

APPENDIX 2

Homelessness and Rough Sleeping Strategy Consultation Report

October 2025

London Borough of Camden

SUMMARY

The London Borough of Camden has consulted on its draft Homelessness and Rough Sleeping Strategy including its key priorities to prevent homelessness, provide support when homelessness occurs involving services in a collaborative way, increase access to affordable housing, and share learning and campaign for changes. The Strategy covers the next 5 years from 2025 - 2030.

A statutory consultation with stakeholders was carried out for 14 weeks from 23 June 2025 to 29 September 2025 using a variety of methods including an online survey, homelessness consultation email address, focus group discussions, and one to ones on request.

Stakeholders included Camden residents and communities, those at risk of homelessness, rough sleepers, hostel and temporary accommodation residents including those in hotels and bed and breakfast, homeless applicants in the last year, private sector landlords and tenants, voluntary and community sector organisations, public sector partners, housing associations, Council tenants and leaseholders, ward councillors, owner occupiers and Camden Council staff and employees in the homelessness sector.

The consultation aimed to gather feedback on the proposed draft strategy including the priorities, proposed changes and actions. It sought to understand views on existing services with suggestions for further action or initiatives that the Council or its partners could deliver in future, and areas where we could seek to influence national or regional government policy.

There was a total of 244 responses and interactions received with a 1% response rate across all methods. The consultation was publicised to 26,000 stakeholders. **157** survey responses were received (0.7% response rate). Compared to 17 other closed surveys conducted on the Citizen Space Consultations platform in 2025 (as of 1/10/25), this survey had the third highest number of responses (range: 10 to 971 responses). 72 people participated in focus groups with 3 one to one interviews and 12 email responses.

47% (39) of residents participating in focus groups were currently experiencing homelessness and 44% (68) of survey respondents had either experienced homelessness or were currently experiencing homelessness. There was strong representation overall with **46% (107) of respondents in total who had lived experience of homelessness or had been at risk of homelessness.**

Overall respondents agreed with the Strategy content and priorities proposed. There was feedback regarding language and wording including suggestions about how, to simplify priority 2, reflect closer working with other partners such as the prison and probation services, suggestions to expand recommendations in some areas such as employment, training and education, digital inclusion and use of empty homes, and reflect a stronger focus on tackling anti-social behaviour. There was an ask to make clear how the recommendations of the Strategy will be implemented, and what the Council will be continuing to deliver based on existing activity, what action will be prioritised, and how the work will be resourced and funded.

46% of survey respondents felt that the proposed priorities will help tackle homelessness and rough sleeping in Camden, whilst 26% thought they wouldn't help and 37% didn't know. Of those who felt the priorities wouldn't help, their

reflections were that they feel that Camden is already delivering many of these proposed actions, and they would want to see a different approach.

Many of these comments were related to amplifying the supply of supported housing for people who are rough sleeping, including the use of sleeping pods. There was a reference to best practice from elsewhere such as Greater Manchester's '*Bed Every Night*' Policy where people who sleep rough and have a local connection have access to an emergency bed and support.

There were concerns raised about constraints on the supply of long term accommodation for homeless residents in temporary accommodation including hostels, homes, and refuges, which mean there are challenges to freeing up accommodation spaces for others in need of temporary/interim accommodation, including those experiencing domestic abuse.

For the survey results when asked to rank the 4 priorities – priority 1; prevention and priority 3; securing more accessible, affordable and long term housing, ranked as joint 1st priority, followed by priority 2; joined up housing health and social care, and priority 4; campaigning in 4th place. Overall focus group respondents ranked joined up services and access to affordable housing as equal, with the prevention priority being dependent on these being achieved.

“Without joined up services our more vulnerable citizens will continue to experience homelessness as a result of social and health issues. Rough sleeping impacts on health, without joined up services this cannot be addressed. I support a national campaign for central government to have a better overall strategy that supports local government, in the hope that this will enable more homes being accessible.”
(Survey response Camden staff and resident)

Most responses observed that all 4 priorities were required to bring about changes to homelessness. Building more genuinely affordable social homes was seen as the key solution to homelessness, and continuing to maximise the use of empty properties and explore new opportunities. There were multiple requests to ensure that health services continue to be integrated into the adult pathway hostel provision for single vulnerable adults and commissioning for people who sleep rough, and reflecting on joint working across the public sector and with the homelessness sector during the Covid-19 pandemic.

There was strong support from hostel residents and staff for the Strategy proposal to reduce stigma as a barrier to accessing services. Homeless residents and staff endorsed the continuation and expansion of trauma informed and person-centred practice with a focus on empathy and the need for services to work collaboratively. They was strong endorsement of collaboration across mental health, substance misuse health services, and social services. Examples and insights were provided of how to deliver this in practice.

Many stakeholders acknowledged that there are already lots of services provided in Camden, and there was a call for Camden and its partners to help understand and signpost homeless people to support, housing options and out of hours services more effectively, accompanied by many suggestions. Businesses including the Fitzrovia Homeless Partnership formed by the Business Improvement District (BID) offered support to promote wrap around support services and financial contributions for organisations providing a route off the streets for people rough sleeping. Homeless people living in hostels made suggestions for how to ensure that services

like adult learning, health, access to food, benefits advice and employment services are accessible to everyone.

Some key areas where the feedback from the consultation has been reflected in the finalised Strategy has included:

- Proposals for a review of Camden's Allocation Scheme, recognising the relationship between the availability of social housing and homelessness, and particularly as move on accommodation for those in temporary accommodation.
- Proposals for a review of Camden's Intermediate Housing Strategy delivered by 'Camden Living' which is a Camden Council owned provider of rented homes below the market rent for people living and working in the Borough.
- Reflecting on Camden's achievements with the Temporary Accommodation Purchase Programme and the future building of two blocks of self-contained homes and further plans buy more TA accommodation, due to reduced supply of private rented accommodation and hotels. There was a reflection on the need to balance both investment in temporary accommodation and investment in long term social and affordable housing.
- Include Camden's plan to maximise the use of empty properties and explore further options of how the Council can utilise private sector empty properties for use as temporary accommodation and social housing.
- Prevention proposals included the introduction of multi-disciplinary teams to collaboratively assess and create plans for low to medium risk cases similar to the multi-agency risk assessment conference meetings (MARAC) which meet to consider high risk cases.
- Requests to extend Housing First provision which has been piloted in Camden to accommodate homeless people who are high risk with high level needs with housing and wrap around support services provided, to medium and lower risk cases, and to understand that this model may not be a suitable or sustainable option for people whose needs are too high.
- Incorporate digital inclusion and Wi-Fi access in every room for Camden managed hostels and aim to provide Wi-Fi access in every room for externally commissioned hostels.
- Residents and businesses called for a change in approach to dealing with anti-social behaviour related to people who sleep rough including encampments, defecation, substance misuse, noise, and obstruction.
- Create a pet friendly policy, subject to risk assessment, in Camden managed adult pathway hostels and work towards achieving this in externally commissioned hostel provision. Following a successful Camden pilot aiming to remove barriers to accept accommodation.

"Separation from pets is painful and this policy would recognise the psychological bond that homeless people have with animals. It can make a real difference to

getting people who sleep rough off the streets and helps to nurture positive caring relationships.” (Camden staff endorsed by adult pathway hostel residents)

Overall respondents agreed with the campaigning areas identified. There was overwhelming endorsement from both hostel residents and externally commissioned adult pathway hostel providers for the Strategy proposal to *‘introduce an easier method for direct payment of the housing element of Universal Credit to landlords.’* Some external providers reported that residents are in rent arrears because of challenges making payments directly to landlords with this financial situation being unsustainable:

“We have horrific rent arrears and cannot set up direct debits. Currently we have 18 out of 22 residents in rent arrears, some hundreds of thousands of pounds. We are not paid for their gas, electric and food as part of the service charge either. We are not evicting them because we know they are vulnerable.” (Focus group, external adult pathway hostel provider)

Some additional campaigning proposals included lobbying to create a regional London supported accommodation facility for homeless people who have long term needs, or for those who cannot settle in one borough, increasing the central government tax threshold for *‘Rent a Room’* to maximise room rentals in private homes, lobby to abolish the Right to Buy to prevent further reduction of social housing, and continue to press the Government to provide a 56 day move-on period for all successful asylum seekers to be made permanent following the pilot, because 28 days or less is not sufficient time to secure accommodation. There were requests that the Home Office, Ministry of Justice and immigration services create move on/out plans at the point of immigration decisions, which significantly increases numbers of those sleeping rough.

