

Consultation on proposed changes to Homelessness Support Services in Hampshire

Questionnaire



Consultation period: 15 June – 10 August 2018

Introduction

Hampshire County Council is seeking the views of service users and other interested stakeholders on proposals to change County Council funded Homelessness Support Services.

Homelessness Support Services (also known as Social Inclusion Services) are housing related support services for people over the age of 18 who are homeless or at risk of homelessness.

The County Council is proposing a model of Homelessness Support Services which focuses on buying services that meet the needs of the most vulnerable homeless people (who are street homeless or at risk of street homelessness) and reduces funding for services for people with less critical needs. This could achieve a proposed budget reduction of £1.8million.

It is strongly advised that you read the Information Pack carefully before completing this questionnaire as it contains important additional information about the proposed changes.

The findings from this consultation will be taken into account by the Executive Member for Adult Social Care and Health when making a decision on the proposed changes to Homelessness Support Services later this year.

The consultation opens on midday Friday, 15 June 2018 and closes at midday on Friday, 10 August 2018.



Privacy notice

Hampshire County Council is seeking to record your views, comments and other information about you through this response form. The information you provide in this questionnaire will only be used to understand views on the proposed changes set out in this consultation. All individuals' responses will be kept confidential and will not be shared with third party processors, but responses from organisations may be published in full. All data will remain within the UK. Responses will be anonymised and summarised in a public consultation findings report. Responses will be stored securely and retained for one year following the end of the consultation before being deleted or destroyed.

Where the information provided is personal information, you have certain legal rights. You may ask us for the information we hold about you, to rectify inaccurate information the County Council holds about you, to restrict our use of your personal information, and to erase your personal data. When the County Council uses your personal information on the basis of your consent, you will also have the right to withdraw your consent to our use of your personal information at any time.

Please see our website www.hants.gov.uk/privacy for further details. You can contact the County Council's Data Protection Officer at data.protection@hants.gov.uk. If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioners Office at ico.org.uk/concerns

Q1. Are you responding on your own behalf or on the behalf of an organisation or group? (Please tick one box only)

- I am providing my own response *(Please go to Q4)*
- I am providing a response on behalf of an organisation or group *(Please go to Q2)*

Please only complete Q2 and Q3 if you are responding on behalf of an organisation or group.

Q2. Please provide details of your organisation or group (Please write in)

Name of organisation/group

Postcode of organisation/group

Your role

Q3. Which of these best describes the primary function of your organisation or group? (Please tick one only)

- Charity, voluntary/third sector organisation
- Housing provider
- School/college/place of education
- Local public sector organisation (e.g. district or borough council, emergency services, health services)
- Local business
- Social enterprise
- Other

Please only complete Q4 and Q5 if you are responding as an individual.

Q4. Do you currently use Hampshire County Council's Homelessness Support Services (Social Inclusion Services) or have you used these services in the past? (Please tick one box only. If you need more information about Homelessness Support Services, please read the description on the next page.)

- I am a current service user
- I have used these services in the past *(Please go to 'Our proposal')*
- I have never used this type of service *(Please go to 'Our proposal')*

Q5. Which service are you currently using? (Please tick one box only)

- Supported housing or hostel with staff on site 24 hours a day
- 'Lower' level or 'move on' supported housing
- Community support (visiting service)
- Community support (drop in)

Our proposal

The County Council currently funds housing related support in three main types of service:

I. Intensive 24/7 supported housing and night shelter services:

These schemes provide short-term housing and support for rough sleepers and people at risk of rough sleeping.

II. 'Lower' level and/or 'move on' supported housing:

These schemes provide short-term accommodation and support for individuals who are homeless and have less critical needs or are ready to move on from a more intensive supported housing service. Whilst some services do have a 24 hour staff presence, most people living in these schemes receive help from a visiting support service.

III. Community support services:

These are support services available to any individual or family who is homeless or at risk of homelessness. Unlike the types of service described above, this support is not 'attached' to accommodation and people can receive help regardless of their current housing status. Services aim to prevent people from becoming homeless and support them to find accommodation if they do.

The County Council would **continue to spend £2.4million on Homelessness Support Services** and our proposal is to prioritise this funding to **directly meet the needs of the most vulnerable homeless people.**

This would mean that we would **continue to fund the intensive 24/7 supported housing and night shelter services** that are used by people sleeping rough or at risk of sleeping rough and **reduce the amount of money spent on services in lower level and 'move on' supported housing and community support by approximately 70%.**

In most cases, support would no longer be 'attached' to 'lower' level and/or 'move on' supported housing, enabling services to be targeted to meet the needs of the most vulnerable.

