, and lead a lot of people to believe that you have no chance of getting housing unless you are ethnic minority or immigrant.</i>
<i>Build social housing.</i>
<i>pay housing benefit straight to landlords/Trafford housing trust, so that arrears do not build up</i>

*through non-payment of rent.*

*Don't give rent in benefit payments .pay direct to landlords.*

*I read your mind in my previous answer but would like to stress that we need to make affordable housing genuinely affordable. At the moment, it is not! It is important that there is a considerable increase in the number of social housing stock available in Trafford. It is my understanding that we are significantly below the national average.*

**Response:**

Ensuring there is access to permanent affordable and supported accommodation is crucial if the Council and partners are to tackle homelessness in Trafford.

The Council will ensure that affordable housing is 'truly affordable' and that people wishing to stay in the borough or move into Trafford are able to rent or buy. The actions contained within the Action Plan are aimed at increasing the provision overall by working with our Registered Providers and Homes England to build more affordable housing and utilise the grant funding available. The Council has also recently established a 'Trafford Affordable Housing Fund' which combines all affordable housing contributions made by developers through planning agreements and enables the Registered Providers to bid for the monies to increase the provision of social rented accommodation in Trafford.

Improving the conditions, security and rents within the Private Rented Sector (PRS) is also a priority for the Council. One of the actions is to look at establishing a Private Sector Landlord Incentive scheme to increase the tenancy length within the sector and reduce the rents so that those people who are homeless or on the Council's housing register are able to access more affordable accommodation in the private sector.

In addition, the Council has commissioned a private sector stock condition survey to determine the property conditions in the sector to target specific areas and improve standards.

No further actions were added following the comments received.

### Priority 3: Aim to eradicate the use of B&B

The use of bed and breakfast can mean cramped conditions with facilities being shared with other applicants who may be already vulnerable or have social problems.

Research carried out by Shelter shows that children living in cramped and unfit conditions are more likely to suffer from illness and infections resulting in increased absence from school. Results also showed an increase in children's anxiety not only from losing their home with the addition of being in B&B

Other impacts of using B&B can be:

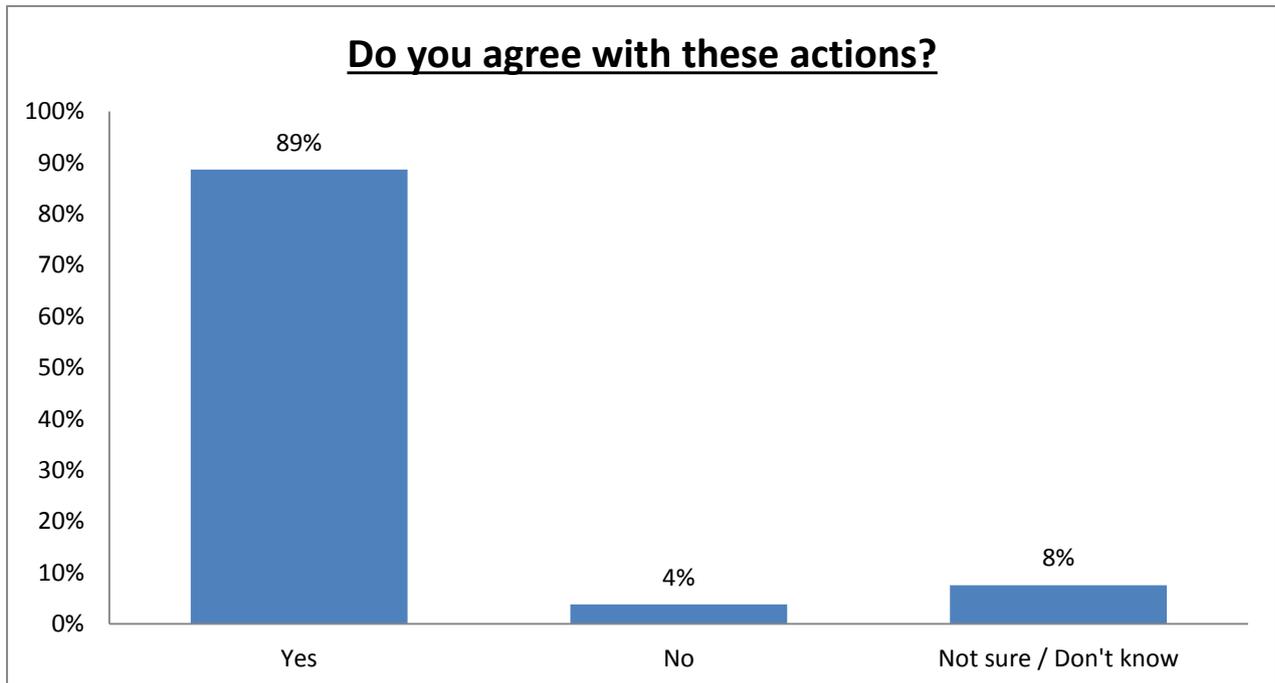
- Usually no laundry facilities.
- No cooking or storage facilities meaning extra expense and poor diets or shared cooking facilities can mean a lengthy wait to use the equipment.
- Families eating in one already cramped room.
- Can be situated away from school and work which may have an impact on travel expenses and time keeping.
- All the family sharing one bedroom may impact on a younger child's sleep patterns.
- Having to endure poor living conditions may force victims of domestic abuse to return to their home and the perpetrator.

We need to ensure that the use of B&B accommodation is eradicated and that the provision of good quality Temporary Accommodation is increased to meet the demand.

To eradicate this use the following actions have been proposed:

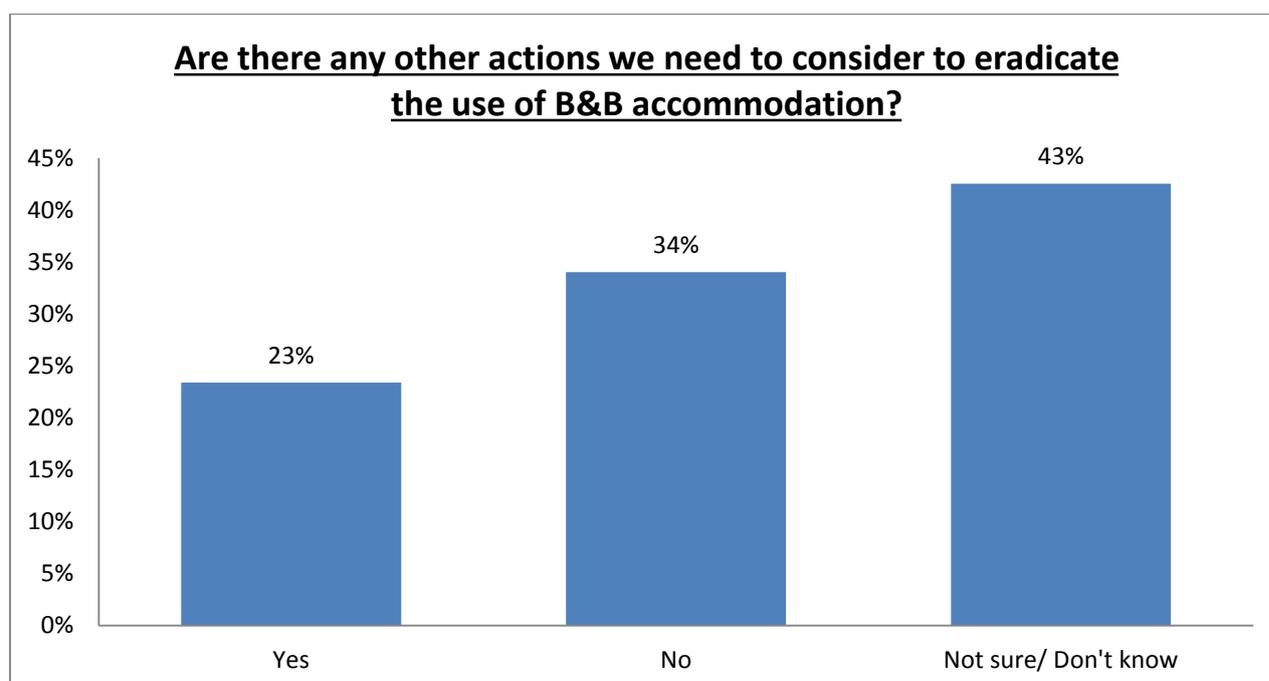
- Aim to eradicate the use of Bed & Breakfast for emergency accommodation in Trafford by increasing the provision of temporary accommodation.
- Continue to allocate families with children self-contained temporary accommodation as a priority rather than B&B.

**Question 7: Do you agree with these actions?**



89% of the respondents agreed with the actions proposed to eradicate the use of bed and breakfast accommodation in Trafford.

**Question 8: Are there any other actions we need to consider to eradicate the use of B&B accommodation?**



23% of the respondents stated they were other actions the Council and partners need to consider in order to eradicate the use of bed and breakfast accommodation in Trafford. The following comments and other suggested actions were provided by the respondents:

<i>Utilising all empty buildings in Trafford - renovating and re-fitting as needed, e.g. the many office blocks that are under used or not used at all.</i>
<i>To have more suitable temporary accommodation.</i>
<i>To offer support whilst in temp accommodation to find suitable permanent accommodation. This needs to be in an area where they have connections and support. Including family, schools etc.</i>
<i>In relation to the poor cooking facilities of course this could lead to malnutrition and increase social and health care costs in addition to the poor mental health results of not being able to provide basics of living needs for yourself and family. I think nutrition support for this group of our population needs looking at.</i>
<i>B &amp; b for few days is better than long term emergency accommodation.</i>
<i>A stable permanent place to live.</i>
<i>Think about sofa surfers too.</i>
<i>Partnership schemes with private landlords?</i>
<i>More access to bond schemes and incentives for private landlords to accept.</i>
<i>Replace eradicate with reduce if you can.</i>
<i>B&amp;B accommodation should only be used for emergency housing for a few nights.</i>
<i>Providers been allowed to charge large rents for substandard accommodation- properties been inspected regularly and tenants having someone to advocate for them.</i>
<i>Homeless centres - use pool of trained professionals that are currently out of work when funding was cut.</i>
<i>Ensure TDAS is fully supported and funded by the council.</i>
<i>Some handpicked B&amp;Bs might still work... Sort of like those who offer to Foster vulnerable to at-risk young people. A similar scheme might work for some homeless individuals who need a little more support to transition into their own housing.</i>

<i>A house-match scheme, pairing those with larger accommodation than they need with families who need temporary accommodation. (Similar to night stop but extended to include families and with the scope for a longer stay).</i>
<i>Don't see temporary accommodation eradicating all of the problems that B&amp;B accommodation offers. As in away from schools, families sharing bedroom.</i>
<i>Children should never share essential facilities (kitchen, bathroom) with others.</i>
<i>Consider educating families not to have more children.</i>
<i>That is never suitable for families beyond 2 weeks.</i>
<i>Provide more social housing ring-fenced for homeless people.</i>
<i>Private landlords who are out to make money on the back of our homeless should never be paid a single penny from the public purse. This needs to be a non-profit solution to our homeless crises. Also to be considered are those who are from the area should be a priority.</i>
<i>Its false economy. Be cheaper in the long run to at least have 1/2 bed flats available for them. Also children are vulnerable and shouldn't have to live in shared accommodation putting them at risk.</i>
<i>Help me and my children.</i>
<i>Provide improved refuge and safe houses for families in crisis. They can be hugely detrimental to a family's survival.</i>
<i>If B&amp;B does have to be used, hook individuals up with local churches where there would be people happy to do laundry and provide the hand of friendship.</i>
<i>Surely B&amp;B ok if used appropriately - i.e. emergency temp accommodation. Not sure I agree it should be totally eradicated. But certainly needs to be limited in terms of time spent in B&amp;B.</i>
<i>The impact of families living in this situation is huge and can have lasting effect on mental wellbeing.</i>
<i>Make the use of them for longer than a month impossible.</i>
<i>You have not given a viable alternative. Where are you going to put people. Needs more detail / thinking through and will require investment unless you are considering B&amp;Bs by another name (which would be terrible).</i>
<i>Build more affordable homes for homeless families.</i>
<i>B&amp;B costs the council so much money. They would be better to invest and train private landlords in accommodating and supporting vulnerable people in the community.</i>
<i>Use of empty properties must be considered a priority for this group. There should be a register of empty homes which can be called upon at short notice and utilised.</i>

### Response:

The Council needs to look to eradicate the use of bed and breakfast for emergency accommodation. Costs associated with bed and breakfast are high and the homeless person does not, in some cases, have access to the appropriate facilities such as washing and cooking.

Increasing temporary accommodation is a way to eradicate the use of bed and breakfasts. If HOST have more properties available within the social and private sector to use specifically as temporary accommodation then there would not be a need to see the costly and inappropriate bed and breakfast option.

Following the comments made, the subsequent actions have been included under the eradicating the use of B&B and increasing the provision of temporary accommodation priority:

- Work in partnership with RPs and private landlords to increase the provision of temporary accommodation.
- Explore options to bring back empty properties for use as temporary accommodation.