Many respondents reflected on the best practice that occurs within Camden’s homelessness sector including in the public and voluntary community sector, and that the Strategy emphasise the importance of sharing and learning from pilots including continuing to reflect on the Housing First programme, and our Pet Policy pilot.

Thank you to all participants for taking the time to give feedback, helping us and our partners to improve and shape homeless services.

CONTENTS

1. Introduction.....	1
2. Aims and Objectives	1
3. Consultation Methods	2
Online survey	2
Homelessness consultation email	2
Focus group discussions	2
One to one meetings	3
Publicising the consultation	3
Resources	3
4. Responses and respondents.....	3
Consultation response table	3
Online survey respondents	4
Respondents	4
Experience of homelessness	5
Table of focus group respondents	5
5. Proposed overall priorities findings.....	6
Priority ranking	6
Tackling homelessness	8
Clear and easy to understand	9
Values and principles	9
6. Priority 1	10
Proposed changes	11
Proposed actions	12
7. Priority 2	15
Proposed changes	16
Proposed actions	17
8. Priority 3	18
Proposed changes	19
Proposed actions	20
9. Priority 4.....	22
Proposed campaign areas	22
Proposed shared learning	23
10. Conclusion	24
Acknowledgement	24

1. Introduction

This report presents the findings of the consultation for the London Borough of Camden's draft Homelessness and Rough Sleeping Strategy. It will be used to inform revisions to the strategy and the action plan.

This was a public consultation with stakeholders as required by section 3(8) Homelessness Act 2002 and in compliance with the Ministry of Housing Communities and Local Government (MHCLG) guidance on drafting the Strategy.

2. Aims and Objectives

The aim of the consultation was to give a range of stakeholders the opportunity to provide feedback on the draft Homelessness and Rough Sleeping Strategy including the Council's proposals for:

- 4 Priorities
- Principles and values
- Priority 1: Prevention - proposed changes and actions
- Priority 2: Joined up housing, health and social care support that reduces harm and improves health and well-being - proposed changes and actions
- Priority 3: Secure more housing for people that is accessible, affordable and long term - proposed changes and actions
- Priority 4: Campaigning for change nationally and share our learning proposed campaign areas
- Invited further proposed actions to inform the action plan

The consultation sought views on the draft Strategy's proposed 4 priorities, principles and values, proposed changes, proposed actions and suggestions for further action or initiatives that the Council and/or its partners could take, including areas where we could seek to influence national government policy over the next 5 years. Questions were also asked about potential sources of data sharing and insights as part of the prevention priority that could help to better understand homelessness and build options for solutions.

Stakeholders included those with experience of homelessness and those who have previously experienced homelessness, Council officers, voluntary sector organisations, councillors and partners delivering or coming into contact with homeless people and the wider community, private sector landlords and tenants.

Opportunities were provided for people to provide feedback using a range of methods including online survey responses, focus group discussions, one to one discussions on request, and a dedicated email address for more detailed responses.

The following objectives were identified with a focus on inclusion for participation of key stakeholders:

- Comply with statutory requirements to consult on the proposed strategy
- Understand level of support for proposals

- Understand concerns, objections and proposed amendments
- Allow respondents to make suggestions
- To ensure that service users currently experiencing homelessness have the opportunity to feedback in a way that is comfortable for them
- To ensure that staff delivering homeless services or coming into contact with people who are homeless within Council services, partner organisations and voluntary and community sector organisations can participate
- To ensure that Camden's tenants and leaseholders and other residents who live in our communities, with some who have previously experienced homelessness, can contribute
- To ensure that private tenants and private sector landlords can feedback

3. Consultation Methods

The consultation was open for 14 weeks. It was launched on Monday 23 June 2025 and closed on Monday 29 September 2025.

Online survey

An online survey was available on the 'We are Camden – Citizen Space' web portal. The draft Strategy was available to read, as well as an invitation to respond to survey questions. Accompanying the consultation documents was a slide deck of cases studies from people with lived experience of rough sleeping and the adult pathway hostels, together with a photovoice project as part of the co-production process to inform the Strategy.

The survey recorded types of respondent including Camden residents, working in the borough, business representative, public sector organisation, homeless voluntary and community sector organisations in Camden, currently experiencing homelessness, and previous experience of homelessness. Private sector landlord responses in Camden were also analysed.

Questions referred to the draft strategy priorities, principles and values, overall reflections, additional ideas, insight and data to inform the Strategy with a free text option for other feedback and proposals. Respondents were also asked if they had experienced homelessness or been at risk of homelessness and invited to share experiences that may be important to inform the Strategy.

The survey questions can be located in **Appendix 1**.

Homelessness consultation email address

A dedicated email address homelessconsultation@camden.gov.uk was set up for people who preferred to email responses or questions or request assistance to participate.

Outreach Focus Group Discussions

10 focus groups were scheduled from July to September 2025 to provide an opportunity to have more in depth qualitative conversations about the Strategy proposals, actions and insights and reach out to those, especially those currently

experiencing homelessness, who were more likely to respond to face to face discussion.

One to one discussions on request

For those who preferred to give face to face or telephone feedback – one to one meetings could be requested. Requests could be made via email using the dedicated consultation email address, telephone or word of mouth.

Publicising the consultation

The following methods were used to promote the consultation on the draft Strategy including information on how to participate and request support if required:

- A series of tailored consultation launch emails were sent to staff, councillors and voluntary and community sector organisations, the Homelessness System Partnership, private sector landlords/lettings agents and tenants, Camden's tenants and leaseholders, and homeless people and service users living in all forms of temporary accommodation, including homeless applicants in the last year.
- Press release to local newspapers 'The Ham and High' and the 'Camden New Journal'
- 1,300 posters and flyers in hostels and libraries
- Camden Housing News feature to tenants and leaseholders – August edition
- 2 Essentials staff intranet items
- 2 notifications to private sector landlords
- Notification to Camden Advice Network

Resources

A Policy Designer from Corporate Strategy led the survey design.

A Senior Data Analyst from Corporate Strategy analysed the survey responses and provided results data.

A Principal Policy and Projects Officer from Corporate Strategy led and delivered the consultation, facilitated focus groups, collated responses and proposals for Strategy amendments, and wrote the consultation report.

4. Responses and Respondents

There was a total of 244 responses to the consultation across all consultation methods.

Consultation responses table

The tables below shows a breakdown of responses for each method.

Consultation Method	Response Numbers
Online survey	157
Focus group discussions	72
One to one discussions	3

