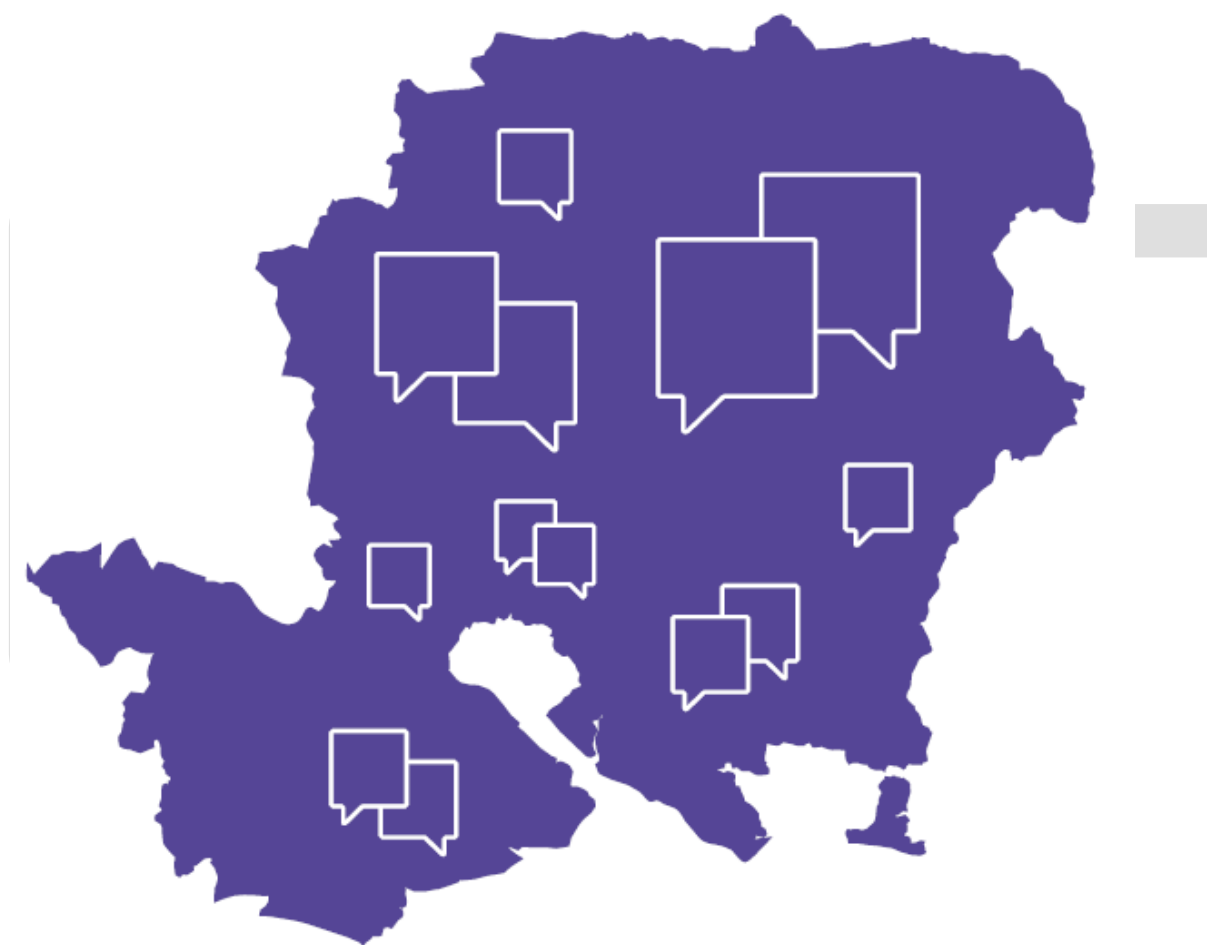


Consultation on proposed changes to Homelessness Support Services



Key Findings Report – September 2018

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Consultation overview

From 15 June 2018 to 10 August 2018 Hampshire County Council held an open consultation in order to seek the views of service users, members of the public and other interested stakeholders on proposals to change County Council funded Homelessness Support Services¹.

The need for changes to the way housing related support services are provided is due to national austerity measures as well as combined demographic and inflationary pressures. With less money available and growing demand for council services, tough decisions need to be made about what the County Council can and cannot do in the future, across the board. The County Council must meet a funding shortfall of £140million by April 2019. Of this, £56million is planned to be met from the Adults' Health and Care budget.

The 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. If agreed, these proposals could achieve a proposed budget reduction of £1.8million, but would also ensure a continued £2.4million spend on services that directly meet the needs of the most vulnerable.

The consultation sought to understand:

- the extent to which residents and other stakeholders support the County Council's proposal
- the potential impact of the proposed changes and
- any alternative options that could achieve savings through changes to Homelessness Support Services.

In total, **380** responses were submitted. **130** were received via the online response form, consisting of 108 individual respondents and 22 from an organisation or group. **250** responses were received via the paper response form, of which 243 were from individual respondents and seven were from an organisation or group. In addition, eight 'unstructured' responses were received within the consultation period.

This report sets out a summary of the findings from the consultation and is intended to support the County Council in making a decision regarding proposed service changes.

¹ 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.

Key findings

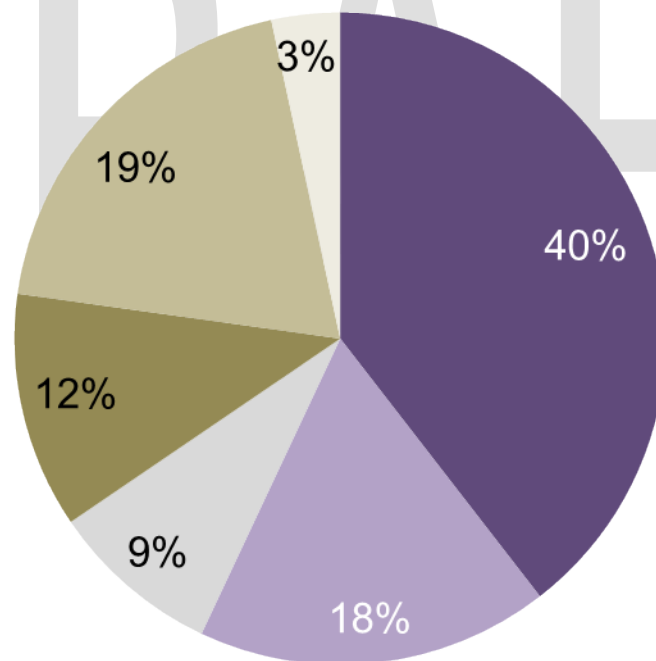
- Overall, respondents gave a negative response to the proposal to maintain funding for intensive 24/7 services and reduce funding for 'lower' level and/or 'move-on' supported housing services and community support services, with 58% of those who submitted a response form either disagreeing or strongly disagreeing with the proposal and 31% in favour.
- This majority view was shared by individuals and organisations/groups, as well as those submitting an unstructured response.
- Respondents who had used Homelessness Support Services in the past were most likely to disagree with the Council's proposal (71%). However, the view of current service users was more varied. Whilst the majority (59%) opposed a reduction in funding, most of those currently living in supported housing or hostel accommodation were in favour of the proposal (68%).
- Respondents felt that the impact of the proposals would be felt most keenly amongst current and future users of existing services, but that the proposed reduction in funding for 'lower' level and/or 'move-on' supported housing services and community support services would also affect related processes, and services and organisations that would be required to adapt to fill the service gap.
- Suggestions as to how else the savings could be achieved through changes to Homelessness Support Services included a review of alternative funding streams, investigating ways of delivering services more efficiently, more effective partnership working and a focus on preventative measures – such as improving options for affordable housing.

Overall response to the proposal

Just under a third of respondents (31%) supported the Council's proposal to maintain funding for intensive 24/7 homelessness support services and reduce funding for 'lower' level and/or 'move-on' support housing services and community support services.

However, the majority view was that services should be maintained – with over half (58%) of respondents saying they either disagree or strongly disagree with the Council's proposal.

