

Vision/general comments		Council response	Schedule of changes
Economy and Enterprise Overview and Scrutiny Committee	There is a need to include a delivery plan within the draft strategy, to avoid any resulting delays in the delivery of actions identified within the strategy.	A 12-month delivery plan has been developed based on feedback from the consultation. A longer-term delivery plan will be developed with key partners as part of the Homelessness Forum.	Delivery Plan will be included as an appendix to the strategy when taken for approval to Management Teams, CMT, Cabinet and Full Council
	It is important that the strategy is flexible and can respond to change at a national, regional and local level.	An annual refresh of the evidence base and a review of the delivery plan will take place to analyse updated data, address any policy or funding changes as well as taking into consideration any significant differences in demand on the service.	Referenced in the Strategy under 'Delivery of the strategy'
	There needs to be accountability for the delivery of actions identified within the strategy and resulting delivery plan. There is a need for empathy to be clearly visible within the strategy.	The delivery of the strategy will be overseen by an internal housing project group and the Homelessness Forum.	Referenced in the Strategy under 'Delivery of the strategy'

Public Health	Public Health welcome a review of the Homelessness and Rough Sleeping Strategy in 2023 and endorses the 4 key priorities for the new strategy, building on the original work conducted in 2019.	Comments noted	None required
Karbon	Overall, we welcome the positive feedback that was received as part of the consultation on the priority areas. We believe this demonstrates that the draft strategy is focussing on the right themes, and it is a strategy that we are happy to endorse.	Comments noted	None required
Livin	Welcome the vision	Comments noted	None required
Durham Police & Crime Commissioner's Office	Agree with the vision	Comments noted	None required
County Durham Drug and Alcohol Recovery Service	Strategy is thorough and aspirational.	Comments noted	None required
East Durham AAP - Maintaining the Social Fabric of our	It is important that the homelessness strategy includes details of the expected service homeless people will need to access. Improvements are needed in this area.	Comments noted	Priority 1 takes account of the prevention work that will be improved to assist those accessing the service as homeless or at risk of becoming homeless.

Communities Sub-Group			
Online survey – summary of responses	<p>Good ideal but need to engage more with all partners to ensure that it can be implemented and is not just another tick box exercise.</p> <p>The number of homeless is many under reported, with many staying short-term with friends and family.</p> <p>No one should be without a place to sleep ever. There should be no need for anyone to be homeless in 2023.</p> <p>The council should improve the information it makes available to the public on their rights as tenants.</p>	Comments noted	Priority 1 takes account of the prevention work that will be improved to assist those accessing the service as homeless or at risk of becoming homeless. This includes updating webpages and links which are accessed by the public.

Priority 1: Prevent people from becoming homeless		Council response	Schedule of changes
Economy and Enterprise Overview and Scrutiny Committee	It was commented that the current approach to providing support is very much digital based with a lack of face-to-face contact and there was concern about clients having access to the necessary technology to then be able to access the required support. It was suggested that there is a need to identify more opportunities for support to be provided via face-to-face contact with clients, particularly in view of the recent review of DCC Customer Access Point provision.	The front-line teams will make an appointment to see clients in Customer Access Points should they be unable to communicate via telephone or e-mail. Home visits will be arranged for those clients who have vulnerabilities and are unable to communicate digitally or come into a CAP. Two visiting officers have been established to carry out home visits with families and younger people to prevent evictions where possible.	These procedures are in place now, therefore no changes are required within the strategy or delivery plan.
	Need to continually promote the support available and it was suggested the information in relation to available support should be available in community venues throughout the county.	Priority 1 highlights that people should receive appropriate and relevant advice, including signposting as early as possible.	The 12-month delivery plan includes an action to update the webpages and to include relevant links to partner agencies. This comms work also includes working with key partners, including the family hubs to promote the services that the homeless team offers.
	Need to ensure that young people are aware of the support available both from a perspective that they may need to access the support but also so that they can promote what support is available	Priority 1 highlights the need to 'Develop creative approaches to working earlier with young people	The 12-month delivery plan includes an action to work with Childrens and Young People's Services (CYPS) and other council services to: -