## Priority 4: Working towards ending rough sleeping in Trafford

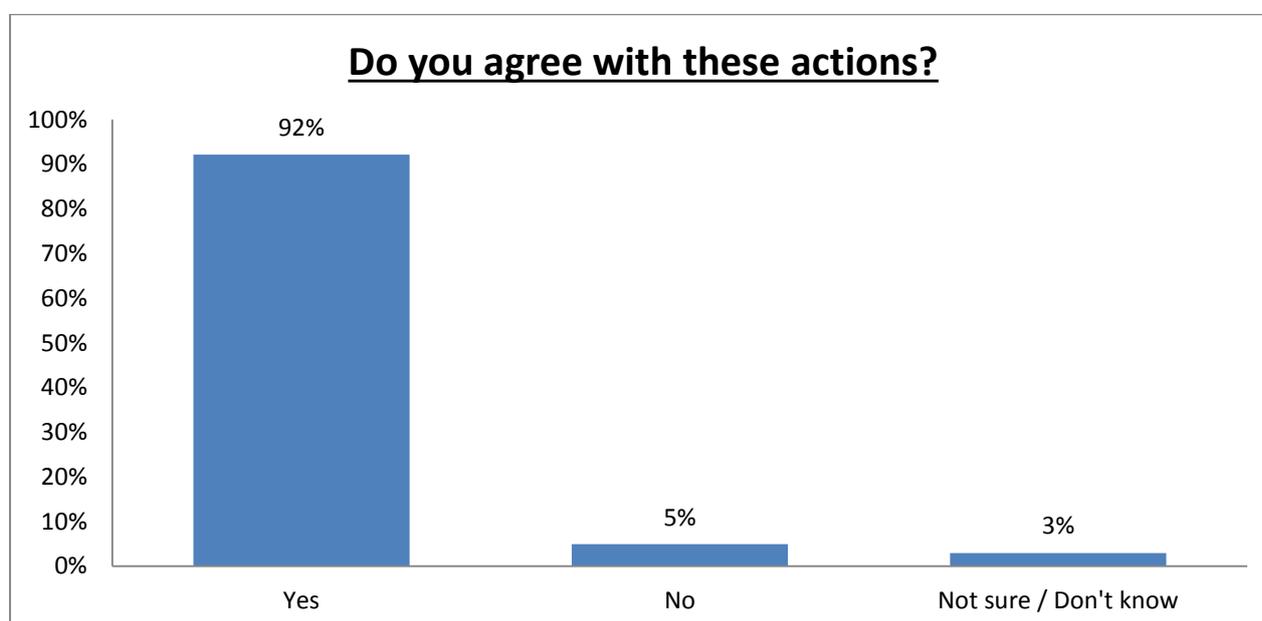
One of the manifestations of homelessness is rough sleeping. More and more people are sleeping rough in England. Living on the streets is dangerous, causes health problems and affects people's wellbeing. The Ministry for Housing, Communities and Local Government has announced a national target to reduce rough sleeping by half by 2022 and to eliminate it altogether by 2027 however the GM Mayor has committed to end the need for rough sleeping by 2020.

To address rough sleeping and end it in Trafford, the following actions have been proposed:

- End the need for rough sleeping in Trafford by 2020 in line with the Greater Manchester commitment.

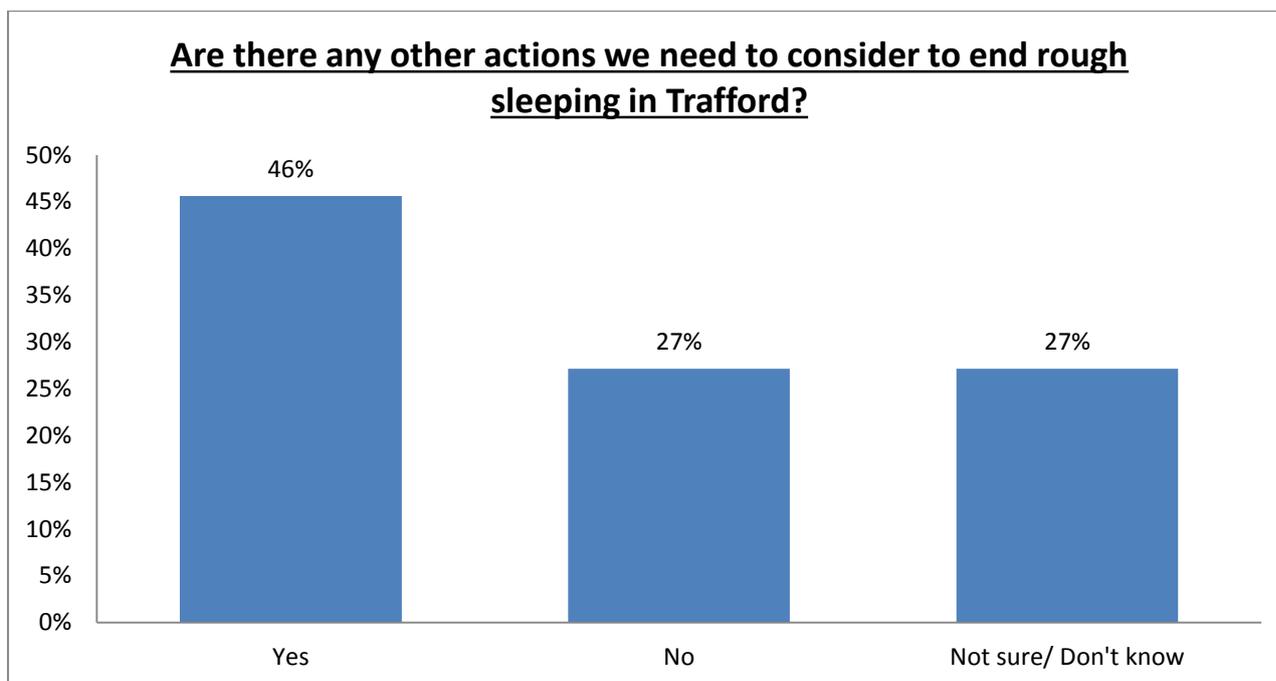
- Ensure there are effective outreach services in Trafford to play a critical role in identifying needs of a rough sleeper at an early stage.
- Explore new ways to create additional spaces to meet short term peaks in demand of rough sleepers.
- Explore ways for people to donate that do not inadvertently support and encourage street begging.
- Offer a bed for the night for all rough sleepers during the winter period (October – March).
- Establish links with faith, community organisations and other partners to enable a bed for every night in winter can be provided in Trafford.
- Ensure Trafford makes use of the available funding through the GM Mayoral Fund.

**Question 9: Do you agree with these actions?**



92% of the respondents agreed with the proposed actions identified to work towards ending rough sleeping in Trafford.