Consultation email	12
Total Responses	244

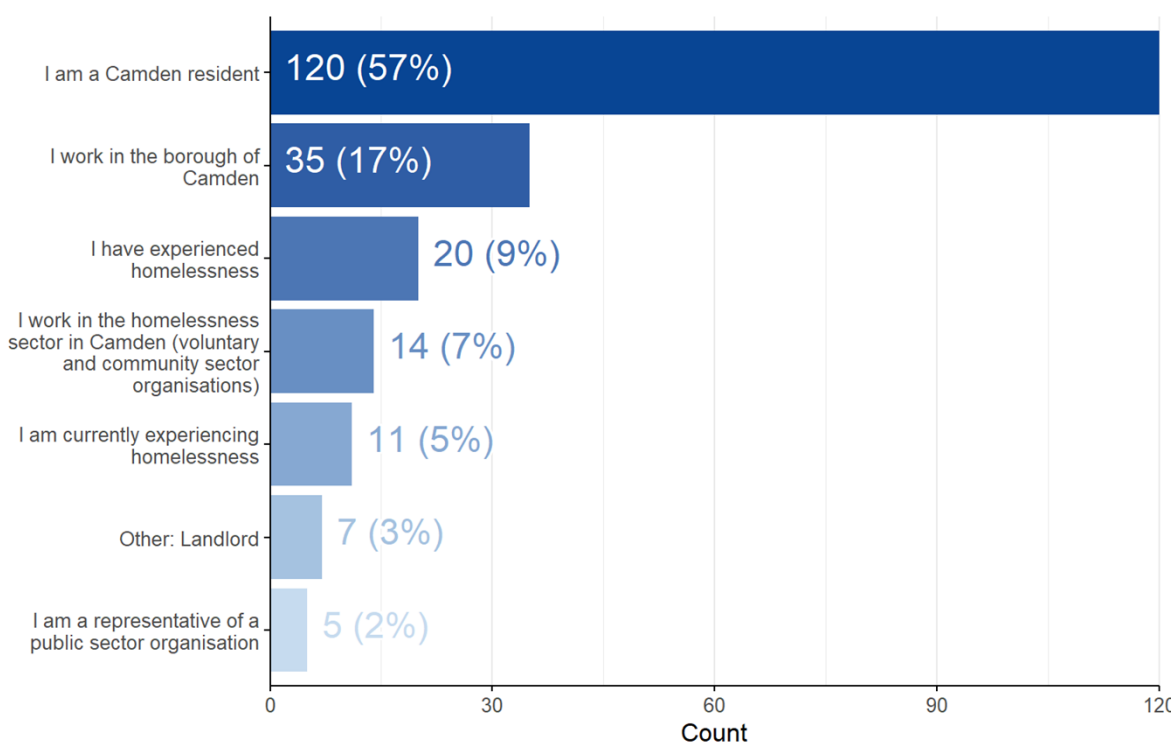
Online survey respondents

A total of **157** people participated in the online survey which was publicised to 26,000 stakeholders.

Respondents

Respondents were asked 'Which of the following best explains your situation?'

Survey respondents could select multiple situations that best explained their situation, meaning someone stating they are a resident could also be working in the borough. Most respondents, 120 (57%) were residents of Camden. 31 (20%) of respondents were either currently experiencing homelessness or had previously experienced homelessness.



Respondents were allowed to select multiple options, as such they can appear multiple times in the graph above. "Other: Landlord" has been recoded from free text answers where a respondent indicated "Other" and included "landlord" in their description. This is included as it did not appear as an selectable option in the survey.

Respondents were asked 'What organisation are you associated with?'

We received 75 responses from organisations.

Respondents were asked 'Have you ever experienced homelessness, been at risk of homelessness or experienced rough sleeping?'

68 of survey respondents (44%) indicated that they have experienced homelessness, been at risk of homelessness or experienced rough sleeping.

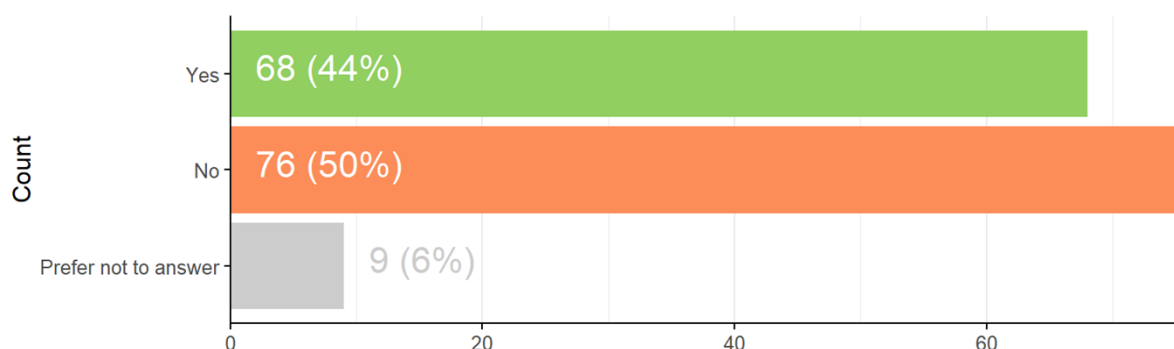


Table of Outreach Focus Group Respondents

72 people attended the focus group discussions. Of these 39 (47%) of residents were currently experiencing homelessness.

Attendance breakdown was as follows:

Focus Group	Date	Participant Numbers
Private Sector Landlords Group 1	21 July	3
Private Sector Landlords Group 2	24 July	1
Homeless Service Staff LBC	29 July	25
Routes off the Street Drop In (hub for people who sleep rough)	5 August	2
Homeless Service Staff – voluntary & community sector organisations	6 August	4
Adult Pathway Hostel Group 1	2 September	9
Adult Pathway Hostel Group 2	2 September	5
Adult Pathway Hostel Group 3	3 September	3
Family Hostel Group 1	9 September	2
Family Hostel Group 2	18 September	18
Total Attendees		72

3 participants engaged in one to one discussions and 12 people submitted email responses using the dedicated homelessconsultation@camden.gov.uk

There was strong representation at **46% (107) of respondents in total who had lived experience of homelessness or had been at risk of homelessness.**

5. Proposed Overall Priorities findings

Overall respondents agreed with the four Strategy priorities proposed. For Priority 4 there were suggestions to strengthen the focus on regional as well as national campaigning for change.

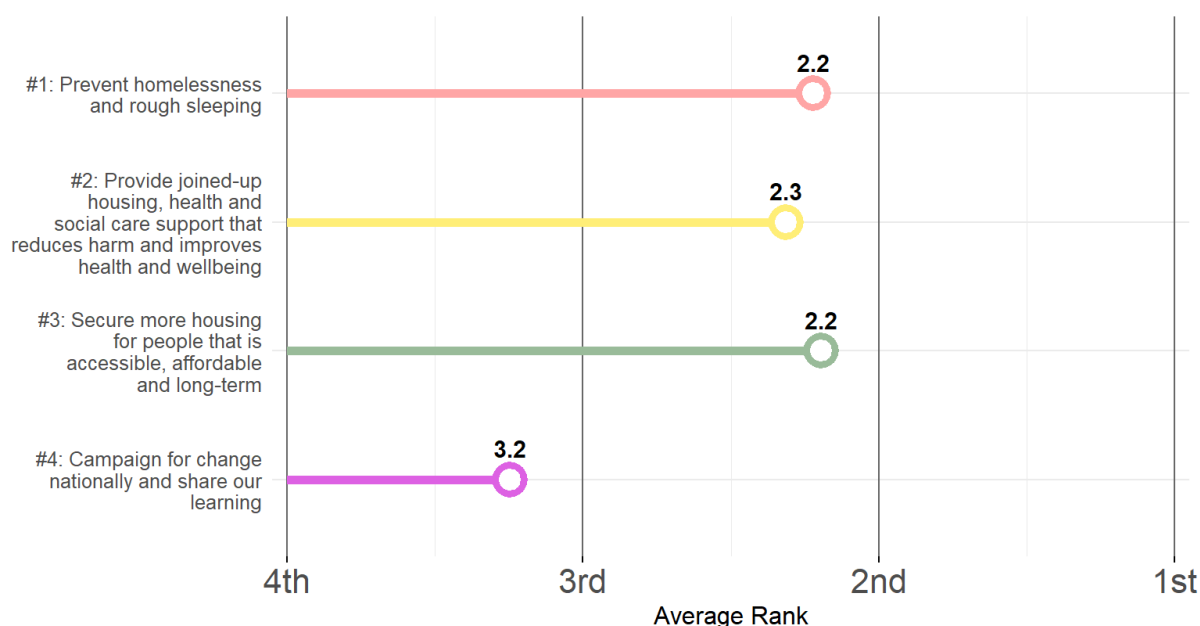
A recurring request was for Camden to make explicit what it will continue to deliver and what is a change as the Strategy is structured into proposed changes and actions for each priority. It was acknowledged that for example the use of trauma informed practice has been taking place for the last eight years or so in some service areas and is not a change as such, but the change may be an extension into another service area or working with different partners.

Feedback requested Camden and partners to be more specific about proposed actions (key actions are proposed within the Strategy) with some clear commitment to deliverables over the next 5 years, and made suggestions for more. Concerns were raised that without being more specific it would not be possible to plan resources and agree a budget to deliver the Strategy. There were fears that without the required funding, the well intentioned aspirations will not be delivered.

Respondents were asked to rank the 4 priorities in order of importance

Average (mean) rank of the four priorities

The graph below shows the average (mean) ranked score of the 4 priorities from most important (1st) to least important (4th) by survey respondents. The more favourably ranked priorities are further to the right as the lower the number, the higher the priority was ranked.