	<p>within their local communities. It was suggested that information on available support be provided in schools and colleges throughout the county and that colleagues within the Housing Solutions Service may want to visit both schools and colleagues to provide detail of available support.</p>	<p>in schools, youth groups and young people within the care system to prevent homelessness from occurring in the first place'</p>	<ul style="list-style-type: none"> • share information about homelessness with young people in the care system and in schools/colleges • Roll out communications plan with Family Hubs • Fully understand the potential demands to the service as young people progress to adulthood
	<p>Concerning reasons for presenting as homeless, it was suggested that we need to monitor and record the numbers presenting because of the 'Cost of Living Crisis', with the increase in the mortgage rate and general rise in living costs. It was felt by members that more homeless presentations in the county would be attributed to this reason in the future.</p>	<p>Data dashboards track the numbers of people that present as homeless or at risk of homeless due to loss of their property in the private rented sector. This data is broken down into the reasons including; landlord selling their property, rent arrears or the landlord re letting the property. Mortgage repossession is also monitored. Interventions are put in place according the data.</p>	<p>The private rented sector operates a 'stop before you serve' initiative, where they will mediate and negotiate with landlord to prevent evictions and the client with financial and debt management advice. Two key workers work alongside the private sector team to identify cases at an early point in time that could lead to an eviction. This is reflected within the strategy and the one-year delivery plan to work with private and social landlords and supported housing providers to prevent evictions where possible.</p>
Public Health	<p>Ensure housing and homelessness continue to be featured within the Poverty Reduction Strategy for the county. Including links to financial advice and</p>	<p>There is a Housing Poverty Group which sits beneath the Council's Poverty Action Steering Group.</p>	<p>The delivery plan includes action to ensure that front line are fully trained to be able to provide the most appropriate</p>

	<p>support and promoting opportunities for bolstering the financial resilience of local residents. Ensure gambling and problematic gambling is considered within the financial assessments of residents accessing housing support. Promoting Making Every Contact Count training to increase the effectiveness of the housing support workforce in engaging tenants and homeowners in effective conversations about their own, and their families' health and wellbeing.</p>	<p>The group works with providers to tackle issues surrounding poverty aligned to housing and homelessness. The front-line homelessness teams work with people living in poverty who present as homeless or at risk of homelessness, to provide support, advice and assistance and signpost to other agencies.</p>	<p>advice and know where to signpost people to for additional support, e.g. for debt advice, maximisation of benefits or commissioned services for support with gambling, substance misuse, smoking etc.</p>
	<p>Ensure that the Remain Safe Scheme is utilised to support victims of domestic abuse to remain in their own homes, where it is safe to do so and work with specialist agencies to provide ongoing wrap around support.</p>	<p>Remain Safe has continued funding for 24/25 to ensure the initiative continues to support victims of domestic abuse.</p>	<p>The one-year delivery plan includes an action under priority 1 to review the domestic abuse officers role and the impact it makes in the customer journey. Under Priority 3 there is an action to ensure support pathways are understood by all staff to ensure clients are signposted to the most appropriate support.</p>
Believe Housing	<p>Agree with the priority. Partnership working needed to ensure supply matches need. Suggest prevention is given an increased priority to support earlier intervention rather than at the later stages of homelessness risk</p>	<p>It is recognised that the lettings policy will be reviewed and how homeless cases are prioritised will be included as part of the overall review.</p>	<p>Within Priority 1, the review of the lettings policy will take into account the prioritisation for those who are homeless.</p>

City of Durham Trust	The County Council cannot alone solve this problem, but can significantly help via mental health services, family support services, and supported housing projects.	Agreed.	The strategy highlights the importance of partnership working across all four priorities to improve support to all cohorts that are homeless or at risk of becoming homeless.
Durham Police & Crime Commissioner's Office	Tenancy support work to maintain tenancies. More support required for victims of crime, beyond the statutory duty.	The strategy highlights the requirement to work with all landlords and providers of accommodation to reduce evictions where possible. Partnership working is vital to ensure homelessness is reduced, including victims of crime.	The one year delivery plan includes an action to develop protocols with Registered Providers and supported housing providers. The Homelessness Forum will be established to work with partners to explore initiatives that could help victims of crime outside of the statutory requirements.
Karbon	Believe that Durham Key Options (DKO) remains the best approach. DKO balances the needs of those on the register while maintaining a degree of choice which we think is important.	Agree that partnership working is crucial to ensure DKO continues to work as effectively as possible.	Priority 1 includes a review of the lettings policy.
Livin	Strategically, this reflects our own vision of improving lives through sustainable homes and places. We recognise the complexity of personal circumstances and vulnerabilities that may underpin homelessness and agree that DCC should focus attention on reviewing the DKO scheme to ensure equitable access and outcomes for all users. ensuring early intervention is targeted towards people who are most likely or identified to be at risk of homelessness is key to	As part of the Homelessness Forum, we would welcome our key partners to work with DCC to ensure a joined up approach in delivering the strategy.	Partnership working is key to prevent homelessness and focus on early intervention, the key focus of priority 1. It is important that pathways are in place to ensure smooth transitions for people moving from supported accommodation to independent living to prevent evictions or failed tenancies.