**Question 10: Are there any other actions we need to consider end rough sleeping in Trafford?**



46% of the respondents stated they had other actions that the Council and partners need to consider to work towards ending rough sleeping. The following comments and other suggested actions were provided by the respondents:

<i>A bed should be available all year round.</i>
<i>Provision of bathing amenities, food, clean clothes along with a bed.</i>
<i>Beds should be available 365 days a year not just the winter months. This needs to have support to access health care services too.</i>
<i>Mentoring support for the homeless.</i>
<i>People will sleep rough rather than leave a pet. Shelter needs to include animals so that mental health and wellbeing are not further impacted.</i>
<i>Ensure that those who are most experienced in the difficulties and needs of rough sleepers lead the initiative to help eradicate it. Just providing accommodation will not eradicate this otherwise</i>
<i>Bed for the night all year round.</i>
<i>Sofa surfers.</i>
<i>Work with CMHT, Drug &amp; Alcohol, Probation and Immigration services more closely to find out who the regular rough sleepers are, what are their specific needs? Target these people with schemes like Manchester - they have social inclusion workers who support and engage the vulnerable.</i>
<i>There is no "need" to sleep rough.</i>
<i>For councillors to walk around the town centres and give hands on help and advice to the homeless. The homeless don't always feel they can approach the Council first.</i>
<i>Effective drug/ alcohol strategies. Safe houses for people fleeing abuse and violence. Help for veterans and people with mental health issues.... meaningful help.</i>
<i>Provide pods.</i>
<i>Make it possible for people to contribute to a community fund to support regular reliable shelter.</i>
<i>Ensure that begging on the streets are restricted- have buy a coffee ahead etc.</i>
<i>A 'bed for the night' scheme might be extended to willing people in the community. See last</i>

<i>comment.</i>
<i>Please see my earlier question answer I gave regarding MENTAL HEALTH/ILLNESS of Rough Sleepers being a priority that needs looking after to give them a chance of recovery from their situation and back into mainstream life.</i>
<i>An app which people could download with details of shelters/support to give to anyone rough sleeping/begging. A card system which people who want to give directly to an individual could put money onto that could only be exchanged for accommodation/food/services at designated centres. (Similar to a gift card).</i>
<i>Increase access to welfare rights provision to support individuals on benefits. Increase access to mental health services.</i>
<i>Do not rely on faith charities to help solve the problem. This is a state and local government issue. Mental health and drug counselling needs to be improved as without this the offer of a bed is only a very short term fix. Offer more beds in rehab facilities (residential) with housing available afterwards. All rough sleepers should have access to counselling and mental and physical health care as soon as they are identified.</i>
<i>Working with HMP establishments when they face release.</i>
<i>Need to ensure that the sheltered offered is a safe environment and affordable if not free to those accessing them.</i>
<i>More encouragement using Voluntary Organisations etc. To engage more with rough sleepers.</i>
<i>These people need help. Real help not just copper's thrown in a cup. Plus eradicate the need to beg and stop the people who are not homeless but pretend to be just so they can beg?..</i>
<i>I guess prevention is better strategy but this poses difficulties too. Having more information regarding who is vulnerable may be helpful.</i>
<i>You need to understand multiple and complex needs, most rough sleepers are simply just not homeless they face a multitude of problems. Wrap-around support needs to be put in place to support that person from the streets to a tenancy and thereafter.</i>
<i>That a tiny minority of them do so because they find living as they do eases their problems with being enclosed or shut in.</i>
<i>We should stop feeling sorry for the homeless who choose to live on the streets.</i>
<i>Mental illness, this can often lead to homelessness and rough sleeping. Mental health needs addressing.</i>
<i>More specialist support services for veterans, those with substance use and alcohol dependence issues, mental health issues, those experiencing domestic abuse and those who are receiving universal benefit who find themselves in crisis.</i>
<i>Pay forward schemes where people can pay for food or a coffee for homeless people at designated food outlets.</i>
<i>Specialist Support services for: Drug, Alcohol, Mental health, Domestic abuse, Child abuse, Cared for under 18 support/help, Care leavers over 18 pathways, Ex-offenders pathways, Asylum seeker pathways and Unregistered Migrant pathways.</i>
<i>How many rough sleepers don't take drugs or drink heavy? not many I imagine. You need to come down hard on drug use and alcohol abuse. Simply spending money on housing dossers that will then continue to take drugs will not help. The law needs to be formed up on drug use. Cannabis causes mental health issues, mental health issues causes job/home loss- we all pick up the tab. Have a zero tolerance of any drug of any kind. Problem solved.</i>
<i>Establish a 'half way house' they could include health care services, laundry facilities, a place to bathe, a place to speak to a mental health professional, a place to access information about benefits and housing possibilities.</i>
<i>Make use of all the empty buildings.</i>

<p><i>More support services for the homeless. More hostels. More safe places to stay where people feel safe and comfortable without risk of being moved.</i></p>
<p><i>Ensure that sofa surfers are taken seriously as this leads to rough sleepers. It should not be just in winter time that all agencies come together to end rough sleeping. Rough Sleepers sleep rough all the time! The fact that there is more advertisement due to concerns of fatality of rough sleepers in cold weather does not have enough emphasis. It must be an all year project to get a full picture of how many people are sleeping rough. Not just the odd 'count' here and there. There should be a team set up enabling outreach services all year round.</i></p>
<p><i>First Ensure they are originally from this area.</i></p>
<p><i>End the problem, don't spend money on sticking plaster solutions.</i></p>
<p><i>Easier access to access the emergency beds. Having supported a winter night shelter, the system needs completely reorganising. To have to go on the tram or bus to access the help is not possible when you don't have any money.</i></p>
<p><i>Very few rough sleepers in Trafford - but are there many rough sleepers from Trafford congregating in city centre?</i></p>
<p><i>Look at usage of empty retail units &amp; ways to temporarily convert them to support peaks in rough sleeping.</i></p>
<p><i>Give more to homeless charities and maybe free up abandoned warehousing etc. in Manchester and turn them into homeless shelters.</i></p>
<p><i>Improve access to mental health and drug and alcohol services much earlier. Give people the support they need before they end up sleeping rough. Support people who are at risk of losing work due to MH / other health issues.</i></p>
<p><i>My son was rough sleeping for a few months. He wasn't seen as high priority. Everyone sleeping rough has a story. Admittedly not all want help. Staff should listen and accommodation should be available to support those who need help. I know that budgets are cut and there is no housing but it's a crisis that needs addressing.</i></p>
<p><i>Lose all the strict rules and regulations, homeless people! not rough sleepers! have complex issues ,not every problem is straight forward.</i></p>
<p><i>Turn empty retail properties, such as the old PC world, into a hostel for those who are homeless or rough sleeping. We did not need yet another supermarket on a road where we have several already - we need to make better use of the properties which become available (again a register would help).</i></p>
<p><i>More accommodation is needed for customers with drug or alcohol issues. Also more long term sheltered housing for customers with mental health or learning difficulties.</i></p>
<p><i>Provide a day time drop in centre with access to GP's and support services. Provide hot drinks and food. A place to obtain clothes and furniture like the Mustard tree model to encourage clients to attend the scheme and seek help/early intervention.</i></p>

### Response:

Trafford Council and Greater Manchester are committed to ending the need to rough sleeping by 2020.