For the survey results— Priority 1; prevention, and Priority 3; securing more accessible, affordable and long term housing, ranked as joint 1st, followed by Priority 2; joined up housing health and social care support, with Priority 4; campaigning in 4th place.

Overall focus group respondents ranked Priority 2; joined up services and Priority 3; access to affordable housing as equal, with Priority 1; Prevention being dependent on these being achieved and Priority 4 last.

“Without joined up services our more vulnerable citizens will continue to experience homelessness as a result of social and health issues. Rough sleeping impacts on health, without joined up services this cannot be addressed. I support a national campaign for central government to have a better overall strategy that supports local government, in the hope that this will enable more homes being accessible.” (Survey respondent, Camden staff and resident)

A number of respondents commented on the importance of health and care integration in homelessness services as an area to emphasise across all the priorities.

A majority of responses observed that all 4 priorities were required to bring about changes to homelessness. Respondents commented that building more genuinely affordable social homes was seen as the key solution to homelessness, and there were also suggestions that the Council seek to maximise the use of empty properties, and explore new options for providing housing.

“Can we give more emphasis that more affordable housing is critical to tackling homelessness, even though challenging to resolve?” (Focus Group, Camden staff)

“Without more social and affordable homes, homelessness will increase, there are also lots of empty social and leasehold homes in Camden that could be given to families who are homeless...” (Survey respondent, Camden resident)

“More housing is the most important.” (Focus group respondent, VCS)

“Building more flats will not help the homeless who are often on the streets due to mental health and drug issues. Fix these problems first.” (Survey respondent, Camden resident)

“The focus on prevention, coordinated support, and securing long term housing is very important. However, I feel that more attention needs to be given to the specific needs of vulnerable groups like refugees, people with mental health conditions, and families with young children.” (Survey respondent, homeless family)

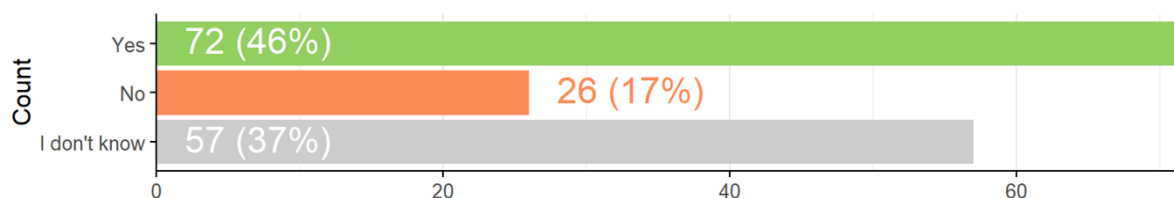
For the minority that disagreed with the priorities, it was often attributable to the wording of priorities or their order, or suggestions as to where the focus of resources should be.

“You don’t have an option for dealing with homelessness that’s current and occurring right now, your strategy only states ‘prevent’, the very first action and priority should be to deal with people who are currently homeless...then the second priority should be to prevent, because people already homeless are the most in need and the most vulnerable.” (Survey respondent, Camden resident)

“The first priority should be to get people safe, especially homeless women and children who have escaped domestic violence” (Survey respondent, homeless person)

“Don’t waste valuable time and resources on campaigning – it won’t achieve much. Focus on direct support.” (Survey respondent, Camden resident)

Respondents were asked ‘Do you think these priorities will help to tackle homelessness and rough sleeping in Camden?’



Of the 155 respondents, 72 (46%) thought the priorities would help. 26 (17%) thought they wouldn't help, with a further 57 (37%) indicating they didn't know.

“Yes, these priorities offer a comprehensive and balanced approach to tackling homelessness in Camden. They recognise the need to both respond to current crises and address systemic issues. The emphasis on integrated health and social care acknowledges the complex causes and consequences of homelessness, while the commitment to securing long term, affordable housing is essential for lasting recovery. National campaigning and knowledge sharing are also vital However, successful implementation will depend on sustained investment, genuine partnership with grassroots organisations, and ensuring that people with lived experience are central to shaping solutions.” (Survey respondent, Camden resident)

Of those who felt the priorities wouldn't help, some felt that Camden is already delivering many of these proposed changes, and so they are not changes as such, and these actions are not resolving homelessness, so a new approach is requested, particularly to accommodating people who are sleeping rough. Many of these comments were related to amplifying the supply of supported housing for people who are rough sleeping, including the use of sleeping pods.

“No, they are very similar to what you are claiming to do now, so it's unlikely they would change much. You need to do all you are doing now and develop new and more fairer and accountable ways of doing things, ... try different strategies, particularly with street homeless and a multi-pronged approach.... You need to have a special unit to deal just with street homeless and put them into appropriate accommodation types with support to build up their capacity and skills...” (Survey respondent, Camden resident)

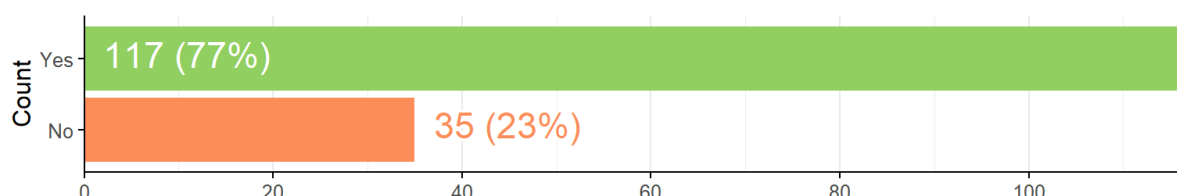
There was a call for Camden in conjunction with the Greater London Authority (GLA) to review practice from Greater Manchester's 'Bed Every Night' Policy where people who sleep rough and have a local connection, have access to an emergency bed and support.

Respondents commented about the availability of move on accommodation for homeless residents in temporary accommodation including hostels, homes, and refuges, which mean there are challenges to freeing up accommodation spaces for others in need of temporary/interim accommodation, including those experiencing domestic abuse.

Concerns were raised about the cost of housing and young residents having to move out of Camden:

“Young people are being priced out of Camden and cannot afford to live in the community where they were brought up or went to school....” (Survey respondent, Camden resident)

Respondents were asked ‘Do you think these priorities are clear and easy to understand?’



Of the 152 survey respondents, 117 (77%) indicated that they believed the priorities were clear and easy to understand. 35 (23%) felt that the priorities were not clear or easy to understand. No respondents indicated that they did not know.

Focus group respondents overall felt that the wording of Priority 2 could be simplified as understanding the text could be challenging, especially for those where English is a second language. There were questions about what *‘joined-up housing, health and social care support’* was. One person raised concerns they thought it may be related to sharing personal data.

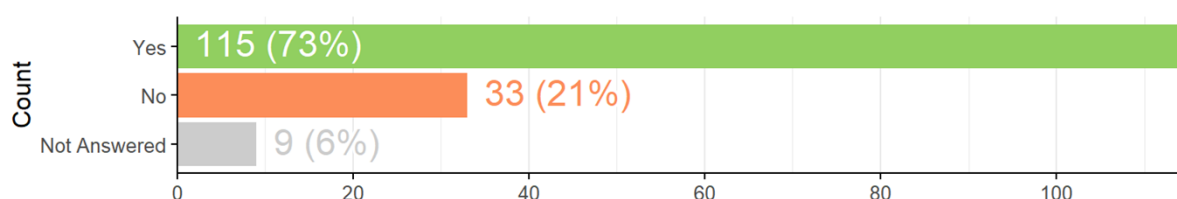
Proposals for amendment included:

“Working together to provide easy to access services, and include more services to accompany housing, health and social care in the explanation.” (Focus group, homeless person)

“Working together to provide easy access, person centred inclusive services’ and list additional services including e.g. police, probation, employment, training and education, digital access, plain English with translation/interpreting where needed.” (Focus group, VCS homeless staff)

Respondents were asked ‘Do you think these values and principles are the right ones?’

The proposed values and principles include: champion equity, person centred, relational, preventative, trauma-informed, psychologically informed, led by experience, driven by insight and learning and collaborative leadership.