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? (Base: 355)



■ Strongly Disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly Agree ■ Not sure

This view was shared by both individuals and responding organisations or groups. Responding groups and organisations expressed the strongest opposition, with over two thirds (68%) disagreeing with the Council's proposal, and only 27% in agreement.

Six out of ten individual respondents (59%) disagreed with the proposal to reduce funding for 'lower' level and/or 'move-on' support housing services and community support services, rising to over seven out of ten respondents who had used Homelessness Support Services in the past (71%).

Agreement / disagreement with the proposal by service relationship.
(Base: 355, 203, 25, 127. *Data excludes 'not sure'*)

In contrast to past service users, those currently using Homelessness Support Services showed some level of agreement with the proposals. Although the majority view remained negative (55%) almost four out of ten current service users (38%) supported the proposal.

The driver here appears to be the type of support that current service users are experiencing. Those using services which may be impacted by the proposal are markedly opposed, whilst those using more intensive 24/7 services are in favour.

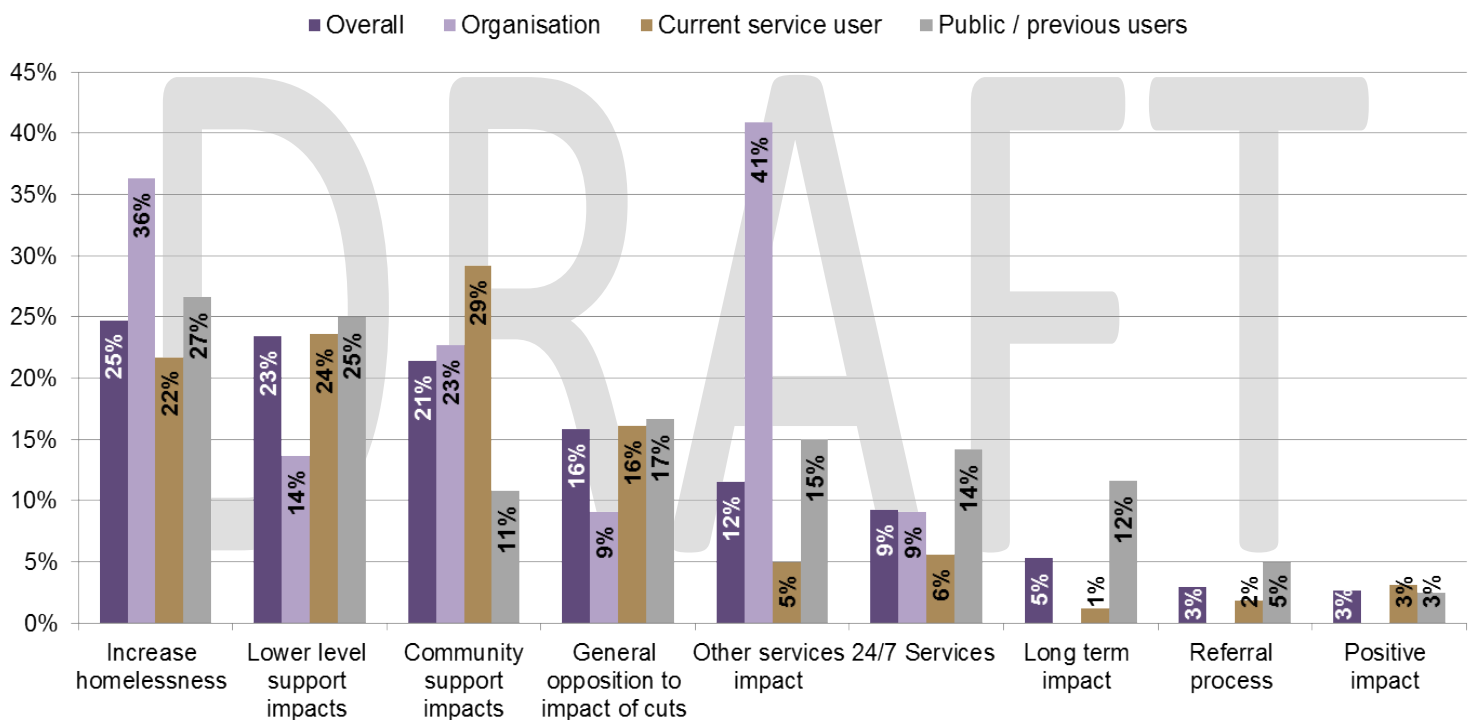
Agreement / disagreement with the proposal amongst current service users.
(Base: 86, 25, 26, 65. *Data excludes 'not sure'*)

Impact of proposed changes

321 respondents felt that the proposed changes would have an impact on themselves, their organisation or people who are homeless, or at risk of becoming homeless in the future.

Their perception was that the impact would be felt most keenly amongst current and future users of existing services, but that the proposed reduction in Homelessness Support Services would also affect related processes and services, and organisations that would be required to adapt to fill the service gap.

What type of impact do you think the proposed changes to Homelessness Support Services may have? (By respondent type. Base: 303, 22, 161, 120. Multi-tick quantification of verbatim, rebased to exclude n/a)



Those who **agreed with the Council's proposals** regretted the need to make any cuts, but recognised the importance of a focus on the most intensive support.

“I needed 24hr support: coming off the street it is very scary, you have no-one else.” (current service user)

“There would be nothing for us if the 24/7 hostel went.” (current service user)

“Any cuts to homeless services will have an impact. We need to think of those most in need and prioritise the funds.” (member of the public)

“May impact lower level users, but those most vulnerable would still be supported.” (member of the public)

Responding groups and organisations focussed mainly on the ability of other services to provide a realistic alternative to the existing support. Of the 22 comments received from organisations, nine (41%) related to the impact on other services, and in particular concerns about their capacity to manage increased demand and to provide a comparable support service within existing resources.

“Two Saint have been the safety net for the most marginalised at risk client group in our community. The idea that the support can be found from other avenues is a smoke screen as it does not exist. The current Mental Health community support commissioned provider. . is not funded to manage this.”

“We have become more dependent on Two Saints due to the changes with the Adult Mental Health Social Work Team and dissolution of the section 75 with health in East Hampshire. I believe if you stop the lower level support such as Two Saints there will be more pressure on the actual housing department and homeless service.”

Subsequently there were notable concerns (36%/ eight comments) that a reduction in ‘lower level’, ‘move-on’ and community support would result in an increase in homelessness.

“Young people who are not care leavers will have no support available to them when they move out of supported accommodation services & risk of tenancy breakdown is more significant and increasing homelessness issues. This equates to 77% of the young people living in post 16 contracted supported accommodation.”

“We are seeing an increase in debt issues, easier access to credit and big changes in the benefits system. People are struggling to manage their money and negotiate the benefits system. The cost of housing, either to rent or buy is high and without proper proactive support many will find themselves at a high risk of homelessness.”

“Increase in street homeless due to the reduction in social housing • Non-engagement from vulnerable people (stage two clients not in supported accommodation) with floating support services will mean repeat homelessness. Current tenancy support offer lacks tenacity. Resources should go into short-term intensive outreach.”

“Because "sofa surfing" is not sustainable if the "low level" help is not available then sofa surfers will become vulnerable homeless. It is very likely that the number of rough sleepers will increase and their physical and mental health will deteriorate which will put an extra strain on other services who are already struggling.”

Those organisations perceived as likely to feel the impact were health and emergency services, borough and district councils and charities – on whom there would be an increased reliance.

“The proposed changes will likely negatively impact local authority support provision, at a time they themselves are facing funding cuts and increased responsibilities under the new Homelessness regulation.”

“Reducing services will result in a rise of caseloads for Care Leaver Teams. Reduction of support will affect post 16 supported accommodation (SA) based services.”

“Costing more in the longer term due to the increased admissions to hospital, prison stays and the use of other 'higher cost' services.”

“The impact of reducing funding for lower level services. . . would have a significant impact on public sector organisations i.e Police and the NHS, thus costing more in the longer term due to the increased admissions to hospital, prison stays and the use of other 'higher cost' services.”

“An increase in demand on the Housing Options Team to provide more in depth support to individual households not assisted by the new service.”