Trafford Council in partnership with Great Places Housing Group has recently established its first night shelter as part of the 'A Bed Every Night' (ABEN) initiative. The ABEN is being provided from 1<sup>st</sup> November 2018 until 31<sup>st</sup> March 2019. There were a number of comments from respondents asking the Council to look at establishing an all year round provision. This action has been added to the Action Plan.

A number of respondents also mentioned the need to stop begging and provide alternative methods of giving such as a 'pay forward scheme' with a café or restaurant or in the form of a 'card system' to enable people to donate and money is then placed onto a gift card.

Respondents felt that more needed to be done to address complex needs including drug and alcohol misuse and that rough sleepers had access to health services including GPs. The Council and partners need to ensure that support services including health are available for rough sleepers to try and break the cycle of homelessness and sustain a permanent tenancy through adequate tenancy support and outreach services.

It was also felt that the Council needs to work closely with those classed as 'sofa surfing' as they are more likely to end up on the streets.

Following the comments made, the subsequent actions have been included under the work towards ending rough sleeping in Trafford priority:

- Explore options to provide 'a bed every night' throughout the year regardless of weather.
- Explore the opportunity to establish a 'pay forward scheme' with a local café or restaurant as an alternative to giving rough sleepers/beggars on the street.
- Explore the opportunity to establish a card service for rough sleepers to access money donated.
- Ensure Trafford utilise the Social Impact Board (SIB) and Housing First initiatives introduced at a Greater Manchester level.
- Work with sofa surfers to prevent rough sleeping.

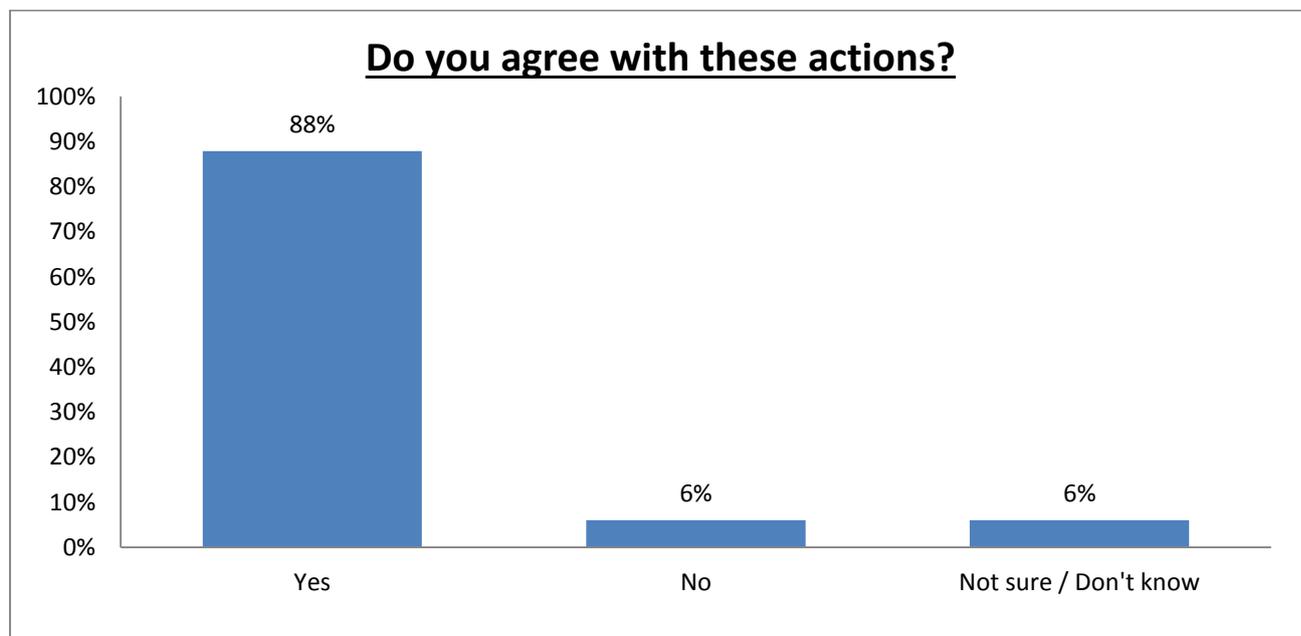
## Priority 5: Improve access to employment, education and training for homeless people in Trafford

Supporting homeless people into employment, education and training is key to breaking the cycle of homelessness and improving opportunities to secure permanent accommodation.

In order to improve access the following actions have been proposed:

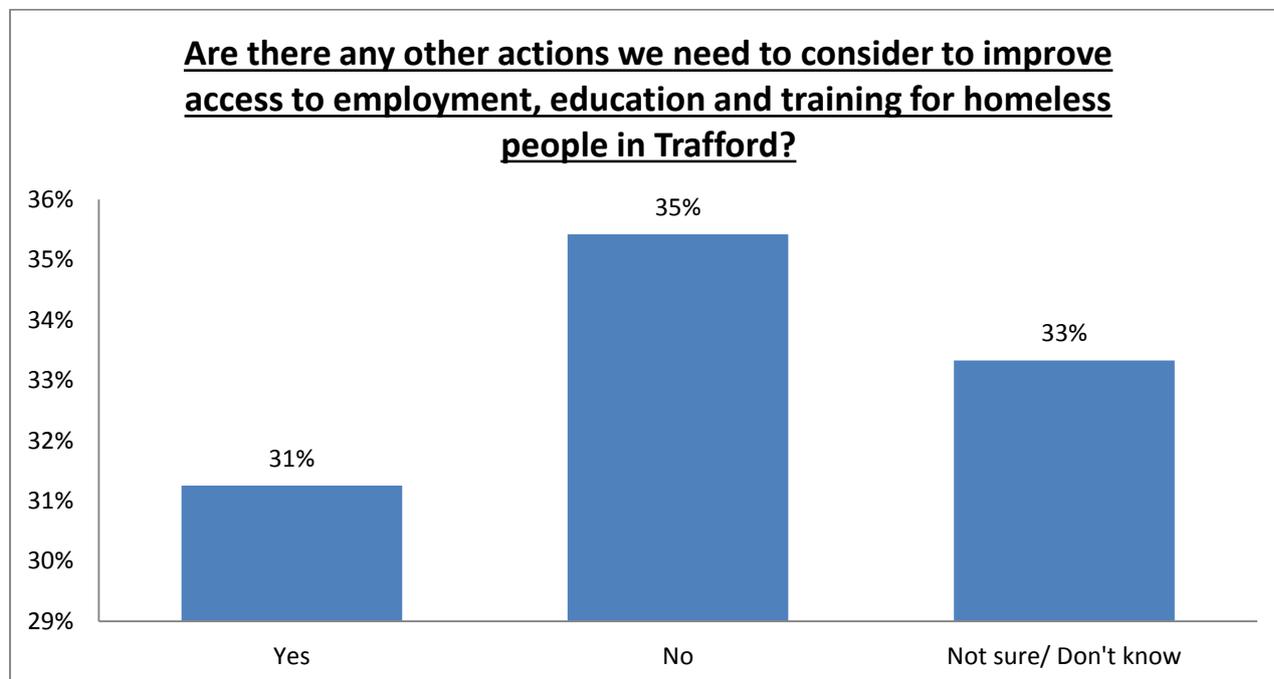
- Continue to ensure that homeless people or those not living in-secure tenancies are a priority group for the Trafford Pledge.
- Continue to refer people to GM employment projects such as Working Well, Skills for Employment and Motiv8 who provide intensive one to one support working with individuals to overcoming their barriers and provide help to raise confidence, upskill and increase employability.
- Improve links with Trafford College to enable homeless people to access courses.
- Explore options for a facility for homeless people where they can prepare for job interviews.
- Publicise the grants available for homeless people to access college courses.
- Ensure HOST and Job Centre staff are aware of the opportunities available for homeless people in terms of education
- Work with construction employers to ensure there are apprenticeships and careers structures in place.