	prevention. We regularly see new tenants moving from supported accommodation or the care sector, coming into independent living with little or no ongoing support. The challenge of setting up and sustaining a tenancy without their structured support framework is daunting and we would be very interested in any supporting interventions that could overcome this issue to set up tenancies to succeed.		
East Durham Rural Corridor AAP	A County Cllr highlighted that landlords were selling their properties due to tenant's anti-social behaviour to be rid of the problem and help the neighbourhood. She knew of 4/5 sizable families that had been made homeless because of this.	One of the main reasons why people present as homeless is due to their private rented tenancy ending. Data shows that this could be due to rent arrears or because the landlord is choosing to sell their property.	Priority 1 of the strategy highlights the importance of working with private landlords at an early stage to prevent evictions and work with families to facilitate a planned move.
DASVEG	Members asked whether the strategy reflected the need for DA victims and children to remain in the home.	The strategy highlights that targeted early intervention is required for those most at risk of homelessness.	The one-year delivery plan includes an action to work with partners to explore options to assist victims of DA to remain in the home.
Weardale AAP	Transitional work from living at home with parents, to independent living ? – was this taken into consideration.	One of the main reasons for homelessness is where family have asked a younger person to leave the family home. The strategy highlights that targeted early intervention is required for this cohort. Visiting Officers have	The one-year delivery plan highlights a review of the visiting officer posts to evaluate the effectiveness and allow for improvements.

		recently been established to mediate with families in this situation and support a planned and smooth transition to independent living.	
Online survey – summary of responses	<p>We should encourage and put an emphasis on sign posting from all areas not just council workers, but private landlords should have an easy way of reporting tenants with complex needs that doesn't require much work from them just submitting a report and getting someone in who is better at dealing with people who have complex needs. It could be really encouraged as an alternative to serving notice and potentially going through the courts which most landlords would want to avoid.</p> <p>I think there needs to be a wider approach to prevention, relationship breakdown, rent / debt issues are miles away from homelessness linked to poor mental health and or addiction. Also, the way people who have a history getting themselves into situations that leave them homeless needs looking at.</p>	<p>Priority 1 highlights that those most likely to be at risk of homelessness should receive appropriate and relevant advice, including signposting and targeted early intervention.</p> <p>The priority also highlights the need to 'Develop creative approaches to working earlier with young people in schools, youth groups and young people within the care system to prevent homelessness from occurring in the first place'</p>	<p>The 12-month delivery plan includes an action under priority 1 to update the DCC webpages with homelessness information, adding appropriate links to partner websites, e.g. Shelter, Crisis and also to work with communications/media teams to improve communications and promote self-help tools on the website.</p> <p>Within the strategy and the one-year delivery plan it is prioritised to work with private and social landlords and supported housing providers to prevent evictions where possible, by contacting the housing service for support.</p> <p>The private rented sector operates a 'stop before you serve' initiative, where they will mediate and negotiate with a landlord to prevent eviction and provide the client with financial and debt management advice. Two key workers work alongside</p>

	<p>Work with families to prevent youngsters being asked to leave. Accommodation to be found for those leaving prison before they leave.</p> <p>Engage with partner agencies and the person/family at risk of homelessness earlier in the process. Offering support to change behaviour prior to tenants being evicted. Maybe getting involved at notice stage or as soon as possession is granted via the courts and not leaving the duty till the final hour of an eviction. Prevention is key the current process is not prevention.</p>		<p>the private sector team to identify cases at an early point in time that could lead to an eviction.</p> <p>The 12-month delivery plan includes an action to work with Childrens and Young People's Services (CYPS) and other council services to share information about homelessness with young people in the care system and in schools/colleges in creative ways.</p>
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Priority 2

Priority 2: Improve access to and supply of accommodation		Council response	
Economy and Enterprise Overview and Scrutiny Committee	Suggested that we work with Social Housing Providers in the county on pilot schemes to provide the opportunity for ex-offenders to be housed by these providers rather than the current situation where the available housing is provided by the private sector.	The strategy recognises the need to work with partners to increase the supply of accommodation for vulnerable groups.	The one-year delivery plan includes an action to work with Registered Providers to explore potential initiatives that could support ex-offenders to access social housing, where they would otherwise be excluded from DKO.