“The impact will also be felt on charities like ours where we will fill the gaps for the services that get cut.”

The wider public perception centred on more general opposition to cuts, originating from concerns that a reduction in Homelessness Support Services would see levels of homelessness increase. 123 comments were received from members of the public (including 22 who had previously used Homelessness Support Services) – 27% of which felt that there would be a direct correlation with an upturn in homelessness.

“Homelessness and the risk of homelessness is only ever going to increase unless comprehensive support and finance is given to the issue. Medium and long term housing options must be provided as well as short term services. Severely reducing funding with no equivalent budget increase in borough and district funding will result in greater and escalating issues.”

“Supported housing is essential to help people with a multitude of problems move on from intensive 24/7 accommodation. Intensive 24/7 accommodation rarely addresses the problems that have caused homelessness, particularly drugs, alcohol, mental health and services for these people are woefully rare.”

“I am concerned that people at risk of homelessness will not get support and will end up being homeless. There is a lack of clarity in the proposal on the alternative support that will be available to this group. This needs to be more explicit.”

“People in a housing crisis need help from people who care and understand their situation...Getting off the street is one thing, sustaining this is a whole new world.”

“If this service is not available then homelessness will increase as those with mental health problems or learning difficulties are unlikely to seek help.”

For these respondents, maintaining Homelessness Support Services was key to avoiding homelessness. 25% (30 comments) felt that a reduction in 'lower level' and/or 'move-on' support could see more people failing to move on from being homeless, whilst a further 11% (13 comments) highlighted the value of community support in helping struggling tenants to avoid the risk of becoming homeless.

“It is being overlooked that some individuals who are housed are more vulnerable than street homeless.”

“Focusing on the top tier issues is to be applauded, but any social need situation can not be addressed by just dealing with the urgent.”

“Group housing is not suitable for all clients - by having staged support there is greater flexibility - for example there are clients who are unable to cope with the rules in hostel accommodation because of chaotic lifestyles, but can be supported to manage a tenancy, whilst the local authority has not committed a secure tenancy on a client in chaos.”

“I agree with support for homeless people but although I am in a secure tenancy I have physical and mental health problems, also am dyslexic, have learning difficulties and still need to have someone to visit me and help with bills and letters and other problems.”

“These are the people that are trying to pick themselves up that need the most support and input to get their lives back on track. Without full support it would be easy for them to fall back into old patterns again and therefore be more of a drain on society in the long run.”

“Without the low level of support people very quickly snowball into a crisis.”

“Community Support helped me so much. They got me benefits I was due and didn't know. . . I know some have been facing eviction, but Two Saints helped them keep their home - we need more of that type of help, not less.”

Responding members of the public were therefore concerned about the longer term impact of a failure to provide preventative services (12% / 14 comments), and the escalation of demand onto 24/7 service support (14% / 17 comments).

“There is a danger that by reducing the lower levels of supported housing and community support that this will increase those threatened with homelessness or being made homeless.”

“This will be a false economy saving, money not spent on keeping the "lower level" and "at risk" people out of homelessness will end up being required to be spent on the 24/7 type accommodation that must cost significantly more per person attached to it.”

“The long-term impact can only be that high need services will eventually have to respond to this demand.”

“The alternative is to see more people that could have been helped easily end up needing Intensive support.”

“More people would actually become homeless so end up accessing the higher level services.”

Current service users were most vocal regarding the impact of losing Community Support Services (29% / 47 comments). As previously illustrated, users of these particular services were most opposed to the consultation proposals – seeing preventative support as crucial to managing their finances, accessing benefits and negotiating with landlords so they can continue to retain their home.

“Would have a huge detrimental effect on me, and others like me, who struggle with issues like budgeting and dealing with authority. Community Support has prevented me from being made homeless, helped me agree repayment plans and supported me to maintain them.”

“They helped me sort out my rent and council tax/HB debts when I was threatened with eviction. So I've been able to stay in my house and not have to sleep on the streets. Why should this help not be more available for other people to help them when they need it?”

“Loss of my support would probably worsen my depression and increase my risk and thoughts of suicide. Without the help and stability offered by the community support I would have nothing - no one else to help me or advise me.”

“I would not be able to mentally cope if the community service were to cease. I do not leave my home unless I am with someone. I can't cope with any post, form filling, budgeting and I would be made homeless as I can't deal with people.”

“If my support re. housing issues stopped I would not be able to cope - it would all go in a drawer and I would try to ignore it. Then it would get out of control and I might get evicted. Cutting low level support would lead to an increase in depression and mental health disorders and potentially more evictions and suicides because people would not be able to get help from anywhere else. Other cuts in other services mean help is very hard to find - especially in the more rural areas.”

“I rely heavily on A2 Dominion Community Services to maintain my tenancy and keep me safe.”

Often those responding spoke of mental or physical health issues which prevented them from dealing with their tenancy issues personally. They were unclear of where else they would be able to seek this support.

24% of current service users (38 comments) described the likely impact of the proposed changes relating to 'lower level', 'move-on' and community support services. Here again the focus was on the mental health of those requiring this support and concerns about how people would be able to move forward with their lives should services become harder to access.

“I believe this will filter those vulnerable but unreachable into mental health services, causing further cost to social or similar schemes, to decipher how to help them once there. Possible secondary impact on crime, thieving, business and town centres generally facing vagrant behaviour.”

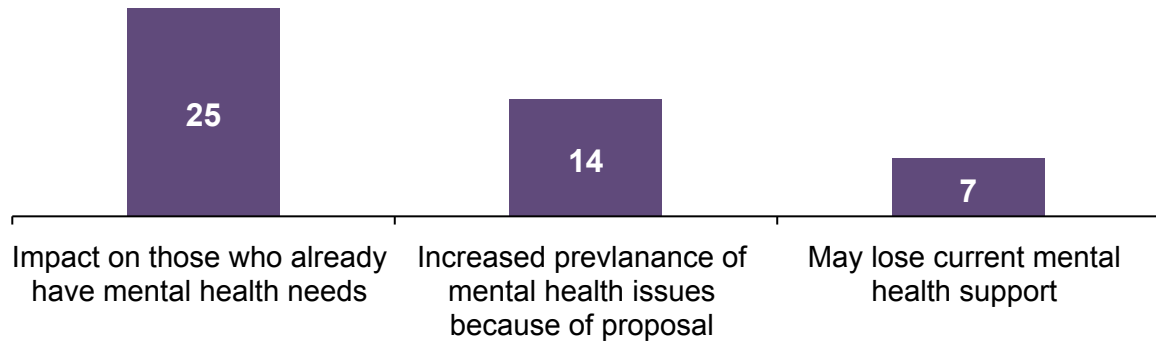
“I used support whilst in temporary accommodation I received food parcel and help with my mental health issues and issues regarding my small child. Without this help no matter how little the support I don't think I would of been ok in temporary accommodation as no one contacted me from housing or the council I was just left to struggle.”

“My mental health would suffer. I would become more isolated. It could lead to me being homeless again. I get more support here than anywhere else, my support would end and I would really find life difficult.”

“Not able to resolve a problem, getting the right support in time. I would struggle to deal with problems and give up, leave things 'til they become urgent/crisis - this affects my mental health, adding more pressure to services.”

“Less people like me will have the support they need to live independently and to learn how to live on their own.”

The graph below shows a quantification of the comments that were made regarding mental health and the potential impact the proposal could have on the type of services that users received:



Base: 41

Many current services users also spoke of the way that specialist service providers understood their needs (19% / 30 comments). There was concern that they would not get this kind of empathy from other support services, or that one to one support would be lost as a result of increased demand should funding be cut.

“Having such a quick response was so reassuring, I finally felt like I was no longer on my own and I had an advocate who was able to support me and come up with a comprehensive plan to face my imminent homelessness.”

“The service A2 provide is all under one roof - one person. If I am not well or have no money for bus fare my support worker comes to me. I have nearly lost my home due to my mental health. I would find it confusing using several services and I might have to wait ages for help that would make me anxious.”

“Who would help to challenge benefit decisions; sanctions without Two Saints service. Job Centre can't help. I would've been homeless if not for all their help.”

