

Keep My Home: homelessness support service consultation

What are we doing?

We're consulting on a new way of supporting people to stay out of homelessness.

Why are we doing this?

We provide a range of services to people who have experienced homelessness.

These services aim to help people to stay out of homelessness.

We try to take a needs-based approach to supporting people to stay out of homelessness. This means we try to look at what the person we are helping needs, and offer support that can help.

The support that we offer includes:

- Trying to stop people from becoming homeless in the first place (also called 'early intervention')
- Helping people to keep their tenancy when they move into permanent accommodation
- Support to recover from substance or alcohol misuse
- Support with mental health
- Helping people to manage their money

At the moment, these services are provided to the council under contract by three separate organisations. These organisations are:

1. Clwyd Alyn
2. The Wallich
3. Adullam Housing Association

All of the contracts come to an end in 2024, and we would like to review whether we could offer the same support to people in a different way.

Offering all of the services under one single contract could allow us to help a wider range of people.

Offering all of the services under one single contract could allow us to save money.

Tell us what you think

We want to know what you think.

Do you think we could support people in a different or a better way?

We would be grateful if you could fill the attached questionnaire to help us understand what matters when we try to support people to stay out of homelessness.

The consultation will run from 2nd October 2023 to 31st October 2023

Keep My Home support service: consultation questionnaire

This questionnaire is for you to give your views on how we run the Keep My Home support service in the future.

The Keep My Home Support Service aims to help people stay out of homelessness. In this questionnaire we will ask you some questions about what you think we should be making a priority when we design and deliver this service.

You can return this questionnaire to us in one of the following ways:

- Email to Hayley.s.jones@denbighshire.gov.uk
- If you are being helped by us at the moment, you can give your questionnaire to your support worker
- You can return your questionnaire to any Denbighshire County Council library or One Stop Shop
- You can post your questionnaire to:

Russell House, Churton Road, Rhyl, LL18 3DP

Privacy Statement:

Denbighshire County Council will only keep response data for the specific purposes of completing this consultation, and none of your feedback will be shared in any way that identifies you personally. Your feedback will only be used to help us to shape this early intervention project. If you choose to provide your name and contact details we may use these to contact you to discuss this project further, including if you would like to more involved in developing the project. For more information on how Denbighshire County Council handles your personal data, please visit our website: www.denbighshire.gov.uk/privacy

Which of the following statements best describes you, and/or your reason for responding to this consultation?

If you feel you fit more than one category, please tick 'other' and provide a brief description

Please tick one option only

- | | |
|--|--|
| <input type="checkbox"/> I am currently homeless. I am receiving support from the Council | <input type="checkbox"/> I am currently homeless. I am not receiving support from the Council |
| <input type="checkbox"/> I have previously been homeless. I received support from the Council at the time. | <input type="checkbox"/> I have previously been homeless. I have not received any support from the Council |
| <input type="checkbox"/> I am a Denbighshire resident (who has never experienced homelessness) | <input type="checkbox"/> I am a County Councillor |
| <input type="checkbox"/> I am a member of a Town, City or Community Council in Denbighshire | <input type="checkbox"/> I work or volunteer for an organisation that helps people experiencing homelessness |
| <input type="checkbox"/> I am a member of staff at Denbighshire County Council | |

☐ Other (please tell us)

How did you find this survey?

Please tick one option only

- | | | | | |
|--|--|--|---|----------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| I received an email or letter about it | My support worker completed it with me | I saw something in the local news (either a newspaper or news website) | I found out about it on social media (e.g. Facebook, Twitter/X) | Something else |

☐ Something else (please tell us)

About the project:

In the next section of this questionnaire we will ask you some questions about how our project should work.

We want to develop a housing-related support service that helps people in Denbighshire who are experiencing or have experienced homelessness to move into safe, permanent housing. We would then like to support people to stay in their homes.

The approach we want to use is called Rapid Rehousing, and includes the following key principles:

- Everyone is assumed to be 'housing ready' with the right support
- People spend as little time as possible in temporary accommodation
- When people do need temporary accommodation, it is of a high standard
- People are able to access the right home in the right place for them
- For most people, an independent, mainstream home will be the default approach, but others may choose supported accommodation.
- People are able to access high quality, multi-agency support, tailored to individual needs, where this is required.

How should the project work?

Please select the statement that best describes the approach you agree with the most.

Please tick one option only

☐

The support service should be run as a single project which supports people in a variety of areas, to help them keep their home. Under the 'single project' approach, someone needing help would have just one support worker for everything.

☐

The support service should be split into smaller, more specialised projects. Under the 'specialist projects' approach, someone needing support could have multiple support workers.

What kind of guidance and support should the new Keeping My Home service be offering?

Below are some of the things we think could be included in the new support service project.