Public Health	<p>Refer to the Safe Accommodation Strategy for those seeking support as a victim of domestic abuse and their children. Also, ensure perpetrators are housed separately and within appropriate safeguards. This needs to be a key focus when referring to the draft strategy which highlights number of people who moved to suitable alternative accommodation when fleeing domestic abuse has reduced by 16% between 2019/20 and 2022/23 due to a lack of readily available affordable housing. When victims are unable to remain in their own homes, continue to work with commissioning teams to ensure appropriate accommodation is available for victims of domestic abuse, in particular, explore additional dispersed properties commissioned by the council and access to additional dispersed properties managed by external partners. Continue to develop robust pathways between housing services, refuge provision, and the Domestic Abuse Navigator Service to ensure those with complex, unmet needs can be successfully accommodated in Safe accommodation. Ensure robust links are made with criminal justice pathways, to ensure prison leavers are accommodated and provided with adequate</p>	<p>The strategy highlights the requirement to work jointly with commissioning teams to develop a strategic approach to providing housing for specialist groups, including partnership working with Registered Providers (RP's) and supported housing providers.</p>	<p>The one year delivery plan includes actions to work with key partners to review current housing pathways for rough sleepers, victims of domestic abuse, migrants and asylum seekers, those leaving prison, hospital or the children's care system.</p>
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	<p>support within their temporary accommodation providers.</p> <p>Work in partnership with adult and social care for those with complex needs, including care leavers, those with long-term conditions and disability requiring adaptations.</p> <p>Ensuring pathways into temporary accommodation and buy-to-lease property schemes are understood by health and social care partners are understood by health and social care partners to help increase access.</p> <p>Consider the support given to people included in the humanitarian support programme. Does this include all migrants and asylum seekers in County Durham who require support from housing, and those whose tenancies are at risk.</p>		
Believe Housing	<p>Encourage partnership discussion on access to housing. Welcome a trauma informed approach. Would like to actively engage in the multi-agency homelessness partnership.</p>	Comments noted.	Partnership working is key to the delivery of the strategy and DCC would welcome all key partners to be involved in the Homelessness Forum.
Durham City Trust	<p>To ensure a comprehensive range of housing options for older and vulnerable people, disabled people and children and young people by proposing a multi-agency compact.</p>	The strategy reflects the need to increase the supply of accommodation for vulnerable and specialist groups.	The Homelessness Forum will enable the delivery of the strategy and through partnership working can explore joint initiatives and projects.

Durham Police & Crime Commissioner's Office	More demand for females safe supported accommodation, specifically looking at location. Support stopping the use of B&B's and hotels especially for victims of crime.	It is recognised that there is a requirement to increase the supply of accommodation for vulnerable and specialist groups, this includes victims of DA and safe accommodation for females.	An action in the delivery plan includes joint working commissioning teams to develop a strategic approach to providing housing for specialist groups, including partnership working with Registered Providers (RP's) and supported housing providers.
Karbon	We believe that there needs to be strong leadership to ensure that homes are built and urge the council to ensure that planning is appropriately resourced and able to efficiently process applications, provide prompt feedback where required and to develop a strong Local Plan. An increased regulatory pressure to invest in the quality of our existing stock, and so we need to balance any plans to increase supply with our other investment priorities. We believe that it is vital to have information on housing options readily available to residents and we are happy to support the council with their work on this.	The strategy has cross cutting themes with the housing strategy in terms of increasing the supply of accommodation. We would welcome a partnership approach to achieving this priority.	Both the strategy and the one-year delivery plan reflect the requirement of working with key partners to ensure this priority can be achieved.