“I am currently street homeless, although I have only been working with Two Saints for around two weeks, so far they have been a great help. It can be a struggle to get this kind of support from other services as they don't care about you as an individual.”

“When Two Saints took over this helped a lot. Sometimes its hard to get support from services in the way that they support us.”

“I find it difficult to get the level of support that Two Saints offer from other services. They have been a great help in resolving a notice that I unnecessarily received from my landlords.”

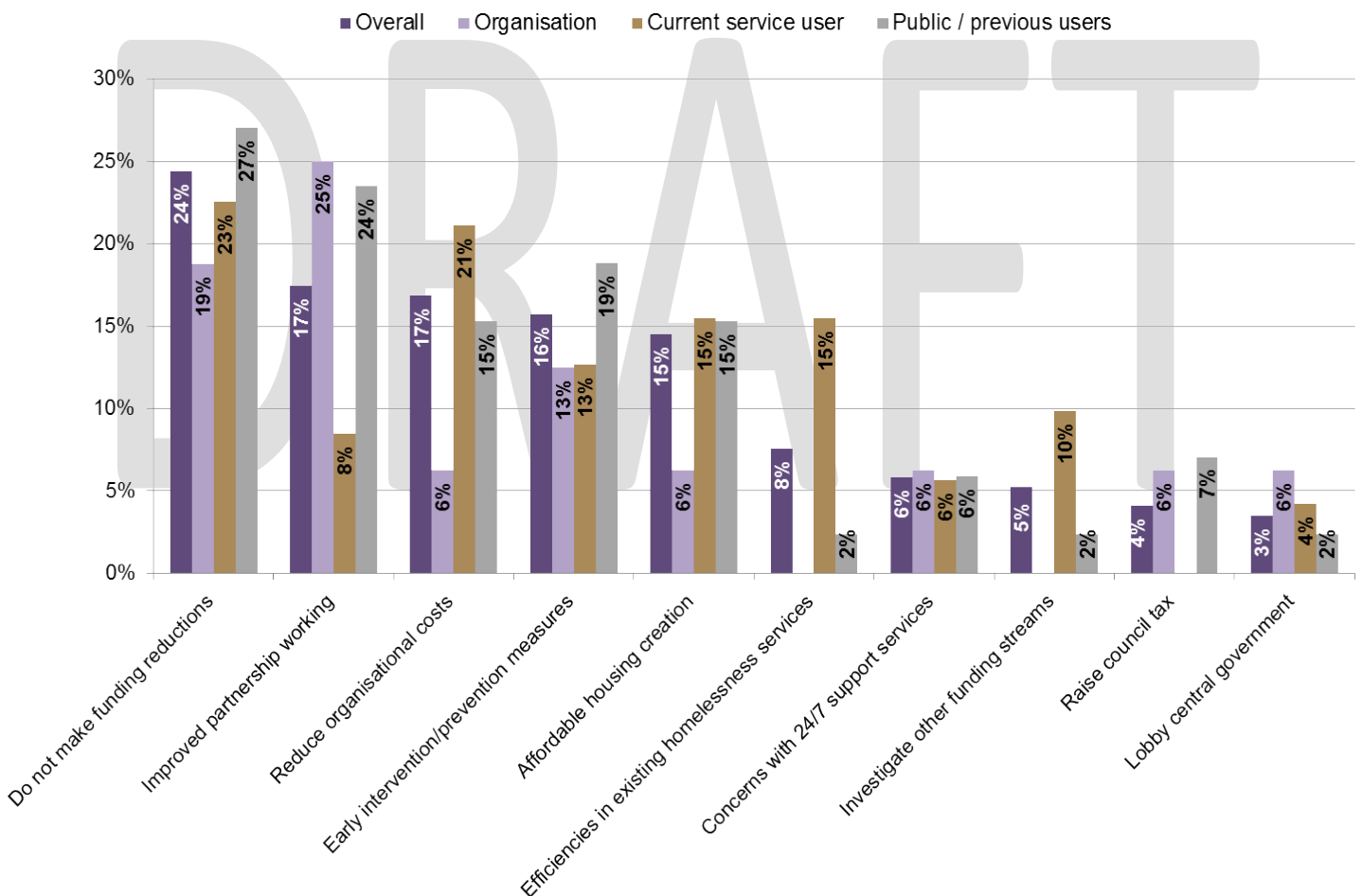
“I use A2 dominion's services quite a bit. The 1 2 1 support is great. My support workers have be great and drop in is useful.”

Alternative options

186 respondents put forward alternative suggestions as to how the County Council could achieve savings through changes to Homelessness Support Services. These included a review of alternative funding streams, investigating ways of delivering services more efficiently, more effective partnership working and improving options for affordable housing.

Alternative suggestions as to how the County Council could achieve savings through changes to Homelessness Support Services

(By respondent type. Base: 172, 16, 71, 85. Multi-tick quantification of verbatim, rebased to exclude n/a)



The most prominent theme was that, due to its role in supporting some of the most vulnerable members of society, Homelessness Support Services should retain their funding (24% / 42 comments).

“Homeless people and vulnerable people at risk of homelessness need all the support they can get and to suggest reducing funding for them in order to make savings is immoral and should NOT happen.” *(member of the public)*

“The savings need to come from other areas. Homelessness prevention and support is critical to preventing rough sleeping. Once a person or family ends up on the street, the costs rocket and additional burden is placed on more expensive support levels, such as the police and NHS.” *(member of the public)*

“Given the rate at which homelessness is increasing this is not an area for savings.” *(member of the public)*

“More money is needed for this vital service not saving money. If money is reduced the system will fail.” *(member of the public)*

“There are no areas of the services which are provided that funding can be saved when more services are needed.” *(current service user)*

“There needs to be stability and a longer term plan to avoid further costs.” *(organisation)*

Some respondents recognised that additional income would be required to achieve this, with a small number suggesting that this could come via an increase in Council Tax (4% / 7 comments) or through central government (3% / 6 comments). A number of current service users (10% / 7 comments) also suggested that money could be raised via fundraising events or corporate donations.

“This could be funded by raising council tax especially for the highest band properties so that people living in excess can support people totally without.” *(member of the public)*

“Lobbying the government to make changes to the current draconian system of welfare benefits. An end to austerity measures.” *(member of the public)*

“Hampshire County Council should have more charity events to raise money for the homeless.” *(current service user)*

“It is the equivalent of less than £2 per year for every resident in the administration area of Hampshire CC and I would happily pay the extra £1 per month on Council Tax to fund these services.” *(member of the public)*

“Lobby the government for additional funding.” *(organisation)*

“Relevant businesses may take an interest if they know impacts of their help on crime, homelessness etc. May event be an asset to their organisation.” *(current service user)*

Many of those who recognised that raising money may not be feasible proposed saving money as an alternative option. Based on their direct experience, current service users were particular proponents of both reducing organisational costs (21% / 15 comments), and finding efficiencies in existing homelessness services (15% / 11 comments), and put forward a number of practical suggestions as to how this might be achieved.

“There are plenty of other areas where savings can be made - council gardening and public space maintenance and travel services for example.”
(member of the public)

“Reduce the salaries of highly paid executives. When building new council houses ensure these are environmentally friendly. Maybe use utility services where money can be ploughed back into the council. Use reserves you may have.”
(member of the public)

“Reduce the spending in other areas. Sell/occupy empty buildings.” *(current service user)*

“Inclusion and CRC, plus mental health workers and DWP workers could all co-locate within hostels, giving a one-stop shop during the day and alleviating the need to have more staff on site, relating that funding to be used in the community for prevention, resettlement or engagement.”
(member of the public)

“Reduce hours on night shelter maybe only operate 5pm - 10am to save money.”
(current service user)

“Maybe have residents help clean the hostel on a rota basis so cut out paid cleaners and rewards such as vouchers etc. if done properly.”
(current service user)

Responding organisations were less certain that savings could be found, but were able to make some suggestions as to how services could work better together to maximise opportunities, reduce duplication and thereby safeguard support for those at risk of homelessness (25% / 6 comments).