### Question 11: Do you agree with these actions?



88% of the respondents agreed with the proposed actions to improve access to employment, education and training for homeless people in Trafford.

**Question 12: Are there any other actions we need to consider to improve access to employment, education and training for homeless people in Trafford?**



31% of the respondents stated there were other actions the Council and partners needed to consider to improve access to employment, education and training. The following comments and other suggested actions were provided by the respondents:

<i>Working in partnership with mental health services, social services, substance misuse services, safeguarding, GPs and inpatient units.</i>
<i>Access to most services requires an address. Making changes to people’s lives and choices requires support, which costs money.</i>
<i>Reward homeless people who are engaging in etc. Incentives, not sanctions.</i>
<i>I am concerned that this group of our population may not have had access to nutrition education and with the difficulties faced with homelessness this will be exaggerated and is likely to lead to malnutrition causing further problems of course and increasing cost of health and social care . This needs to be addressed in the strategy.</i>
<i>Ensure practical help such as access to facilities for bathing and clean clothes are available before interviews.</i>
<i>Simplify process, less form filling in and empathetic people who don’t judge.</i>
<i>Use university students in their own work experience to help with filling out forms maths and English.</i>
<i>Widen employment opportunities to employers other than construction. Ensuring strong links with and availability of services related to addiction and mental health - both prevalent causes of homelessness and continuing homelessness.</i>

<i>If you want to prevent homelessness you need to make these opportunities available before not after.</i>
<i>Identification of dyslexia and other specific leaning needs. Help with self-esteem/ confidence building.</i>
<i>Provide incentives for people to volunteer to give their time to teach homeless new skills. Provide incentives to companies to employee homeless.</i>
<i>Work with other local employers INTU, Kellogg's, local council for employability skills.</i>
<i>Construction apprenticeships aren't the only useful /applicable routes into employment. Resits of GCSEs and even doing flexible A Levels could be made available through council paid private tutors.</i>
<i>A mobile training/support facility for short training sessions accompanied by relevant signposting advice, cv assistance. Something like the Commonplace bus that can be used as a pop-up classroom.</i>
<i>It would be good to continue to monitor the effectiveness of the GM employment projects you mention to make sure they are still performing to a high standard. There are many additional employment and education projects now set up that have chased funding from government, some excellent. Others do not offer additional support needed by those who are or have been homeless and leave a lot to be desired.</i>
<i>Think really local when it comes to offering places to get showered and ready for an interview - the last stress needed on a stressful day is a couple of unpredictable bus journeys!</i>
<i>Look at education offers locally - many places in Trafford have adult education offers that are not only provided by Trafford College.</i>
<i>Look at people like ourselves being brought in to offer information sessions to job centre and HOST staff.</i>
<i>There is no use providing employment and training without dealing with underlying issues causing homelessness such as drug use and mental health problems. Perhaps site mental health services in colleges to encourage engagement with both and to reduce stigma.</i>
<i>Ensuring there is also appropriate support for those who have a mental health need or learning disability.</i>
<i>Clothes and shoes and good food.</i>
<i>In the long run it will pay for itself once people have a job and pay into the system. And save NHS money on illness and mental health issues in the homeless community.</i>
<i>I guess when someone is homeless that a priority will be a focus on health and mental health before work. Without this I think work will fail.</i>
<i>Be patient. Most rough sleepers are not going to be ready for employment within 6 months so do not expect them to.</i>
<i>Make employment more accessible by providing homeless people with free WIFI use age &amp; printing of CVs at the library.</i>
<i>Help people to gain basic skill. Give people free driving lessons or HGV lessons. There is jobs out there but it's so expensive to train.</i>
<i>Without facilities to keep themselves clean and also able to wash their clothes and dry them no one will be willing to employ them so it's a vicious circle.</i>
<i>Sanctions for homeless who refuse to sort themselves out.</i>
<i>You are assuming that people have a foundation level education and the desire to educate themselves and get into paid employment. I don't believe this is always the case no matter how many 'schemes' are available.</i>
<i>Making people more aware, and provide more information in local places, libraries jobcentres.</i>

*Work with schools to educate young people and families. School funding for roles such as Extended Services and Community Cohesion have been slashed. Reconsider. Schools do amazing work with families in crisis.*

*Ensure that all staff have the correct training and empathy when dealing with customers.*

*Make sure that those who provide help are fit for purpose. Take advice from those involved with the homeless and the homeless themselves.*

*Forge links with Armed Forces charities - compared to general homelessness, ex service personnel are more likely to be rough sleeping and homeless for longer. This group is also more likely to require support into education and employment.*

*Education is key. Basic English/math, how to fill out forms, how to follow a recipe to cook (especially is using food bank items).*

*Provide opportunities and facilities for homeless to shower & clean up so as to present well for an interview or attend courses.*

*Link with library services to provide access to information and knowledge. Ask employers in the area to commit to supporting one homeless person through training or employment. Heavily promote those who do - to encourage others to take up the scheme. Trafford should also commit to taking on at least one homeless person, as should local NHS organisations, etc.*

*Some of our customers will never be well enough to maintain a job or even volunteer. We need to ensure these vulnerable customers are receiving the correct benefits and that their rent and council tax are in place to ensure debt does not occur.*

### Response:

Ensuring that homeless people including those threatened with homelessness have access to employment, education and training is really important.

Respondents suggested that training courses including budgeting, cooking, nutrition and CV writing rather than the standard vocational or education courses should be provided. It was also suggested that providing driving lessons or HGV courses should be considered.

The Council agrees with the respondents comments at providing a facility to enable people to bath and access clean clothes for a job interview and this is one of the actions contained within the Action Plan.

Following the comments made, the subsequent actions have been included under the improving access to employment, education and training priority:

- Explore options to provide training courses to homeless people on budgeting, cooking, nutrition and CV writing.
- Explore options to provide driving lessons and specific job related courses.