115 of survey respondents (73%) thought the proposed values and principles were the right ones, compared to 33 respondents (21%) who did not believe these were the right principles. A further 9 (6%) did not answer the question.

Most agreed with the values and principles, with one person suggesting that accountability is added:

“Yes I believe these values and principles are the right ones. They focus on treating people with dignity and respect, recognising the impact of trauma, and ensuring services are tailored to individual needs. Emphasizing learning from experience is essential for creating effective and compassionate support systems for those experiencing homelessness in Camden.” (Survey respondent, Camden resident)

“These values and principles are absolutely the right foundation for a compassionate, effective homelessness strategy in Camden. They reflect a deep understanding of both the systemic and personal challenges faced by people experiencing homelessness.... The emphasis on being person-centred, relational, and led by experience ensures that services are not just about meeting needs, but about restoring dignity, trust, and agency...I would consider reinforcing the value of accountability – ensuring that partners and services are held to the same high standards in delivering these principles. Regular feedback from service users and community partners could help track this in practice.” (Survey respondent, homeless VCS staff)

Of those who disagreed some reasons given were that the values and principles needed more information on implementation, or that creating more flexible, less rigid and simplified approaches could be an additional value that would help services deliver more effectively. One person gave the example of increased supply of housing whereupon if planning rules and procedures were reduced and simplified this could enable new builds or refurbishments to happen more easily:

“Currently the planning system has too many rules that prevents development.. so increases cost and rough sleeping...Increasing the supply of low cost flats is the best way to tackle homelessness as this increases supply and so reduces rental or purchase costs.” (Survey respondent, Camden resident)

Moving on from asking respondents and participants about the priorities as a whole, they were asked for their feedback on each of the Strategy's 4 priorities proposed changes and actions.

6. Priority 1 – Prevent Homelessness and Rough Sleeping

Survey and focus group respondents were asked to comment on the proposed changes and actions already in the Strategy and to propose any additional actions for Priority 1: Prevent Homelessness and Rough Sleeping.

The highest proportion of comments in the survey were focussed on partnership and responsibility (22.8%) and the resources required for multi-agency working (20.7%)

There was a consensus of agreement amongst participants on the proposals with strong support from hostel residents and staff for the strategy aim to reduce stigma as

a barrier to accessing services. Hostel residents spoke extensively about their own experiences and barriers that prevented them from accessing services and strongly encouraged trauma informed, person centred practice and empathy. An action was suggested to understand whether the Council could design an indicator to measure if stigma had been reduced, to assess delivery and impact.

Some respondents and focus group participants referenced support for changes proposed for private renters as part of the Renters Rights Act. There was support for the removal of Section 21 no fault evictions, greater control over rent increases, periodic tenancies and a national property database for private sector landlords where prospective tenants can review a landlord's track record before signing a tenancy agreement. However, comments were echoed that without interventions to increase supply and make housing more affordable, these changes would not by themselves prevent homelessness.

Key proposed amendments to the Strategy's proposed changes for Priority 1:

- *"Amend Strategy to say 'continue' to deliver trauma informed support, as this isn't a change, our service has been delivering this for years. Is there a plan to extend this to a new group of people, or a new service or organisation?"*(Focus group, VCS homeless staff)
- Recognition within the Strategy that services and prevention activity should recognise that for women, domestic abuse is a significant driver for hidden homelessness and people who sleep rough.
- Expand on the reference to connecting people to good jobs, apprenticeship and training, to include a better understanding of barriers to accessing employment, training, apprenticeships and education and access to benefits advice. Respondents wanted more support to understand how employment can affect benefit entitlement.
- Some focus group participants commented on accessing support and advice earlier, including at school:

"I am a care leaver and what would have prevented me from being in a hostel and homeless would have been life skills courses on how to claim benefits, council tax, budgeting, job search, and cooking" (Focus group, care leaver – homeless person)

- Request to add early notification of prison discharge to provide sufficient lead in time to identify suitable accommodation.

"Include improved notification of prison discharge to ensure accommodation is secured rather than expecting ex-offenders to find their own, sofa surf or discharge onto the streets. Accommodation is a condition of license for discharge and there is about a 1 month lead in period, but this doesn't mean

that suitable accommodation has been identified. I stayed on my Mum's sofa but I couldn't stay there long term.” (Focus group, homeless person)

- Safe discharge from hospital to prevent discharge onto the streets or early hospital discharge, particularly for clients from mental health wards, enable the Crisis Team to respond to calls from hostels, work with the Focus Team and psychologists and provide appropriate support to create safety for all.

“There are hospital discharges directly to the streets or to hostels from mental health wards due to pressures, with insufficient support to those discharged... people are discharged early who are aggressive towards staff and other clients. This will lead to eviction unless there is prevention by providing support here. Safety has to come first.” (Focus group, VCS homeless sector)

- *“NHS Teams to ensure safe discharge rather than the key aim to free up beds, particularly for those at high risk, the older generation or those with stigma.Collaborative assessment with support identified and actioned.”* (Focus Group, VCS homeless sector)

- Focus group participants suggested that the prevention approach could introduce monthly multi-disciplinary risk assessment meetings to lower and medium risk cases, similar to multi-agency risk assessment (MARAC) to assess and plan for high risk cases.

“I propose that this approach to multi-agency assessment and planning take place before cases reach high ...to prevent cases becoming high risk.” (Focus group respondent, Camden staff and homeless person)

- Respondents suggested that some prevention work would need to be conducted at a multi-borough or London level, recognising that for Camden a number of people have no local connection or have no recourse to public funds. A specific action of exploring commissioning options was suggested to focus on prevention rather than just relieving homelessness. This could also be added to the shared learning in Priority 4.

Key proposed action additions to the Strategy for Priority 1:

Awareness raising:

- Respondents suggested how the Council could support increasing access to advice and support. For example a homeless bus was proposed to provide information, awareness and support touring the borough to prevent and tackle homelessness including those who sleep rough.
- Many respondents made suggestions about how awareness could be increased using GPs and receptionists, library staff, family support and early help, shops and retailers, banks with posters and QR codes on walls, debt

advice posters. The Fitzrovia Homeless Partnership has been formed by the Business Improvement District to promote awareness and signposting to help people who are rough sleeping off the street.

- Information to be disseminated to staff working in homeless services about the Young Peoples Pathway and Camden Living intermediate housing options.
- More information about private tenant rights and who they can get support from, together with the education about tenancy agreements – what is legal and what isn't, and the Council to publicise the national property database once the Renters Rights Act is passed and implemented.
- Some respondents suggested that teams train each other, to help build relationships, and reduce re-referrals.
- Respondents reflected on the importance of continuing to learn from case reviews and health and care data from Camden's Adult Safeguarding Partnership Board.
- Respondents referenced the work of Policy in Practice who maintain that nationally there is £24 billion of unclaimed benefits, and by identifying those at risk of financial crisis early on and supporting them to access unclaimed benefits, it could reduce homelessness.

Domestic abuse:

- Working with health, schools and communities to create early identification pathways for women and girls at risk of domestic abuse and awareness of the Violence Against Women and Girls (VAWG) was requested – as well as highlighting more hidden forms of homelessness, such as sofa surfing.
- A clear definition and guidance on what violence against women and girls (VAWG) is and support including support for all professionals, so everyone has a shared understanding.
- Actions for increasing awareness amongst private sector landlords on what to do if they suspect or know a tenant or someone living in their property is experiencing domestic abuse. One respondent suggested that as part of Camden's role in delivering accredited landlord training – a module on domestic abuse could be included.
- A shorter fast track process was requested for people experiencing domestic abuse and trying to access emergency accommodation.

- There was a proposal to include Camden Safety Net as part of Camden's integrated place-based services pilot known as neighbourhoods.

Data and Insight:

Anonymised data sharing was offered by the London Irish Centre, CLASH Sexual Health Services, the Routes off the Street Service, St Mungo's, the Food for Homeless Project, and the Camden Federation of Private Renters.