“Combine the community support element for both mental health and inclusion therefore having one agency providing all community support.” *(organisation)*

“There is an opportunity to join up existing community/floating support in some areas. An audit of existing services will show services which are under utilised- some have quite narrow criteria.” *(organisation)*

“We have been approached by commissioned agencies to work with them to provide outreach and other services that are already in existence within our services.” *(organisation)*

“Maybe improve liaison between Primary Care services and support services to work together to try and prevent homelessness as a result of mental ill health.” *(organisation)*

“We would suggest that you commission a flexible, joint move-on/community support service that can deliver varying levels of support, as needed, in a variety of locations but that some of those support hours are tied to designated supported accommodation.” *(organisation)*

“Work together with all agencies so that work is not duplicated. Speak to one another e.g. Nightshelter and Trinity sometimes offer the same services.”
(organisation)

Individual respondents were also keen on this approach (24% / 26 comments) and suggested a range of ways in which the Council could better engage with local charities and public sector partners to provide a more holistic service.

“It may be better if HCC focus services on where they have an advantage compared to District Councils . For example liaison with Mental Health/Substance misuse/Probation to give a coordinated response.” *(member of the public)*

“By working with partners such as district councils and charities to engage with clients and provide services. The Housing First model should be used and invested in.” *(member of the public)*

“Embrace other service providers outside of the normal sphere. Religious organisations, for example, have a will and potential access to different finance streams to directly benefit the homeless.” *(member of the public)*

“Collaboration between all the local support services, working together, sharing resources and information could save a substantial amount of council money.” *(previous service user)*

“Look at the work Portsmouth City Council is doing through Project Bridge.” *(member of the public)*

“Liaise more with outside organisations. I am living in supported living taking up a property which someone else desperately may need, when I would be able to manage with community support, but you won't house me appropriately. If you housed appropriately you could save money.” *(current service user)*

Most respondents felt that preventative measures were key to avoiding escalation into homelessness. Although not necessarily within the remit of Hampshire County Council, some saw the solution from a housing supply perspective – utilising empty buildings or encouraging development of more affordable or supported housing (15% / 25 comments).

“Hampshire property costs are high, can you not look at developers - who are no longer being required to commit to building social housing, and seek for them to sponsor the costs of a valuable service like supported tenancies, rather than seeking to cut the service?” *(member of the public)*

“Incentivise private landlords and agencies to enable those without a guarantor or deposit to get accommodation.” *(member of the public)*

“Perhaps one of the many unused office blocks (esp. Basing View) could be converted for use as a larger hostel as May Place House is always full.” *(current service user)*

“The problem with reducing move on accommodation will eventually result in bed blocking of the emergency services. Very few landlords would take them without proven time in accommodation. Provide more money to local authorities to develop housing first accommodation.” *(current service user)*

What do other demographic groups think of the proposal?

The chart below shows a breakdown of responses by the current accommodation and family status' of individual respondents.

Respondents currently living in supported housing or hostel accommodation were the only group to support the Council's proposition to reduce funding for community, 'lower level' and 'move-on' support, with almost two thirds (65%) being in agreement.

Their view was contrary to that held by respondents living in other types of accommodation, across which there was a predominantly negative response to the proposal. Those living in rented accommodation were most likely to oppose any reduction to community, 'lower level' and 'move-on' support services - in particular those living in rented social housing and families with children.

Level of disagreement	Agreement / disagreement with the proposal by . . .		Level of agreement
59%	Response type	All respondents	32%
22%	What is your accommodation status?	Supported housing / homeless hostel	65%
36%		Other supported housing	40%
*		Staying with friends	*
*		Street homeless	*
*		Sleeping in car	*
71%			Tenancy - private rented
89%		Tenancy - registered social landlord	12%
79%		Tenancy - local authority	18%
*		Bed and Breakfast	*
*		Other temporary accommodation	*
69%		Owner occupier	22%
46%		Living with parents	27%
*		Other	*
61%		Prefer not to say	22%
54%	Are you	Single	35%
69%		Married or co-habiting	27%
73%		Family with children	27%
60%		Other	27%
53%		Prefer not to say	33%

Please note where there are fewer than ten responses, this category has not been included due to levels of data accuracy, and to ensure the anonymity of respondents indicated by *. Data excludes 'not sure'.

The following chart illustrates how responses varied by personal demographic – including by gender, age, whether a respondent has a disability and by ethnic group.

Most groups had a negative response to the proposal, with very few exceptions. Key headlines are:

- two thirds of female respondents (66%) disagreed with the proposal, compared to just over half of males (51%)
- respondents aged 18-21 years were almost twice as likely than average to agree with the proposal (64% vs 32%)
- older respondents were most likely to oppose the proposals, with two thirds of those aged 65-74 years and three quarters of those aged 55-64 expressing their disagreement
- respondents with a disability that limits their day-to-day activities ‘a lot’ were more likely to disagree with the proposal when compared to the average response – with 69% disagreeing
- those that indicated they are from a mixed or multiple ethnic group, were also more likely to disagree with the proposal with 78% of this group disagreeing.

Level of disagreement	Agreement / disagreement with the proposal by . . .		Level of agreement
59%		All respondents	32%
51%	Are you?	Male	42%
66%		Female	23%
*		Other	*
69%		Prefer not to say	15%
*	What is your	16-17 years	*
27%	age?	18-21 years	64%
65%		22-24 years	17%
46%		25-34 years	48%
54%		35-44 years	38%
58%		45-54 years	34%
75%		55-64 years	15%
67%		65-74 years	22%
*		75+ years	*
67%		Prefer not to say	20%
69%	Respondent	Yes, a lot	26%
45%	has a	Yes, a little	44%
56%	disability?	No	35%
68%		Prefer not to say	9%
58%	Ethnic	White	33%
78%	group	Mixed / Multiple ethnic groups	11%
*		Asian / Asian British	*
*		Black/ African /Caribbean /Black British	*
*		Other ethnic group	*
63%		Prefer not to say	26%

Please note where there are fewer than ten responses, this category has not been included due to levels of data accuracy, and to ensure the anonymity of respondents indicated by *. Data excludes ‘not sure’.

Unstructured responses

Unstructured responses received from groups and organisations

The consultation received eight 'unstructured responses'. These are responses that were made within the consultation period, but were not submitted using the consultation questionnaire. Of those responses received, five were submitted from organisations. Two organisations that submitted an unstructured response brought together the views from their wider organisational network through focus groups which accounts for the higher number of mentions. Key points, grouped by theme are outlined below.

Perceived impacts:

Similar to the responses received through the consultation response form, organisations were concerned about a potential increase in demand for other services. There were 18 comments relating to the demand for services, which perceived that:

- other services, which are already felt to be at full capacity and struggling financially, may not be able to provide community support and the proposals may put pressure on services such as health and social care and District and Borough Councils. This could lead to some service users 'falling between the cracks' (ten mentions)
- there was a fear that homelessness may increase as a result of reduced funding, with the knock on effect of other more intensive services being used in place of 'lower level' support (six mentions)
- an increase in safeguarding issues, as well as community safety issues may also arise as result of the proposal, which organisations identified would contribute to higher costs in public spending in future (two mentions).

"...other agencies will not have the capacity to pick up individuals who access community support services."

"Whilst people are waiting to get in to the system it is likely that their needs could increase, that there could be increased pressure on health and community services resulting in increased ASB, 999 calls."

"...The cut in the community services is likely to result in an increase in homelessness, which would have an impact, as the budget cuts trickle down on all the services that work together."

Some organisations also mentioned that funding should increase, rather than decrease and that the focus should be on the needs of service users. There were eight mentions in total around the theme of funding, the main points raised were:

- funding for 'lower level' support should not be cut, in order to prevent the use of higher cost intensive support (four mentions)
- concerns that the current system is service led, not client led. Organisations call for consideration of the needs of the client over service provision in general. The proposal itself is focused mainly on the high level services that will remain, rather than having a clear approach regarding the impact on 'lower level' support individuals (four mentions).