This would mean that, in addition to the intensive 24/7 supported housing and night shelter services, the County Council would fund community support for:

- people who are moving on from intensive 24/7 supported housing
- people who are living in 'lower' level and/or 'move on' supported housing or moving on from these schemes, and are unable to access support from other sources

- single homeless people and couples with complex support needs who are unable to access support from other sources.

Most people who currently use community support services for help to prevent homelessness would need to seek support from other services.

The County Council would work with the district and borough councils and current service providers to plan the transition to any new arrangements and ensure that people who may be affected by any changes are provided with clear information regarding alternative support services and how to get help to prevent homelessness in the future.

These proposed changes to Homelessness Support Services could achieve £1.8million of savings and contribute to the £56million proposed budget reduction for Adults' Health and Care.

Q6. To what extent do you agree or disagree with the proposal to maintain funding for intensive 24/7 services, and reduce funding for 'lower' level and/or 'move-on' supported housing services and community support services? (Please tick one box only)

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7. What type of impact do you think the proposed changes to Homelessness Support Services may have? (Please use the box below to tell us how the proposed changes would affect you, your organisation and people who are homeless, or at risk of becoming homeless, in the future)

Q8. If you have any alternative suggestions as to how the County Council could achieve savings through changes to Homelessness Support Services, then please provide these in the box below. (Please write in)

About you

Please only complete this section if your are responding as an individual.

The following few questions will help us to understand the views of different groups of people and how these might vary in different areas of Hampshire. Please be assured that we'll only use your responses for this purpose, and we'll make sure that no individuals can be identified in the reports that we produce.

Q9. Which district of Hampshire do you live in? (Please tick one box only)

- | | |
|------------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> Basingstoke and Deane | <input type="checkbox"/> New Forest |
| <input type="checkbox"/> East Hampshire | <input type="checkbox"/> Rushmoor |
| <input type="checkbox"/> Eastleigh | <input type="checkbox"/> Test Valley |
| <input type="checkbox"/> Fareham | <input type="checkbox"/> Winchester |
| <input type="checkbox"/> Gosport | <input type="checkbox"/> Not sure |
| <input type="checkbox"/> Hart | <input type="checkbox"/> I do not live within Hampshire |
| <input type="checkbox"/> Havant | <input type="checkbox"/> Prefer not to say |

Q10. What is your current accommodation status? (Please tick the box that best describes your current accommodation status)

- Supported housing/homeless hostel (24 hour staff support)
- Other supported housing
- Staying with friends
- Street homeless
- Sleeping in car
- Tenancy - private rented
- Tenancy - registered social landlord
- Tenancy - local authority
- Bed and Breakfast
- Other temporary accommodation
- Owner occupier
- Living with parents
- Other
- Prefer not to say

For 'Other', please describe in the box below:

Q11. What is your current relationship status? (Please tick one box only)

- Single
- Married or co-habiting
- Family with children
- Other
- Prefer not to say

For 'Other', please describe in the box below:

Q12. Are you? (Please tick one box only)

Male

Other

Female

Prefer not to say

For 'Other', please describe in the box below:

Q13. What was your age on your last birthday? (Please tick one box only)

16-17 years

35-44 years

75+ years

18-21 years

45-54 years

Prefer not to say

22-24 years

55-64 years

25-34 years

65-74 years

Q14. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?
(Please tick one box only)

Yes, a lot

No

Yes, a little

Prefer not to say

Q15. What is your ethnic group? (Please tick the option that best describes your ethnic group or background)

White

- English, Welsh, Scottish, Northern Irish, British
- Irish
- Gypsy or Irish Traveller
- Any other White background

**Black/African/Caribbean/
Black British**

- British
- African
- Caribbean
- Any other Black background

Asian/Asian British

- Indian
- Pakistani
- Bangladeshi
- Nepalese
- Chinese
- Any other Asian background

Mixed/multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background

Other ethnic group

- Arab
- Any other ethnic group

Prefer not to say

Thank you for taking the time to respond to this consultation.

This consultation will close at midday on Friday, 10 August 2018.

Please use the Freepost envelope provided to return your response to Hampshire County Council. If you do not have one, please send your response to '**Freepost HAMPSHIRE**', writing 'AS Consultation' on the back of the envelope.

Your feedback will help to inform the decisions regarding changes to services to be made by the Executive Member for Adult Social Care and Health later in the year.