A range of specific research and data requests were proposed as actions for groups at risk:

- Camden was asked to record and publish data on the numbers of people rough sleeping in Camden waiting for a bed and how long they have to wait, those with local connection and those without.
- There were suggestions that Camden explore the experiences of those with special educational needs (SEND) and neurodivergence, mental health, and homelessness.
- There were proposals for work be done to understand the reasons that young people aged 16-25 years run away from home, recognising the specific risk of exploitation and harm to young people.
- Suggestions were made that the Council collate data on single women aged around 40 years plus, whose children have recently left home, as some people don't understand the impact on Working Tax Credit and other benefits, leading to rent arrears and eviction in mid-life.
- The Council to create a master data management programme so records can be matched from sources across the Council, with legal justification. This would enable linked data from Adult Social Care, Children's Services and Education. Currently there is no data to evidence if there is in Camden, for example, one child in every classroom living in temporary accommodation and educational attainment. (Camden staff)
- Council to explore the feasibility of developing an automated tool to help individuals bidding, understand what to bid for, to get the most successful outcome. (Camden staff)
- Add Camden to the data project run by Ben Yarrow from 'Marks out of Tenancy' to estimate the number of unlicensed houses of multiple occupation (HMO) across Camden's HMO hotspot postcodes. (BBC documentary, For Rent: Rooms Under the Radar, 1 Aug 2025)

- Services to collate tenure data to allow review of potential links between cause and impact. For example social housing tenant, private tenant, home owner, shared ownership.
- There was a request to monitor and publish more data with some respondents requesting data on a breakdown of adult pathway and refuge data presented quarterly by the Council to include who is currently in the pathway/refuges, who is leaving the pathway, who is entering the pathway, data on deaths of those in temporary accommodation and hostels, data on individual needs broken down, to enable forecasting and improve understanding of diversity. Current data tends to focus on priority needs only. Refuge data requested to be broken down into single women, single women with children, married women, married women with children, mental health, ex-offenders and equality data etc.
- Request for more complex breakdown of adult pathway and refuge data presented quarterly by the Council to include who is currently in the pathway/refuges, who is leaving the pathway, who is entering the pathway, with individual needs broken down, to enable forecasting and improve understanding of diversity. Current data tends to focus on priority needs only. Refuge data requested to be broken down into single women, single women with children, married women, married women with children, mental health, ex-offenders and equality data etc.
- Review high support hostels key performance targets for move on accommodation, how achievable and realistic are they, as it is more difficult to provide move on accommodation, where there is reducing supply.

7. Priority 2 - Joined up housing, health and social care support that reduces harm and improves health and well-being

Survey and focus group respondents were asked to comment on the proposed changes and actions in the Strategy and to propose any additional actions for Priority 2: Joined up housing, health and social care support.

There was consensus of support for the proposals and actions in the Strategy particularly around trauma informed and psychologically informed support, collaborative working, and the emphasis on people with mental health needs, substance misuse, and co-production. There was praise for including support and data insights for families, as this cohort are often perceived as not needing support, and for the introduction of the personal passport. Respondents asked about what resources would be available to support this work going forward.

“All professionals including medical professionals such as psychiatrists and psychotherapists should be educated and trained in what co-production and co-design is and how it can be delivered with examples like Team Around Me, where

professionals and people rough sleeping work together to create a plan. No Second Night out includes a domestic abuse assessment.” (VCS Homeless sector)

Key proposed amendments to the Strategy’s proposed changes for Priority 2:

- Simplify the wording for priority 2 and add other services to expand on housing, health and social care to include prison, probation, police, employment training and education, and digital inclusion.
- Next to *‘relational, trauma and psychologically informed support’* - include understanding of neurodiversity. There is a suggestion to add an action to provide training to homeless service staff with an aim to promote understanding of impact and the scale of conditions such as autism and ADHD, as contributory factors to homelessness. Respondents suggested there was evidence of correlation between alcohol and drug misuse with ADHD.
- To *‘flexible and responsive services’* add as an example accurate and timely information to make informed choices, which includes empowering homeless people to make choices about which hostel they would like to go to, wherever possible, and a full breakdown of costs explained including service charges, as some hostels provide meals, which is a compulsory cost.
- Respondents suggested adding co-design to co-production as there may not always be equally shared power and decision making, or resources to support co-production. Co-design supports the end-user who has skills and experience to co-create a product or design a service with multiple stakeholders. There were also calls to include frontline staff in co-design and co-production to empower them.
- Respondents suggested adding more references to digital inclusion into the Strategy – there was a request to have Wi-Fi access for residents in every hostel room for Camden managed hostels, and working towards improving access for externally commissioned hostels and support services.
- The Strategy includes *‘each person rough sleeping knows how to access support.’* Hostel residents asked that they also have the contact details of a named caseworker and are notified of any changes and support to understand and bid for social housing. Respondents commented on wanting to have more regular updates and access to a named caseworker.

“I do not know who my caseworker is. I want an opportunity for hope, for a home to live in and I would like more information on housing association applications. We would like more visits from the Council to talk to us about opportunities and to share information.” (Focus group, Homeless person in family hostel)

- There was a request to access bespoke benefits advice to navigate complex systems, and employment training and education were raised many times

across Priorities 1 and 2. Homeless residents in hostels, both in family and adult pathway accommodation requested face to face support, and there was a call for more opportunities for people to volunteer, get experience, for women to upskill, and to actively recruit the help of employers who would like to support homeless people progress with their lives.

“Work gives me structure to my day and living. It gives me purpose and knowledge. I don’t want to be in a hostel in future and I want to work. Please provide courses to help and also for those with disabilities and learning disabilities.” (Focus Group, Hostel resident)

- Camden was asked to forge stronger links with Job Centres and employment initiatives. There was a call for the Department of Work and Pensions to provide improved communication to clients and help with navigating systems, and job search support to help prevent losing a home.
- Some residents asked for a change in approach to respond to anti-social behaviour and people who are sleeping rough, and for this to be included in the Strategy. People referenced concerns about encampments, defecation, substance misuse, noise, intimidating behaviour, obstructions, sleeping in stairwells and communal areas, and how the Council and Police were working to address these and the risk to homeless people and the local community.
- Create opportunities for regular feedback from service users and community partners to empower users, to improve services and track delivery on Strategy goals

Key proposed action additions to the Strategy for Priority 2:

- There was support for use of the ‘Personal Passport’ written by the user about the user to prevent trauma of having to repeat experiences, with a call for more co-ordination of delivery and data insights about who uses it, how it is being used, are keyworkers and clients completing it and how it will be used and improved over time.
- There was a proposal for peer-led support and mentoring schemes, where people with lived experience help others navigate systems and rebuild stability, can be incredibly effective in building trust and long-term engagement.
- There was a request for accessible trauma informed language in letters with assigned named contact offers, explanation of legal terms, next steps and support.
- Respondents asked that health partners explore how to create less rigid health systems with GP registration so that keeping a trusted GP where a patient has built a positive relationship is possible, particularly those with

mental health conditions, so this is not a barrier to accepting accommodation.

- There were suggestions that the Council provide training for those working on the Council's reception desk and switchboard to understand services delivered by Camden to private renters and ensure they are aware of Camden's Private Sector Housing Team and Housing Initiatives Team.
- Provide information on ESOL provision to refugees in temporary accommodation e.g. posters and flyers.
- The Mayor of London has requested organisations to work together to formulate alternative ways of assessment for people who sleep rough where verification is not a barrier to access services. A stakeholder workshop was proposed including outreach teams to discuss inclusive assessment options, also recognising the specific experiences of women who sleep rough, and methods to count street homeless. Soft verification approaches were discussed, as piloted for women, who tend to conceal themselves or ride on buses for safety. There were mixed views about using hard and/or soft verification methods to assess people who sleep rough across London.

"I reported my location on 8 separate occasions so that they could verify I was bedded down. No one came. Their system requires you to be visibly bedded down between roughly 6am and 12pm for outreach workers to verify you as sleeping rough. But what if you are sleeping on night buses, trains or tubes to stay safe and out of sight. There is no mechanism to verify you." (Survey respondent, person with experience of homelessness)

- Increased collaboration with voluntary and community sector partners to prevent homelessness and support those in crisis.

"We would encourage a greater emphasis on the role of grassroots and community-led projects. Organisations like ours often act as the first point of contact for people in crisis, building trust and providing essential services such as food, clothing, and social connection." (Survey respondent, VCS)

8. Priority 3 - Secure more housing for people that is accessible, affordable and long term

Survey and focus group respondents were asked to comment on the proposed changes and actions in the Strategy and to propose any additional actions for Priority 3: Secure more housing for people that is accessible, affordable and long term.