*"In response to question 6, we disagree in that we believe that there is a need to both fund stage intensive 24/7 supported housing services **and** do the more detailed resettlement and broader prevention work for the wider community that wouldn't fall to the local council to fulfil."*

"There needs to be a mapping of potential client needs, with clear, unambiguous descriptions of priorities. Solutions then must be mapped against needs and those with the highest priority funded."

In addition, concerns were raised around what will be provided following the possible implementation of the proposal. There was a perceived danger that referrals and information might not reach those who need it most – specifically that:

- if the proposals went forward, there would be uncertainty around the referral process and how this might work, and what the offer might be. A lack of a joined up approach may cause distress for service users and may increase delays in individuals receiving the time critical support they need as well as causing confusion between agencies (six mentions).
- there should be more detail around what Districts and Boroughs can provide (two mentions)
- the criteria to access intensive support may be changed, which could mean that many service users are missed (three mentions).

"...implying in the impact assessment that clients can simply go to the local housing authority is very optimistic..."

*"[The] County council to proactively establish with every district the exact sum of money that they are prepared/able to contribute to the continuation of these services, post August '19, and to do that **now**."*

"Clients accessing 'low level support' still have high needs and are often very vulnerable. Our concern is that the proposed changes mean that the criteria to access the more intensive support services will be pitched at a level where the vast majority won't be able to access them."

Alternative suggestions

The alternatives suggested through unstructured responses submitted by organisations also reflected those submitted via the questionnaire. The main points raised were that:

- the County Council should do more to work with District Councils and understand where existing provision in local areas is, in order to match this against areas of highest need. Clear criteria should be established in order to target those that are hardest to house. (three mentions)
- combining with other services such as mental health services and working in partnership with other agencies could have a positive impact on homeless support services, but this does require a joined up approach by all providers (two mentions)
- other funding streams should be considered, such as private capital (one mention)
- the introduction of assistive technology with the use of volunteer helplines could help with budget savings (one mention)
- having a longer term contracts will help give providers of Homelessness Support Services more confidence to invest (one mention).

“...It makes sense to focus attention on the “hardest to house”, the most complex cases and those most in need. This group need intensive support and long-term specialist services. Certain criteria would need to be established and agreed at multi-agency level to identify the cohort.”

“The County Council should work closely with District Councils to map existing provision in local areas, and match demand intelligently, so that services are focused in areas of highest need.”

“Is there any way that these services could be seen alongside the mental health pathway, wellbeing centres, young people’s contracts, the drug and alcohol contracts and any OPCC and community safety funding to pool available resources for people over 18?”

“There needs to be the option of parallel capital spend by the local authority to enable the more effective delivery of service solutions.”

“Could assistive technology and the use of volunteer helplines keep costs lower but also be person-centred and manage safety effectively?”

“There needs to be a more creative and innovative way of contracting for services. Three years is insufficiently long for a service to move from initiation through learning, maturing to sustained good practice.”

Unstructured responses received from members of the public

Three unstructured responses came from members of the general public, the main concerns of these responses were:

- there should not be any cuts to funding and support (two mentions)
- purpose run facilities should be there to help rehouse people, and help with addictions and to get work (one mention)
- introduction of cuts will inevitably make it harder for vulnerable homeless people (one mention)
- Central Government should be lobbied to bring in more funding (one mention)
- changes to how people are referred through the system will cause distress to those in need (one mention)
- there are similarities with this and universal credit system in terms of the impact felt (one mention)
- as an alternative, the use of volunteers could be helpful (one mention)
- day services should be increased, and vital services should be in the day centre for vulnerable people (one mention)
- PSCOs/Community Safety Officers should be on the street (one mention)
- drop in services should be offered where you can get help (one mention).

“I strongly feel that it is important to keep the funding for these services as it is presently. There should be no cuts.”

“By changing the access to housing support, more complicated procedures arise causing more distress to the applicant as he/she tries to work through the system.”

“I feel that more cuts will make life almost impossible for the vulnerable homeless.”

“We really need to have purpose-run facilities – the ultimate aim is rehouse them, help get work, help re. addictions etc.”

Appendices

Appendix 1: Research approach

Open consultation

The County Council is committed to listening to the views of local residents and stakeholders before deciding which actions to take, and therefore carried out an open consultation to seek residents' and stakeholders' views on the proposals.

A consultation Information Pack and Response Form were made available to view, print and download from the County Council's website. Responses could also be submitted through an online questionnaire.

To aid participation, alternative formats were available upon request.

Paper copies of the consultation questionnaire were provided at various hostels and supported housing locations as well as community support drop in centres across Hampshire in order to ensure that the views of service users were represented.

'Unstructured' responses could be sent through via email or written letters, and those received by the consultation's close date are included in this report.

The consultation was also promoted through the County Council's social media channels, and released to local press.

Interpreting the data

The consultation was run as an open consultation, and allowed anyone who wished to make a response the opportunity to do so. This means that responses can not be described as representative of the views of Hampshire's population, as respondents were not sampled in a random manner. However, in order to better understand the views of different groups, respondents were asked to provide information on themselves and their households. This has allowed comparisons to be drawn between different types of respondents (for example service users vs non service users), to give an understanding about how the groups who responded feel about the proposals in contrast to each other.

All questions in the consultation questionnaire were optional. The analysis only takes into account actual responses – where 'no response' was provided to a question, this was not included in the analysis. As such, the totals for each question add up to less than 380 (the total number of respondents who replied to the consultation questionnaire).

A list of organisations or groups (where names were provided) can be found in *Appendix 3*. A profile of individual members of the public responding to the consultation can be found in *Appendix 4*. Coded responses to open questions and additional data tables can be found in *Appendix 5* and *6*

Publication of data

All data is processed according to the General Data Protection Regulation as detailed below:

Personal data is collected for the performance of a task carried out in the public interest and for reasons of substantial public interest. The data provided will only be used to understand views on the proposed changes set out in this consultation. Anonymised responses will be summarised in a public consultation findings report.

All individuals' responses will be kept confidential and will not be shared with third parties, but responses from businesses, groups or organisations may be published in full. All personal data will remain within the UK. Responses will be stored securely and retained for one year following the end of the consultation before being securely and permanently deleted or destroyed.

Please see Hampshire County Council's Data Protection webpage: www.hants.gov.uk/privacy for further details about how the County Council uses and handles data. You can contact the County Council's Data Protection Officer at data.protection@hants.gov.uk If you have a concern about the way that Hampshire County Council is collecting or using personal data, you should raise your concern with us in the first instance or directly to the Information Commissioners Office at www.ico.org.uk/concerns. Hampshire County Council's privacy notice can be found at: www.hants.gov.uk/aboutthecouncil/privacy

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	<input type="text"/>
Postcode of organisation/group	<input type="text"/>
Your role	<input type="text"/>

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)

UNAFI

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 you 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)

- | | |
|---------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Other |
| <input type="checkbox"/> Female | <input type="checkbox"/> 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)

- | | | |
|--------------------------------------|--------------------------------------|--|
| <input type="checkbox"/> 16-17 years | <input type="checkbox"/> 35-44 years | <input type="checkbox"/> 75+ years |
| <input type="checkbox"/> 18-21 years | <input type="checkbox"/> 45-54 years | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 22-24 years | <input type="checkbox"/> 55-64 years | |
| <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 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)

- | | |
|--|--|
| <input type="checkbox"/> Yes, a lot | <input type="checkbox"/> No |
| <input type="checkbox"/> Yes, a little | <input type="checkbox"/> 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.