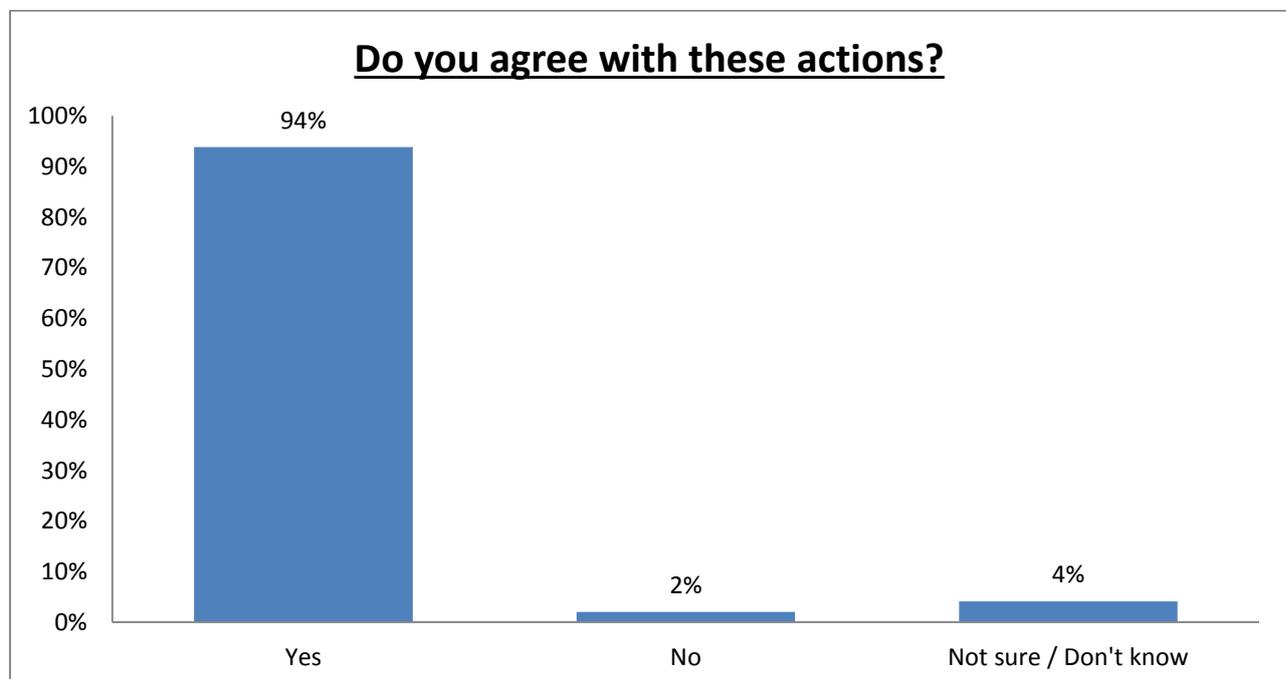
## Priority 6: Improve health and wellbeing for homeless people in Trafford

It is a tragedy when a household becomes homeless. Homelessness often results from a combination of events such as relationship breakdown, debt, adverse experiences in childhood and through ill health. Homelessness and ill health are intrinsically linked and professionals in both sectors have a role to play in tackling the issues together.

To improve the health and wellbeing of homeless people in Trafford the following actions have been proposed:

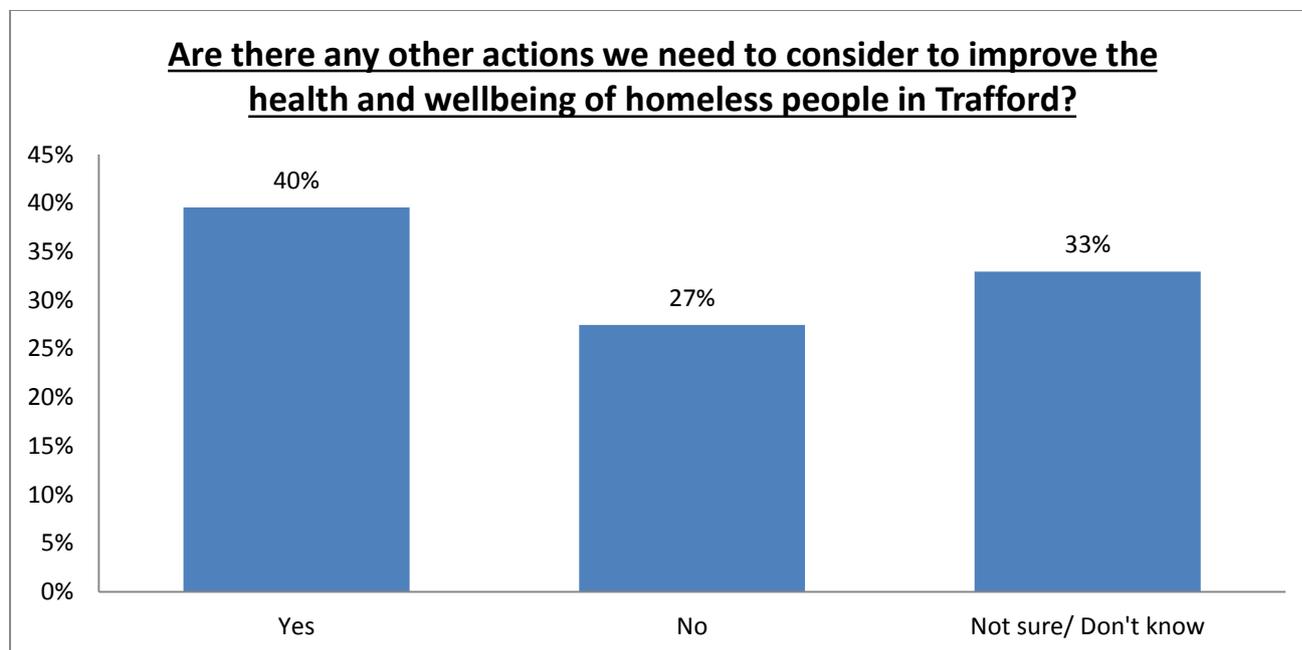
- Work with partners to address the health of homeless people across Trafford.
- Utilise the legal duties to ensure health, social care and related services (including housing) integrate to reduce health inequalities in Trafford.
- Explore specialist support services that can help those in need and reduce homelessness for those people with a disclosed mental health issue.
- Ensure that Trafford is part of the discussions regarding mental health at the GM level as part of the homelessness charter.
- Continue to operate the GM Hospital Discharge protocol to ensure adequate notice is given regarding discharge to prevent homelessness and enable officers to find suitable accommodation.

### Question 13: Do you agree with these actions?



94% of the respondents agreed with the actions identified to improve the health and wellbeing of homeless people in Trafford.