As with the other priorities, most respondents did not disagree with any of the proposals in the Strategy.

“The rise of homelessness is about a lack of supply of homes...this is absolutely the right priority, let’s build more temporary accommodation and let’s build more housing of all types.” (Camden resident working in borough)

However, the question was raised about whether purchasing more temporary accommodation was the right long term solution or should Camden focus on buying and building more genuinely affordable social housing and changing Camden’s Allocations Scheme so that homeless people can get more points to access social housing. It was suggested that this could help to reduce the blockages in temporary accommodation and reduce costs.

Key proposed amendments to the Strategy’s proposed changes for Priority 3:

- There was a call for review of the Camden Housing Allocations Scheme – to increase points to homeless people so they can more easily access social housing. It was suggested that this would help unblock temporary and adult pathway accommodation by extending move on options to social housing. Options proposed by different respondents included:
 1. Award more points for homelessness
 2. Extend timelines for points so they can access bidding for longer
 3. Make points permanent
 4. Increase points from 75 to 150 to every person experiencing domestic abuse
 5. Increase points when people are ready to move on from hostels – *“previously 200 points were needed and now 340 points are needed...”*
 6. Ensure that all single adults, including those under 40 years, can apply for 1 bed flats as well as studio flats which would improve move on.
- Homeless residents reported that Camden’s current bidding process to access social housing is too complex to understand and they would like someone to explain it and provide interpretation/translation where needed. Many people said they didn’t know how to approach bidding successfully and what was realistic. Some were bidding for the number of bedrooms to meet their needs, but with 100 homeless points they were extremely unlikely to have a successful bid. Some refugees asked for translation and for someone to demonstrate how to bid.
- Call for review of Intermediate Housing Strategy – a request to publicise rental options to the Housing Initiatives Team, who work with people across all income bands, and review the income bands as to whether these are at the right level.
- Insert Empty Properties - achievements and Camden’s current policy– and explore further options e.g. how the Council can utilise private empty properties for use as temporary accommodation or social housing, and

lobbying government for funding to bring them to a lettable standard or act as a social lettings agency.

- Maximise use of Camden's empty social housing voids and temporary accommodation/adult pathway homes with efficient turnaround and improved performance.
- There was a suggestion that Camden lobby partners and the GLA to replicate Greater Manchester's '*Bed Every Night*' policy where people who sleep rough and have a local connection to Manchester have access to an emergency bed and support. For context data shows that in Camden around 19% (120 out of 621, as of October 2025) of people who sleep rough have a local connection. Staff and those who had experience of rough sleeping commented that 'No Second Night Out' is a good concept, but there are not enough bed spaces to make it work. Comments were made about the high visibility of rising numbers of street homeless, particularly those who have no recourse to public funds (NRPF), with concerns raised about women who have experienced domestic abuse, exploitation or trafficking.
- Call to extend Housing First to lower risk cases and more understanding and safe assessment of when a vulnerable person's needs are too high when this would be an unsuitable option.
- There were requests made for Camden to provide more female only hostel places, and not just mixed provision.
- Call to allow pets in Camden managed adult pathway hostels subject to risk assessment. Following a successful pilot in North Villas Hostel aiming to remove barriers to acceptance of accommodation where there is separation from a pet and with sign up to Street Vet which provides free treatment and food for up to 2 pets per person.

Key proposed action additions to the Strategy for Priority 3:

- More information was requested about housing options for those staying in the adult pathway and temporary accommodation, including how to access long term accommodation outside of Camden and London

"I would like more options about how to move out of London, I don't want to stay in Camden. I want to be reconnected with my family for support and move to live near my family. I would like information and support to help me to do this." (Homeless person)
- Review learning from Camden's existing Housing First model with frontline staff and partners to discuss how to learn from this and next steps.

- Align future Local Authority Housing Fund (LAHF) streams with refugee settled housing with the Council's Asset Management Strategy
- Some respondents suggested that proposals could be made to increase safety in some adult pathway hostels. This could be creating safe zones or floors, and encouraging and supporting people who have substance dependency and were previously sleeping rough, to engage with services.
- Further development of the Young Peoples Pathway – for those who are often in their twenties, to identify and deliver support services needed, recognising that some young people may require specific support if they are victims of grooming or exploitation, and this might include targeted provision such as short stay accommodation.
- There were suggestions about what would be needed to create person centred standard specification requirements for adult pathway and family hostels, incorporating lessons from previous refurbishments/new builds, including step free access, communal area for residents, quiet reflective space and useable outdoor space, laundry facilities, meeting space, Wi-Fi access for every room, adequate ventilation and heating, kitchenette and fridge in every unit, storage, ensuite shower and toilet, space for wardrobe, drawers and bed, intercom entry systems mounted in safe places.
- The Private Sector Housing Team were recommended to provide regular updates to private landlords on EPC ratings with information on current and future planned requirements and advice on options of how to achieve. Including practical information on leaseholder and freeholder issues, and what is within the control of a leaseholder e.g. internal insulation.
- There was a suggestion from private landlords, that landlords register private tenants, property information, certification and HMO licenses once onto the national property database when it comes into effect, with one fee, rather than using 3 different systems and associated fees.
- There was a suggestion for the Housing First action to: *'Review Camden's approach to Off the Street accommodation with a view to considering viable operational improvements in the short term, as well as long term evidence based strategic change, including the viability in Camden of a Housing First approach at a scale that corresponds to the challenge of homelessness and rough sleeping in Camden, that draws on evidence of best practice.'*
- Some respondents suggested a need for step down accommodation for those who don't have substance misuse or mental health conditions or who have not previously experienced rough sleeping.

- There was a suggestion for some form of long term supported housing for people with high level physical and mental health needs who are staying much longer in adult pathway hostels than two years, as this would help make space for others, and recognise the need for ongoing support for some current hostel residents. *“PRS is not always the solution. There is a need to find more person centred accommodation for people who don’t know how to pay rent or have ASB.”* (VCS homeless staff)

9. Priority 4 – Campaign for change nationally and share our learning

Survey and focus group respondents were asked to comment on the proposed campaign and shared learning areas in the Strategy and to propose any additional actions for Priority 4: Campaign for change nationally and share our learning.

Overall respondents agreed with the campaigning areas identified. There was overwhelming endorsement from both hostel residents and externally commissioned adult pathway hostel providers for the Strategy proposal to lobby to *‘introduce an easier method for direct payment of the housing element of Universal Credit to landlords’*. Some external providers reported that residents are in significant rent arrears because of challenges making payments directly to landlords with this financial situation being unsustainable.

Key proposed amendments or additions to the Strategy’s proposed campaign areas for Priority 4:

- The Strategy has a campaigning pledge to increase Local Housing Allowance to more closely align to average private rent – requests were made to specifically include mention for those under 35yrs and for all forms of violence against women and girls (VAWG) not just domestic abuse.
- In addition to increasing the Local Housing Allowance to closer match private rents, lobby central government to go further than the Renters Rights Act, with more rent controls:

“Once security of tenure is resolved, it will leave the ability to pay rent. If you can’t pay the rent the new legislation won’t work and local authorities will have to pick up the pieces. Something will have to giveonly 2% of Local Housing Allowance levels are affordable in the UK.”

- Some respondents suggested that the Council lobby central government to abolish the Right to Buy, to prevent loss of social housing.
- There was a suggestion that the Council lobby central government to provide funding to local authorities to take control /ownership of long term empty properties and refurbish them for use as temporary accommodation or social housing, or to create a social letting agency.