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Appendix 3: List of organisations or groups who responded to the consultation

- Basingstoke Social Inclusion Partnership
- Camrose Centre
- Citizens Advice, Hampshire
- Two Saints
- Winchester Churches Nightshelter (3 responses)
- Citizens Advice Basingstoke (2 responses)
- Fareham & Gosport CMHT (3 responses)
- Gosport Borough Council
- Gosport Family Support Service
- Hampshire County Council Children's Services
- Hart DC
- Liss Food Bank
- New Forest Citizens Advice
- New Forest District Council
- One Way, Harvest Church Alton
- Ringwood Foodbank
- Rushmoor Borough Council
- Society of St James
- St Francis Church Food Bank
- Trinity Winchester (4 responses)

Appendix 4: Consultation participant profile

The breakdown of respondents by category is shown below:

Counts, Break, % Respondents	
Base	380
Are you responding on your own behalf or on the behalf of an organisation or group?	
I am providing my own response	358 94.2%
I am providing a response on behalf of an organisation or group	22 5.8%
Which district of Hampshire do you live in?	
Basingstoke and Deane	85 22.4%
East Hampshire	47 12.4%
Eastleigh	9 2.4%
Fareham	22 5.8%
Gosport	17 4.5%
Hart	7 1.8%
Havant	13 3.4%
New Forest	18 4.7%
Rushmoor	24 6.3%
Test Valley	22 5.8%
Winchester	82 21.6%
Not sure	3 0.8%

I do not live within Hampshire	3 0.8%
Prefer not to say	4 1.1%
What is your current accommodation status?	
Supported housing / homeless hostel (24 hour staff support)	88 23.2%
Other supported housing	26 6.8%
Staying with friends	2 0.5%
Street homeless	3 0.8%
Sleeping in car	0 0.0%
Tenancy - private rented	25 6.6%
Tenancy - registered social landlord	64 16.8%
Tenancy - local authority	32 8.4%
Bed and Breakfast	2 0.5%
Other temporary accommodation	3 0.8%
Owner occupier	74 19.5%
Living with parents	11 2.9%
Other	6 1.6%
Prefer not to say	20 5.3%

Are you currently. . . ?		
	Single	228 60.0%
	Married or co-habiting	66 17.4%
	Family with children	30 7.9%
	Other	16 4.2%
	Prefer not to say	17 4.5%
Are you?		
	Male	175 46.1%
	Female	160 42.1%
	Other	1 0.3%
	Prefer not to say	14 3.7%
What was your age on your last birthday?		
	16-17 years	0 0.0%
	18-21 years	11 2.9%
	22-24 years	23 6.1%
	25-34 years	53 13.9%
	35-44 years	79 20.8%
	45-54 years	93 24.5%
	55-64 years	56 14.7%
	65-74 years	19 5.0%
	75+ years	3 0.8%
	Prefer not to say	17 4.5%

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?	
Yes, a lot	112 29.5%
Yes, a little	83 21.8%
No	132 34.7%
Prefer not to say	24 6.3%
What is your ethnic group?	
White	308 81.1%
Mixed / Multiple ethnic groups	10 2.6%
Asian / Asian British	4 1.1%
Black / African / Caribbean / Black British	6 1.6%
Other ethnic group	2 0.5%
Prefer not to say	21 5.5%

Appendix 5: Coded responses to the open questions

Impact of the proposal broken down by respondent type:

	Overall	Organisations	Current users	Public / previous users
Other services impact (Macro)	12%	41%	5%	15%
Other services: increased demand/ unable to support increased demand	5%	23%	1%	6%
Other services: increased reliance on charities	2%	5%	1%	2%
Other services: Not fit for purpose/ money to afford comparable service limited	2%	9%	2%	
Other services: lack of trained professionals	3%	5%	1%	4%
Other services: knock on effect on health care/ emergency services	2%	14%	1%	3%
Other services: knock on effect on borough and district councils	2%	14%		3%
Increase homelessness (Macro)	25%	36%	22%	27%
Increase homelessness: other knock on effects	3%		5%	1%
Increase homelessness: gap in provision				
'Lower level' support impacts (Macro)	23%	14%	24%	25%
'Lower level' support: should not reduce funding	2%			6%
'Lower level' support: won't be able to cope with lack of support	5%		6%	4%
'Lower level' support: would struggle to move to permanent housing/ move on/ rebuild life	5%	5%	6%	3%
'Lower level' support: could lead to whole system failing	1%			3%
'Lower level' support: Access to other services is difficult / hard to access	1%		2%	
'Lower level' support: just as important as higher level	1%		1%	1%
'Lower level' support: impact on access to mental health support/ increase in mental health issues	6%	5%	6%	6%
'Lower level' support: less help for those who have addiction/ health needs	1%	5%	1%	
Community support (Macro)	21%	23%	29%	11%
Community support: help with maintaining tenancy crucial or risk of homelessness increases	12%	14%	17%	4%

Community support: intervention is key to reducing financial cost	4%	5%	4%	3%
Community support: should not reduce funding	2%	5%	2%	3%
Community support: anxiety around where to get similar service	4%		5%	3%
Community support: other knock on effects	1%		1%	
Referral process (Macro)	3%		2%	5%
Referral process: people may get missed	2%		1%	4%
Referral process: increased admin, less benefit to user	0%			1%
Referral process: changing process will take crucial time	1%		1%	1%
Mention of specific support providers (Macro)	14%	27%	19%	4%
Specific support provider: Two Saints	7%	27%	9%	2%
Specific support provider: 101 Gosport	1%		1%	
Specific support provider: A2 Dominion Community Services	3%		5%	1%
Specific support provider: Trinity Centre	1%		1%	1%
Specific support providers: First Point	2%		3%	1%
Positive impact (Macro)	3%		3%	3%
Positive impact: street homeless will benefit	1%		1%	1%
Positive impact: It will help fund the service	1%		2%	1%
24/7 Services (Macro)	9%	9%	6%	14%
24/7 services: Funding should be increased in this area				
24/7 services: increased demand in use of service	7%	9%	2%	13%
24/7 services: not always appropriate support	1%		1%	1%
Long term impact (Macro)	5%		1%	12%
Long term impact: Longer term increased financial cost	3%		1%	6%
Long term impact: more people will reach crisis point	2%		1%	4%
No impact (Macro)	0%			1%
No impact: Only if comparable services are in place	0%			1%
Should not make cuts (Macro)	16%	9%	16%	17%
Should not make cuts: more should be invested	7%	5%	6%	9%
Not applicable (Macro)				
Overall	321	22	176	123
	321	22	176	123

Alternative suggestions by respondent type:

	Overall	Organisations	Current Service Users	Public / previous user
Make efficiencies within existing homelessness services (Macro)	8%		15%	2%
Make efficiencies within the service: residents take on roles when using service	1%		3%	
Making efficiencies within the service: save on energy consumption/ green initiatives	1%		3%	
Making efficiencies within the service: introduce charging	1%		1%	
Reduce organisational costs (Macro)	17%	6%	21%	15%
Reduce organisational costs: admin	2%		3%	1%
Reduce organisational costs: savings on councillor expenses	1%			2%
Reduce organisational costs: savings on staff salaries	6%		10%	4%
Reduce organisational costs: savings should come from other services	5%	6%	1%	7%
Raise council tax (Macro)	4%	6%		7%
Use reserves (Macro)	1%			1%
Lobby central government (Macro)	3%	6%	4%	2%
Partnership working (Macro)	17%	25%	8%	24%
Partnership working: Borough/ District councils	6%	6%	1%	9%
Partnership working: charities	5%		3%	8%
Partnership working: religious organisations	3%		1%	5%
Partnership working: reduce duplication	1%	6%		
Other funding streams (Macro)	5%		10%	2%
Other funding streams: Businesses	1%		1%	1%
Other funding streams: raising money from fundraising	3%		7%	1%
Early intervention/prevention measures (Macro)	16%	13%	13%	19%
Early intervention measures: relationships with landlords	1%		1%	1%
Early intervention measures: mental health services	1%			1%
Early intervention measures: support those with disabilities	1%		1%	1%
Early intervention measures: help with substance misuse	1%			1%

Do not make funding reductions (Macro)	24%	19%	23%	27%
Do not make funding reductions: more money to invest	9%		13%	8%
Affordable housing creation (Macro)	15%	6%	15%	15%
Affordable housing: cooperate with developers	3%	6%		5%
Affordable housing: use derelict/unused housing to support	5%		10%	2%
Concerns with 24/7 support services (Macro)	6%	6%	6%	6%
Concerns: not comparable service to lower level				
Concerns: many will not use as 'unsafe' environment	1%			1%
Concerns: invest more in emergency accommodation	3%		3%	4%
Agree with proposals (Macro)	2%	13%		1%
Base	186	17	78	91