**Question 14: Are there any other actions we need to consider to improve the health and wellbeing of homeless people in Trafford?**



40% of the respondents stated they were other actions the Council and partners need to consider to improve the health and wellbeing of homeless people. The following comments and other suggested actions were provided by the respondents:

<i>More help needs to be given with mental health support.</i>
<i>Ensure there is access to health care, including mental health and substances misuse. Dental health. Claim benefits that people are entitled to. Councils need to reinstate benefits advice workers.</i>
<i>Commission specialist Mental Health and Substance Use services specific for homeless people. Accessing NHS services when you are NFA or homeless is a BIG barrier.</i>
<i>Yes, again as answered previously, a child who has had poor access to nutrition will not develop to their maximum potential and poor nutrition can lead to many illnesses both physically and mentally. This needs to be addressed and provision provided.</i>
<i>As previously make sure those with the experience of rough sleepers lead this initiative. Joined up working and better support for voluntary organisations such as mad dogs street project and street paws which can have a big effect on the health and well-being of those that rough sleep.</i>
<i>Access to free healthcare for all. Checks on rough sleepers.</i>
<i>Provide accessible services across the borough, in places and at times those experiencing homelessness can utilise.</i>
<i>Early intervention for children/ young people , who are vulnerable to becoming homeless due to lifestyle of their careers- help breaking the cycle of poverty, addiction, domestic violence, grooming/ exploitation.</i>
<i>Restart support services so people don't reach the stage of being homeless.</i>

<i>Have dedicated medical centre for homeless.</i>
<i>The long term addictions of older homeless people can make them vulnerable to bad health. Younger people may need more help with presentation e.g. cleanliness, haircuts.</i>
<i>A mobile health/therapy clinic that can take services directly to those in need. Being mobile gives greater flexibility over resourcing, location, timing by tackling problems in situ rather than expecting those needing support to find it.</i>
<i>Support prisoners on release from prison to be included in the list.</i>
<i>Ensure adequate support is given to people leaving prison - housing, mental health and food and benefits.</i>
<i>Mental health workers need to engage with rough sleepers and families and individuals facing homelessness at an early stage.</i>
<i>We need detox services in the community so people don't have to be admitted to the few hospital beds and more funding in preventative services.</i>
<i>Specialist support team are essential in my view.</i>
<i>Please provide good caring workers for individuals. Be aware that some may not have been diagnosed with mental health and have been let down by services. Have a centre or hub where people can come along and join in activities together. This is a great way to build self-esteem. And friendships.</i>
<i>We need to sort out the mental health system in Trafford to make it better for everyone. It's shocking at the moment.</i>
<i>Specialist workers i.e. mental health nurses/health visitors to build relationships with the client group.</i>
<i>Consider the need to house individuals with their pets.</i>
<i>Encourage schools and organisations to become Rights Respecting in line with the UN Convention on the Rights of the Child. This helps young people to understand rights and develop a greater sense of community.</i>
<i>Are lot of the actions are about discussing things but that's not direct actions / changes.</i>
<i>We must consider oral health improvement and the barriers to access, such as restricted entitlement to NHS treatment.</i>
<i>Work with registered providers to utilise empty properties as 'transitional beds' for people leaving hospital.</i>
<i>Run Mindfulness and wellbeing courses that are free, where people can begin to make friends, build community and look at how they can better their futures.</i>
<i>Make GP's more accessible for homeless people.</i>
<i>Extend discretionary housing automatically to benefit capped families and work to reduce poverty generally by taking corporate approach to debt collection. Council tax enforcement can lead to homelessness.</i>
<i>Instead of saying "I'm sorry but although you are sofa surfing around family, friends, you are not high enough priority" look at the bigger picture....they are one step from being on the streets!! That's when you should step in.</i>
<i>This is all too late. This needs to happen but I think the focus needs to be on prevention. Consider who is at risk and get in there to prevent homelessness before it happens.</i>
<i>Named drop in GP practice- no appointment needed, access services, continuity of care.</i>
<i>Hospital discharge services to help support homeless and those in housing need to be safely discharged and prevent re-admission.</i>
<i>A&amp;E based service to deal with non-Clinical issues to get to the root causes of those presenting with minor and chronic clinical needs with underlying non clinical issues leading to the repeated presentations.</i>
<i>More resources and funding for the vulnerable members of the community. Part of a package to support them.</i>

*More support for mental health issues.*

*Leverage the services of organisations such as Blue Sci to deliver services from libraries and GP surgeries, so there is no stigma associated with seeking support.*

*More training for professionals working within the homeless sector around mental health.*

### **Response:**

Health and wellbeing is a key Council priority and especially for homeless people in Trafford.

Access to mental health and substance misuse services was mentioned a number of times by the respondents as a key priority for the Council. The Council and partners need to ensure that these services are available for homeless people to try and break the cycle and identify the root causes.

Respondents felt there needed to be a dedicated medical centre for homeless people, that GPs needed to be more accessible and that a mobile health/therapy clinic should be established to take services directly to where is needed.

Following the comments made, the subsequent actions have been included under the improving the health and wellbeing of homeless people priority:

- Improve access to mental health services for homeless people in Trafford.
- Develop a Mental Health Strategy for Trafford.
- Improve access to substance misuse services for homeless people in Trafford.
- Explore the opportunity to provide mindfulness and wellbeing courses for homeless people.
- Explore the opportunity of dedicated medical centre for homeless people.
- Improve access to health and GP services for homeless people.
- Explore options to introduce a mobile health/therapy clinic that can take services directly to where it is needed.

# Equalities Monitoring Information

## Respondent Profile:

### By current living situation

74% of the respondents were home owners, either with a mortgage or without a mortgage (i.e. mortgage free), 20% of the respondents rented privately or with a housing association, 5% were living with parents or relatives and 1% were homeless.

### By Age

32% of the respondents were aged 50-59, 29% were aged 40-49, 15% were aged 60-69, 13% were aged 30-39, 6% were 70+, 4% were aged 25-29 and 1% were aged 18-24.

### By Gender

78% of the respondents were women, with 21% being male and 1% preferring not to say.

### By Ethnic Group

74% of all respondents classified themselves as being White British, with a further 11% classifying themselves as White English, 2% White Northern Irish, 1% White Scottish, 1% White Welsh, 2% White Irish, 1% White and Black African, 3% White and Black Caribbean, 1% Indian and 3% who preferred not to say.

### By Sexual Orientation

87% of all respondents classified themselves as being straight / heterosexual, 3% were Bisexual, 2% were Gay/Lesbian and 8% preferred not to say.

### By Religion / Belief

51% of respondents classified themselves as Christian; 1% Buddhist, 1% Muslim, 1% Sikh, 8% Atheist; 33% as having no religion or belief; and 5% who preferred not to say.

### By Marital Status:

63% of the respondents stated they were married or in a civil partnership, 29% were not and 8% preferred not to say.

### By Disability

17% of respondents classified themselves as having a disability; 76% as having no disability; 5% preferred not to say.