Livin	Demand for new build development is extremely high and this creates unintended allocations consequences in terms of creating sustainable communities without the use of Local Lettings Plans. If we utilised the DKO process, as a needs-based preference lettings platform, this would result in the concentration of applicants with high need into one estate.	Comments noted.	The strategy recognises the need to review the lettings policy to ensure it is fair, accessible and supports balanced and sustainable communities.
Place, Health and Communities Board	There is a need for both larger housing stock, and also smaller for young single people, we need more varied available housing stock in the county, especially young adults leaving the care system. Transitional support is needed and leads the Accommodation Review, and it also has to be in the appropriate areas required.	Comments noted. The Strategy highlights the requirement of additional accommodation for specialist groups including larger families, single people and care leavers.	The one-year delivery plan includes an action to work jointly with commissioning teams to develop a strategic approach to providing housing for specialist groups, including partnership working with Registered Providers (RP's) and supported housing providers
Online survey – summary of responses	<p>Rental properties are far too expensive for many people to afford and there is too little social housing being built now and over many years past.</p> <p>Many people who become homeless have animals which also need temporary rehoming. These animals are often a vital part of a person's mental health and well-being. Temporary accommodation options do not include places for</p>	Priority 2 highlights the Councils ambition to 'Utilise Council House Delivery Programme to provide affordable accommodation' as part of the one-year delivery plan and beyond.	<p>Under priority 2 there are several actions which will improve access to and supply of accommodation across the County for all those who need it.</p> <p>Through the Council House Delivery Programme the Council will increase their own stock of temporary and longer-term accommodation.</p>

	<p>animals to stay with their owners which has a devastating impact on individuals.</p> <p>Utilise more accommodation options and work with other services such as probation, social services and charities to support people into accommodation.</p> <p>There needs to be more one bed accommodation. Lots of single people or childless couples who only need one room and get penalised for having a second room they don't need, but there isn't an alternative.</p>		<p>The implementation of the Single Homelessness Accommodation Programme (SHAP) will provide additional supported accommodation resource for single people.</p> <p>Following intensive data analysis, the Council will develop a strategic approach to the provision and utilisation of temporary accommodation for homeless people.</p> <p>The one-year delivery plan sets out the proposals to work with key partners and to review current housing pathways for vulnerable clients including rough sleepers, victims of domestic abuse, those leaving prison, hospital or the children's care system.</p>
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Priority 3: Ensure the appropriate support is available for people who are homeless (work with partners to build resilience in people)		Council Response	Schedule of changes
Believe Housing	Inclusion of a holistic specialist support team into the current housing options team will lead to positive outcomes for customers. Support a review of existing support provision and demand across the County, this would allow for gap analysis to identify any root causes of re-occurring homelessness.	Comments noted and welcome the involvement of partners with the delivery of the strategy.	Actions in the one-year delivery plan include a review of existing specialist support posts and identify gaps in provision.
Durham Police & Crime Commissioner's Office	Trauma informed approach to homelessness, and focussing on wider vulnerabilities to ensure appropriate support, signposting and safeguarding.	Comments noted.	Trauma informed training to be rolled out across front line staff.
Karbon	We know that the council and other registered providers do the same, therefore a more coordinated approach to this, mapping out all the current services and potential gaps, would be very welcome.	Comments noted.	Actions are included in the one-year delivery plan to map out all support services and ensure information is shared across partners.