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Appendix 6: Data tables

Counts Break % Respondents	Base	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?					
		Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not sure
Total	377	149 39.5%	66 17.5%	32 8.5%	44 11.7%	73 19.4%	13 3.4%
Are you responding on your own behalf or on the behalf of an organisation or group?		Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not sure
I am providing my own response	355	141 39.7%	59 16.6%	31 8.7%	42 11.8%	69 19.4%	13 3.7%
I am providing a response on behalf of an organisation or group	22	8 36.4%	7 31.8%	1 4.5%	2 9.1%	4 18.2%	0 0.0%
Do you currently use Hampshire County Council's Homelessness Support Services or have you used these services in the past?		Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not sure
I am a current service user	203	82 40.4%	25 12.3%	15 7.4%	15 7.4%	59 29.1%	7 3.4%
I have used these services in the past	25	13 52.0%	4 16.0%	3 12.0%	3 12.0%	1 4.0%	1 4.0%
I have never used this type of service	127	46 36.2%	30 23.6%	13 10.2%	24 18.9%	9 7.1%	5 3.9%

which service are you currently using?		Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not sure
Supported housing or hostel with staff on site 24 hours a day	86	8 9.3%	9 10.5%	10 11.6%	11 12.8%	45 52.3%	3 3.5%
'Lower' support or 'move on' supported housing	25	6 24.0%	4 16.0%	5 20.0%	3 12.0%	6 24.0%	1 4.0%
Community support (visiting service)	65	53 81.5%	8 12.3%	0 0.0%	1 1.5%	1 1.5%	2 3.1%
Community support (drop in)	26	14 53.8%	4 15.4%	0 0.0%	0 0.0%	7 26.9%	1 3.8%
Which district of Hampshire do you live in?		Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not sure
Basingstoke and Deane	84	27 32.1%	15 17.9%	2 2.4%	8 9.5%	31 36.9%	1 1.2%
East Hampshire	47	33 70.2%	5 10.6%	3 6.4%	4 8.5%	1 2.1%	1 2.1%
Eastleigh	9	* *	* *	* *	* *	* *	* *
Fareham	22	9 40.9%	3 13.6%	3 13.6%	1 4.5%	3 13.6%	3 13.6%
Gosport	17	11 64.7%	1 5.9%	2 11.8%	2 11.8%	1 5.9%	0 0.0%
Hart	7	* *	* *	* *	* *	* *	* *
Havant	13	3 23.1%	4 30.8%	1 7.7%	2 15.4%	2 15.4%	1 7.7%
New Forest	18	11 61.1%	4 22.2%	0 0.0%	3 16.7%	0 0.0%	0 0.0%
Rushmoor	24	7 29.2%	5 20.8%	3 12.5%	4 16.7%	1 4.2%	4 16.7%
Test Valley	22	9 40.9%	5 22.7%	5 22.7%	3 13.6%	0 0.0%	0 0.0%

Winchester	81	27 33.3%	8 9.9%	6 7.4%	11 13.6%	27 33.3%	2 2.5%
Not sure	3	* *	* *	* *	* *	* *	* *
I do not live within Hampshire	3	* *	* *	* *	* *	* *	* *
Prefer not to say	3	* *	* *	* *	* *	* *	* *
What is your current accommodation status?		Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not sure
Supported housing / homeless hostel (24 hour staff support)	88	9 10.2%	10 11.4%	11 12.5%	11 12.5%	45 51.1%	2 2.3%
Other supported housing	26	5 19.2%	4 15.4%	6 23.1%	4 15.4%	6 23.1%	1 3.8%
Staying with friends	2	* *	* *	* *	* *	* *	* *
Street homeless	3	* *	* *	* *	* *	* *	* *
Sleeping in car	0	* *	* *	* *	* *	* *	* *
Tenancy - private rented	25	15 60.0%	2 8.0%	1 4.0%	3 12.0%	3 12.0%	1 4.0%
Tenancy - registered social landlord	63	47 74.6%	7 11.1%	0 0.0%	2 3.2%	5 7.9%	2 3.2%
Tenancy - local authority	32	16 50.0%	6 18.8%	1 3.1%	2 6.3%	3 9.4%	4 12.5%
Bed and Breakfast	2	* *	* *	* *	* *	* *	* *
Other temporary accommodation	3	* *	* *	* *	* *	* *	* *
Owner occupier	73	29 39.7%	21 28.8%	6 8.2%	12 16.4%	4 5.5%	1 1.4%
Living with parents	11	3 27.3%	2 18.2%	3 27.3%	2 18.2%	1 9.1%	0 0.0%

Other	6	*	*	*	*	*	*
Prefer not to say	19	6 31.6%	5 26.3%	3 15.8%	3 15.8%	1 5.3%	1 5.3%
Are you currently. . . ?		Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not sure
Single	227	88 38.8%	29 12.8%	24 10.6%	22 9.7%	54 23.8%	10 4.4%
Married or co-habiting	65	29 44.6%	15 23.1%	3 4.6%	11 16.9%	6 9.2%	1 1.5%
Family with children	30	15 50.0%	7 23.3%	0 0.0%	5 16.7%	3 10.0%	0 0.0%
Other	16	5 31.3%	4 25.0%	2 12.5%	1 6.3%	3 18.8%	1 6.3%
Prefer not to say	16	4 25.0%	4 25.0%	2 12.5%	2 12.5%	3 18.8%	1 6.3%
Are you?		Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not sure
Male	174	59 33.9%	26 14.9%	13 7.5%	18 10.3%	52 29.9%	6 3.4%
Female	159	71 44.7%	30 18.9%	16 10.1%	20 12.6%	15 9.4%	7 4.4%
Other	1	*	*	*	*	*	*
Prefer not to say	13	6 46.2%	3 23.1%	2 15.4%	1 7.7%	1 7.7%	0 0.0%
What was your age on your last birthday?		Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not sure
16-17 years	0	*	*	*	*	*	*
18-21 years	11	2 18.2%	1 9.1%	1 9.1%	4 36.4%	3 27.3%	0 0.0%
22-24 years	23	10 43.5%	5 21.7%	4 17.4%	0 0.0%	4 17.4%	0 0.0%
25-34 years	53	15 28.3%	8 15.1%	3 5.7%	7 13.2%	17 32.1%	3 5.7%

35-44 years	79	29 36.7%	11 13.9%	6 7.6%	8 10.1%	20 25.3%	5 6.3%
45-54 years	92	38 41.3%	14 15.2%	7 7.6%	13 14.1%	17 18.5%	3 3.3%
55-64 years	56	30 53.6%	11 19.6%	6 10.7%	3 5.4%	5 8.9%	1 1.8%
65-74 years	18	9 50.0%	3 16.7%	2 11.1%	2 11.1%	2 11.1%	0 0.0%
75+ years	3	* *	* *	* *	* *	* *	* *
Prefer not to say	16	5 31.3%	5 31.3%	2 12.5%	2 12.5%	1 6.3%	1 6.3%
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?		Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not sure
Yes, a lot	110	58 52.7%	14 12.7%	5 4.5%	6 5.5%	21 19.1%	6 5.5%
Yes, a little	83	24 28.9%	12 14.5%	9 10.8%	10 12.0%	25 30.1%	3 3.6%
No	131	47 35.9%	25 19.1%	12 9.2%	25 19.1%	20 15.3%	2 1.5%
Prefer not to say	24	7 29.2%	8 33.3%	5 20.8%	0 0.0%	2 8.3%	2 8.3%
What is your ethnic group?		Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Not sure
White	306	125 40.8%	48 15.7%	26 8.5%	33 10.8%	65 21.2%	9 2.9%
Mixed / Multiple ethnic groups	10	5 50.0%	2 20.0%	1 10.0%	1 10.0%	0 0.0%	1 10.0%
Asian / Asian British	4	* *	* *	* *	* *	* *	* *
Black / African / Caribbean /	6	* *	* *	* *	* *	* *	* *

Black British							
Other ethnic group	2	*	*	*	*	*	*
		*	*	*	*	*	*
Prefer not to say	20	4 20.0%	8 40.0%	2 10.0%	3 15.0%	2 10.0%	1 5.0%

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