

Appendix A

Process

We agreed to ask key questions with the range of partners and ensure we capture a range of partners that support different range of homelessness as defined above. Supplementary questions were asked.

The Key Lines of Enquiry for the internal officers were:

- What is the overall aim of the homelessness offer (place people quickly/keep costs down/place people close to Camden/ensure they get placed in good quality accommodation?)
- What services/support do you have in place for those homeless to support the overall aims and how do you check effectiveness?
- How successfully do you feel the current support processes are/how do we compare to other similar local authorities?
- How does your services support residents with disabilities that are homeless.
- What support/schemes are available to support Camden residents to stay in their homes (private and social) and how effective is this?
- What information does the council provide for residents and how do they ensure the right information provided are reaching the right target.
- How is your working relationship with public partners, community and voluntary sector and are there any issues or blockages you have faced with multi-agency working around homelessness, what improvements would you like to see through this approach?
- How effective is your partnership work on homelessness between different Camden Council services and other agencies such as NHS, justice sector, other community organisations. What improvements would you like to see?
- What preventative work is being done to stop people from becoming homeless?
- What in an ideal world would good look like and what powers/resources should local authorities have to enable this to happen?

Statutory partners and the VCS support Camden support residents with a range of needs including housing. The panel wanted to hear their experience around using Camden housing homelessness services.

The Key Lines of Enquiry for statutory partners were:

- How effective is partnership working between Camden Council services and other agencies such as the NHS, justice sector and the VCS to address homelessness?
- What improvements would you like to see?

The Key Lines of Enquiry for the VCS were:

- What aspect of homelessness have you faced in your work?
- How effective is partnership working between Camden Council services and other agencies such as the NHS, justice sector and the VCS to address homelessness? What improvements would you like to see?
- What is your view on the support Camden housing and wider partnership give to homeless residents?
- Is the system in place to support people transparent and inclusive?
- What additional support or information would be helpful for you as an organisation to better support homeless people within your service?

- Can you give us both positive and negative real-life examples of using the Camden system?
- What in an ideal world would good look like and what powers/resources should local authorities have to enable this to happen?

The panel were interested to speak with residents who would like to share their homelessness journey, discuss the support they received from Camden housing and any issues they faced.

The Key lines of enquiries for residents were:

- What is your experience of homelessness?
- Did you know who to contact and what was the response?
- Was the form/information easy to access and complete? How easy was it to access the information you needed (this opens it up to the wider system).
- What would you have liked to be different about the process?
- What was the most helpful thing/organisation/person in your experience?
- What in an ideal world would good look like?

Appendix B Sources

Camden's response to Domestic Abuse in Housing VAWG Board October 2023

[Camden Housing Allocation Scheme 2018](#)

[Homelessness and Rough Sleeping Strategy 2019-2024](#)

Report on Supporting Rough Sleepers in Camden by Cllr Richard Cotton

Report on homelessness System Transformation update by Kirsten Watters dated 12/7 2023

[Homelessness code of guidance for local authorities - Guidance - GOV.UK \(www.gov.uk\)](#)

[Strategy, Housing Allocation Scheme and Policies - Camden Council](#)

Homelessness process overview chart

[Kerslake commission on homelessness and rough sleeping September 2023](#)

Shelter Homeless statistics.