Please choose all of the things that you think are important for us to include

- | | |
|--|---|
| <input type="checkbox"/> Helping people understand what the Local Authority (the Council) must do under the law, to help people who are homeless | <input type="checkbox"/> Help people understand their obligations (things they must do) once they are a tenant, paying rent in a home |
| <input type="checkbox"/> Providing help with managing debt, and help with managing money in the future | <input type="checkbox"/> Helping people to claim all of the benefits they may be entitled to |
| <input type="checkbox"/> Helping people to access services which improve their mental health and wellbeing | <input type="checkbox"/> Helping people to access work, education, training or occupational activities |
| <input type="checkbox"/> Mediation services designed to prevent homelessness (for example between a tenant/landlord, or between family members if there is a relationship breakdown that could leave someone homeless) | <input type="checkbox"/> Helping people connect to their communities, to reduce loneliness |
| <input type="checkbox"/> Helping people to reduce anti-social behaviour | <input type="checkbox"/> Helping people with a history of offending, to avoid or reduce re-offending |
| <input type="checkbox"/> Supporting people to develop practical life skills such as cooking, cleaning, washing and other housekeeping tasks | <input type="checkbox"/> Supporting people to get help with their mental health |
| <input type="checkbox"/> Supporting people to improve their physical health (e.g. healthy eating, low-level exercise) | <input type="checkbox"/> Supporting people to access sport or recreational activities in their local area |
| <input type="checkbox"/> Helping people to deal with substance use or dependency issues | <input type="checkbox"/> Helping people to organise or access funding which can help with repairs, improvements or adaptations to their home so they can continue to live there |
| <input type="checkbox"/> Provide a non-judgemental listening and support service | |

Are there any organisations or resources (outside of the Council) that you feel need to work with/alongside the Council to make sure the Keep My Home project is successful?

Note: if you can't think of any, you can leave this box blank.

How can we tell if the Keep My Home project is working?

Below are some things we think we can use to help us understand how successful the project is. Do you think these are a good way for us to measure our success?

Please tick one option only in each row

	Yes	No	I'm not sure / I don't have an opinion
People are still in secure accommodation 6 months after exiting the Keeping My Home service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People feel that the project has made a positive difference to their situation and their wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People feel that the project has given them the tools they need to avoid homelessness in the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other suggestions for how we could measure whether the Keep My Home project is successful?

Note: if you have no suggestions you can leave this box blank

Would you like to make any further comments about the Keep My Home project?

Note: if you have no comments you can leave this box blank

Your contact details:

What is your name? _____

What is your address?

What is your email address? _____

Which is your preferred language?

Tick one option only

☐

Cymraeg (Welsh)

☐

English

☐ Another language (please tell us)

Thank you. You have completed the main part of the survey.

We would be very grateful if you could also take the time to tell us a bit about yourself by answering some standard equality monitoring data.

This helps us to ensure that we are reaching as many of our diverse communities in Denbighshire as we possibly can.

What is your ethnic group? Please choose one option that best describes your ethnic background

- | | |
|--|---|
| <input type="checkbox"/> White | <input type="checkbox"/> Gypsy or Irish Traveller |
| <input type="checkbox"/> Mixed - White / Black Caribbean | <input type="checkbox"/> Mixed - White Caribbean |
| <input type="checkbox"/> Mixed - White / Black African | <input type="checkbox"/> Mixed - any other background |
| <input type="checkbox"/> Black - Caribbean | <input type="checkbox"/> Black - African |
| <input type="checkbox"/> Black - any other background | <input type="checkbox"/> Asian - Indian |
| <input type="checkbox"/> Asian - Bangladeshi | <input type="checkbox"/> Asian - Pakistani |
| <input type="checkbox"/> Asian - Chinese | <input type="checkbox"/> Asian - any other background |
| <input type="checkbox"/> Any other ethnicity | <input type="checkbox"/> Prefer not to say |

☐ Any other ethnicity (please specify)

How would you describe your national identity?

- | | |
|---|--|
| <input type="checkbox"/> Welsh | <input type="checkbox"/> British |
| <input type="checkbox"/> English | <input type="checkbox"/> Irish |
| <input type="checkbox"/> Northern Irish | <input type="checkbox"/> Scottish |
| | <input type="checkbox"/> Prefer not to say |

☐ Other (please specify)

How would you best describe yourself?

☐
Man

☐
Woman

☐
Prefer not to say

☐ I think of myself in another way (please tell us)

Is your gender identity the same as the gender you were assigned at your birth?

☐
Yes

☐
No

☐
Prefer not to say

Which of the following best describes your sexual orientation?

☐
Heterosexual /
Straight

☐
Gay man

☐
Gay woman /
lesbian

☐
Bisexual

☐
Prefer not to say

☐ Other (please tell us)

Are you married or in a same-sex civil partnership?

☐
Yes

☐
No

☐
Prefer not to say

Please tell us your age

- ☐ 0-15 years
- ☐ 25-34 years
- ☐ 45-54 years
- ☐ 65-74 years
- ☐ Prefer not to say

- ☐ 16-24 years
- ☐ 35-44 years
- ☐ 55-64 years
- ☐ 75 years or above

Disability:

Section 6(1) of the Equality Act 2010 states that a person has a disability if:

- That person has a physical or mental impairment, and
- The impairment has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Using this definition, do you consider yourself to be disabled?

☐
Yes

☐
No

☐
Prefer not to say

Caring

Do you look after or help family members, friends, neighbours or other people because of:

- A long-term physical or mental health condition or disability
- Problems related to old age

☐
Yes

☐
No

☐
Prefer not to say

What is your religion or belief?

Please tick one option only

- ☐ No religion
- ☐ Muslim
- ☐ Jewish
- ☐ Athiest

- ☐ Christian
- ☐ Buddhist
- ☐ Sikh
- ☐ Prefer not to say

☐ Other (please tell us)

Please select the most appropriate options in relation to the Welsh Language.

Ability to speak Welsh:

	Extremely confident	Confident	Somewhat confident	Not very confident	Not at all confident	Not interested
Speaking Welsh	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading Welsh	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing in Welsh	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of the Welsh language and Welsh culture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Diolch am eich amser / thank you for your time