<p>Public Health</p>	<p>On assessment for housing support, all individuals are reviewed to ensure they have a GP. This will enable them to be supported into primary care services and gain access into a Health Check, screening and immunisation, sexual health services, support with their long term condition e.g. respiratory conditions, health disease and stroke, diabetes and cancer.</p> <p>Addressing presenting needs linked to Adverse Childhood Experiences (ACEs) and accessing support with links to trauma-informed care via social care, mental health services, and the DARS. Refer residents on an ongoing basis into wider health and wellbeing services including Relate, Cruse, Wellbeing for Life, Stop Smoking Services, DARS, VCSE as their case progresses. Liaise with the Health Squad to promote health and wellbeing visits linked to the SHIP team whilst inspecting and supporting supported accommodation providers.</p> <p>Link up services within criminal justice pathways, to ensure prison leavers are accommodated and provided with adequate support within their temporary accommodation providers.</p>	<p>All comments noted. Priority 3 highlights the importance of ensuring that people can access the most appropriate support to meet their needs at the earliest opportunity. To ensure this happens partnership working is key to ensure pathways for referrals are clear and easy to access for front line housing staff.</p>	<p>The one-year delivery plan includes actions to; -</p> <ul style="list-style-type: none"> - Work with commissioning teams and members of the Supported Housing Steering Group to map out all support services and ensure all information is readily available for front line staff and they are fully aware of the differences in provision. - Training with front line staff to ensure they identify support needs and embed them within personalised housing plans, as well as being able to refer, signpost and provide advice around support. - Continue to work with health services including the health squad and Humankind to promote health and well-being with SHIP providers. - Work with Public Health to review existing posts, e.g., drug and alcohol co-ordinators, social workers and identify gaps of specialist officers within the housing service and work with Public Health and other key
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	<p>Maintain links with Harbour and Durham Constabulary, to address the needs of victims and their children to address issues relating to domestic abuse and sexual violence.</p> <p>Work in partnership with adult and social care for those with complex needs, including long-term conditions and disability.</p> <p>Liaise with the council's support services to house and address the support needs of asylum seekers and refugees.</p> <p>Maintain support to the GRT community within the GRT sites. This will include liaison with the 0-25 service provider by Harrogate FT , to engage and support GRT families via the dedicated health visitor and peer supporters. Maintain links to the Humanitarian Support Programme (or wider asylum seeker/migrant population) to ensure their needs are met.</p>		<p>partners to secure any potential funding opportunities.</p> <p>Work with commissioning teams to identify support pathways for those homeless people who have complex support needs, but don't have a 'care need'.</p>
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Livin	We agree that appropriate, effective, and personalised support can overcome barriers to tenancy sustainment and enable independence. We welcome the delivery action to map all available support services to determine their effectiveness for homeless people using this to improve and target provision where required and suggest that Advice in County Durham as an umbrella for the third sector could be asked to support this. This ties in with the Advice Review currently underway within DCC.	Comments noted.	Actions are included in the one-year delivery plan to map out all support services, working with key partners and ensure information is shared.
Housing Forum	Homeless and private rented sector – Gov have pushed back on both and there is no additional money for homeless	Comments noted	None required
Online survey – summary of responses	<p>Support can not be for the hour or the day, it required long term aid. It cannot mean someone in rehab loses their home or is not also found accommodation ready for their discharge.</p> <p>More to be done in school and prison to give people the education and skills needed to hold down a job, look after their property, reduce addiction and crime.</p>	Priority 3 highlights the Council’s plan to work with commissioning and other strategic partners to map out the support services available to people and to share the information with frontline officers.	<p>The 12-month delivery plan includes an action to increase specialisms within the housing services to meet the needs of individuals with complex support needs. This includes a review of the current specialist support roles embedded in the service to assess the effectiveness of the roles.</p> <p>Through additional specialist training and information sharing with frontline staff the</p>

	<p>Work closer with partnership agencies working with homeless people such as probation, charities etc, to support those that are homeless access what they need.</p> <p>It seems as though the processes in place are very prescriptive and if a person (who is likely to be chaotic and highly likely that they would find the process too hard I.e. educationally challenged</p>		<p>personalised housing plans will focus on the support needs of individuals, with referrals made to the support services most appropriate to meet their needs.</p>
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Priority 4: Reduce Rough Sleeping		Council response	Schedule of changes
Public Health	<p>Utilise the Health Squad to provide support for both the physical and mental health needs of Rough Sleepers. This will include opportunities to assess need and help individuals navigate through health and social care services e.g to gain flu vaccinations, cancer screening, CVD screening, BBVs, sexual health services.</p> <p>Work with Public Health to link with the County Durham Care Partnership Board to allocate a GP to become a clinical specialist in dealing with the population of rough sleepers.</p> <p>Maintain and bolster links with the DARS to deliver on the pathways for housing support, integrating health and wellbeing into housing assessments funded by Dame Carol Black as part of the 10-year drug strategy From Harm to Hope.</p> <p>Maintain and bolster links to the Adverse Weather and Protecting Health Plan to regularly review and revise pathways and action cards (Notification and escalation processes) to protect all rough sleepers.</p>	<p>The priority highlights the aim to work closely with social care and health professionals to identify the root cause of homelessness and to also meet any unmet health needs.</p>	<p>Under priority 4 the importance of working closely with key partners to address the underlying causes of rough sleeping and repeat rough sleeping is addressed. It is recognised that rough sleepers often have complex needs which require a trauma informed multi-agency response.</p> <p>Through funding opportunities such as the Dame Carol Black Funding the housing service have been able to introduce specialist roles into the service to provide a tailored approach. These posts will be reviewed, and any gaps identified to further develop the service offer.</p> <p>The 12-month delivery plan includes an action that the Council will work with key partners to establish a night shelter facility which will meet the needs of rough sleeper. As the new night shelter will have access all year round it will be available</p>

			during adverse weather periods and will protect rough sleepers.
Durham Police & Crime Commissioner's Office	Liaison with local stakeholders. Support safe spaces for women in night shelters. Consider women who use "sex for rent" rather than rough sleeping	The priority includes an action to establish a night shelter facility which can be accessed all year round	Under priority 4 the Council will work with key partners to establish a night shelter facility which will meet the needs of rough sleepers, including safe spaces for women. The housing service comms will include support for women who are at risk of rough sleeping and through frontline training there will be support available for them.
Karbon	We believe that reducing rough sleeping is an important goal and one which, due to its complexity, requires a multi-agency approach. We do not provide specialist accommodation for rough sleepers and as a result, we think it is best for the council to coordinate this with other housing providers, charities, and other delivery partners.	Priority 4 highlights the aim to review the current accommodation and support pathways for rough sleepers and introduce new tenancy sustainment officers and expand the current temporary accommodation offer. Housing providers may be able to offer housing with support provided by the housing service and other agencies.	The priority and delivery plan recognise that the Council cannot work in isolation to reduce rough sleeping and that a multi-agency approach is required. A social work post within the rough sleeper team was successful in taking a trauma informed approach to rough sleepers and linking in with health and social care professionals, this is to be re-introduced as good practice.

Livin	Believe that awareness raising amongst RPs on the actions you would like us to take if we identify a rough sleeper will improve the consistency of service that service user receives and improve coordination between partners.	The priority includes working with key partners to improve awareness of rough sleeping via improved comms and attendance at monthly multi-agency problem solving (MAPS) meetings and Durham City Operational Group	The 12-month delivery plan includes actions to develop comms and campaigns around rough sleepers and begging, including encouraging volunteers in this area and detailing the role of the rough sleeper team. These comms will be available for housing partners and other agencies to ensure a consistent message and response.
Housing Forum	It was mentioned that in Teesside Asylum Seekers are being pushed through the system and more money is coming through for rough sleepers which is good.	Comments noted	None required
Stanley AAP	Darren asked what the Council defined as rough sleepers. There needs to be a quicker response from the Council so that homelessness is not a choice. It takes far too long to get support and people are left fending for themselves; it needs a smoother transition.	Under priority 4 the introduction of a night shelter which can be accessed all year, will provide safe overnight accommodation and the opportunity for the housing service to link with rough sleepers and provide support and create personalised housing pathways	The 12-month delivery plan includes an action to review the current pathways for rough sleepers and the available accommodation. As part of the review there will be a gap analysis carried out to identify how the current process can be streamlined and that rough sleepers receive the most appropriate accommodation and support at the appropriate time and are not left fending for themselves.

<p>Online survey – summary of responses</p>	<p>I love the housing first concept it 100% is the only way to stop homelessness completely but there must be a time limit on the person voluntarily signing up to help with their complex needs, if within 6 months they have not engaged with any help and are causing issue in the area and property they must be moved to a non-voluntary style of supported accommodation.</p> <p>Most people do not sleep rough voluntarily. There is not enough support for those who do sleep rough.</p> <p>Reducing existing homelessness and rough sleeping should be tackled first, then once that's in progress prevention of more potential rough sleeping and homelessness should be addressed.</p> <p>Fund grass roots organisations to identify people and support them BEFORE they become rough sleepers.</p>	<p>Priority 4 highlights the Councils partnership work to reduce rough sleeping across the County and to educate the local community around rough sleeping and begging through pro-active communications.</p>	<p>The 12-month delivery plan priority 4 actions link to both priority 1 and priority 3 to implement a trauma informed approach and to deal with the root causes of homelessness, and to work with partners to reduce rough sleeping. These actions include the co-production, with accommodation providers, of a pre- eviction protocol to enable early intervention work to be carried out by the housing service with individuals to, wherever possible, avoid evictions.</p> <p>The implementation of a housing first model will be supported by tenancy sustainment officers providing floating support and a multi-agency approach providing holistic support, reducing the risk of the tenancy failing, leading to homelessness and rough sleeping.</p> <p>An action under the delivery plan is to work with key partners to introduce a night shelter for rough sleepers which is available all year round. This would give rough sleepers a safe environment to be accommodated and the opportunity for</p>
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			the rough sleeper team to engage with the rough sleeper and discuss longer term accommodation options.
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