- Lobby central government for funding to create short stay accommodation, particularly for young people under 25 years
- Lobby central government to create tax incentives to private landlords for those who rent to vulnerable people through a social lettings agency or to local authorities, as is the model in some other European countries.
- Lobby central government to increase the tax threshold for [Rent a Room Scheme](#) to maximise room rentals in private homes, which has not changed since 2016.
- Lobby central government and training providers/universities about how to address the shortage of Environmental Health Officers and resources to enforce the incoming Renters Rights Act and licensing of HMOs.
- Lobby central government to scale up Housing First to meet the level of need in Camden. Create a specific action to calculate the capital plan including number of homes, need types, support services and number of people to be supported.
- Continue to press the Government to provide a 56 day move-on period for all successful asylum seekers to be made permanent following the pilot, because 28 days or less is not sufficient time to secure accommodation. Lobby the Home Office, Ministry of Justice and immigration services to create move on/out plans where immigration decisions are refusals and provide interim accommodation until the deportation date, as there is no recourse to public funds, not a next day eviction, which significantly increases numbers of street homeless on Camden's streets.
- Lobby to create a regional London supported accommodation facility for homeless people who have long term needs, who are institutionalised, have high level long term physical and/or mental health needs, or for those who cannot not settle in one borough.

Shared learning proposals included:

- Promote Camden's voluntary sector organisations and the support provided to homeless families with the aim of potential roll out.
- Share learning from the pet friendly policy pilot in the Camden managed adult pathway, North Villas hostel, and St Mungo's hostel in Endell St – where residents have benefited from both accommodation and the companionship of a pet having signed up to Street Vet – free food and vet treatment for up to 2 pets per person.
- Share the learning from Camden's Housing First pilot and link in with other providers of Housing First.

- Landlords felt that the Camden Landlord Forum provided useful advice on regulations and statutory requirements and supported landlords and this could be replicated in other areas of the UK where similar models were not being delivered.

10. Conclusion

In conclusion overall the responses to the consultation were very thoughtful and considered, constructive and compassionate, with a combination of support for existing work with people who are homeless, areas proposed for improvement and some additional initiatives for consideration.

The next steps will be to circulate the consultation report, consider and make amendments to the Strategy and present the final draft to the Housing Scrutiny Committee for feedback on 9 December and to the Cabinet for a decision on 10 December 2025. Proposals made during the consultation, will be considered for inclusion in the action plan.

Thank you to all participants for your time, reflection and proposals especially to:

- Residents and staff at Belmont, Abbots and Levine, Mount Pleasant, North Villas, and Holmes Road Hostels and the drop in centre for people who sleep rough
- Co-producers with experience of rough sleeping and adult pathway hostels
- Camden Federation of Private Tenants
- Private sector landlords
- Camden Council tenants and leaseholders
- Doorstep Families and Caris Families – voluntary sector organisations supporting families in hostels
- Camden Council staff and homeless sector employees in the voluntary and community sector
- Homeless System Partnership members

Appendix 1 – Consultation Survey Questions

Background		
1	To help us understand the feedback you give us, please tell us which of the following best describes your current situation (Please tick all that apply)	<p>I am a Camden resident</p> <p>I work in the borough of Camden</p> <p>I am a representative of a business in Camden</p> <p>I am a representative of a public sector organisation</p> <p>I work in the homelessness sector in Camden (voluntary and community sector organisations)</p> <p>I am currently experiencing homelessness</p> <p>I have experienced homelessness</p> <p>Other, please specify: _____</p>
Priorities		
2	<p>On pages 3 and 4 of the draft Strategy you'll find our principles and priorities for the Strategy:</p> <ul style="list-style-type: none"> <p>Prevent homelessness and rough sleeping</p> <p>The Council alone cannot prevent homelessness or rough sleeping - in order to make real change we need to work with partners, communities and people to share resources, insight and data to identify people more at risk and intervene to support them as early as possible.</p> <p>Provide joined-up housing, health and social care support that reduces harm and improves health and wellbeing</p> <p>Where homelessness does occur we need to act to make it as brief as possible - recognising that homelessness exists alongside, and can even be caused, or exacerbated by, wider needs and disadvantages. Our services need to work together to provide information and support that responds to these needs and is person-centred, relational and trauma-informed.</p> <p>Secure more housing for people that is accessible, affordable and long-term</p> <p>Stable housing is essential for enabling people to (re)build their lives. We need to understand people's individual priorities for their housing and have a diversity of local housing options available to meet their needs.</p> <p>Campaign for change nationally and share our learning</p> <p>We cannot end or reduce homelessness and rough sleeping without structural change that addresses the underlying causes of poverty and housing insecurity, and increases the powers and resources available to councils, the homelessness sector and communities.</p> 	

Importance and Impact		
Of our four proposed priorities, which in your opinion is the most important to tackle the experience of homelessness and rough sleeping in Camden and why?		
Priority area	1= <i>Least Important</i> 5 = <i>Most Important</i>	Please explain why you feel this way
1. Prevent homelessness and rough sleeping	1 2 3 4 5	
2. Provide joined-up housing, health and social care support that reduces harm and improves health and wellbeing	1 2 3 4 5	
3. Secure more housing for people that is accessible, affordable and long-term	1 2 3 4 5	
4. Campaign for change nationally and share our learning	1 2 3 4 5	

2a	<p>Do you think these priorities will help to tackle homelessness and rough sleeping in Camden?</p> <p>If you do not agree please tell us why – and any other additional or alternative priorities you would want to suggest</p>	Yes/No/I don't know + Free text box
2b	Do you think these priorities are clear and easy to understand?	Yes/No
2b	<p>Priority 1 is outlined in more detail on pages 10 to 13 of the draft Strategy:</p> <p>Priority 1 Prevent homelessness and rough sleeping The Council alone cannot prevent homelessness or rough sleeping - in order to make real change we need to work with partners, communities and</p>	Yes/No/I don't know + Free text box

	<p>people to share resources, insight and data to identify people more at risk and intervene to support them as early as possible.</p> <p>Do you think the actions and activities for this priority are the right ones to respond to the risk of homelessness and rough sleeping in Camden?</p>	
2c	<p>Priority 2 is outlined in more detail on pages 14 to 17 of the draft Strategy:</p> <p>Priority 2 Provide joined-up housing, health and social care support that reduces harm and improves health and wellbeing</p> <p>Where homelessness does occur we need to act to make it as brief as possible - recognising that homelessness exists alongside, and can even be caused, or exacerbated by, wider needs and disadvantages. Our services need to work together to provide information and support that responds to these needs and is person-centred, relational and trauma-informed.</p> <p>Do you think the actions and activities for this priority are the right ones to support people experiencing homelessness and rough sleeping?</p>	Yes/No/I don't know + Free text box
2d	<p>Priority 3 is outlined in more detail on pages 18 and 19 of the draft Strategy:</p> <p>Priority 3 Secure more housing for people that is accessible, affordable and long-term</p> <p>Stable housing is essential for enabling people to (re)build their lives. We need to understand people's individual priorities for their housing and have a diversity of local housing options available to meet their needs.</p> <p>Do you think the actions and activities for this priority are the right ones to</p>	Yes/No/I don't know + Free text box

	support the right kind of housing to address homelessness and rough sleeping?	
2e	<p>Priority 4 is outlined in more detail on pages 19 and 20 of the draft Strategy:</p> <p>Priority 4 Campaign for change nationally and share our learning We cannot end or reduce homelessness and rough sleeping without structural change that addresses the underlying causes of poverty and housing insecurity, and increases the powers and resources available to Councils, the homelessness sector and communities</p> <p>Do you think the campaign priorities and issues outlined in this priority are the right ones to address issues and support change in our local homelessness and rough sleeping system?</p>	Yes/No/I don't know + Free text box
Values and Principles		
3	<p>On page 4 of the draft Strategy you'll find our principles and values for how we want to work as a homelessness system in Camden – these include:</p> <ul style="list-style-type: none"> • Champion equity • Person-centred • Relational • Preventative • Trauma-informed • Psychologically informed • Led by experience • Driven by insight and learning • Supporting collaborative leadership 	
3a	<p>Do you think these values and principles are the right ones?</p> <p>If you do not agree please tell us why – and any other additional or alternative principles/values you would want to suggest:</p>	Yes/No - Free text box
Overall Reflections		
4a	Do you have any overall thoughts or reflections on the draft Strategy?	Free text box

4b	Do you have any ideas about how we can support people experiencing homelessness in Camden, that are not included in the draft Strategy?	Free text box
4c	Do you or your organisation have insight, evidence, data or ideas about homelessness and rough sleeping that you think we should take into account when forming our homelessness strategy?	Free text box
Your Experience		
5a	Have you ever experienced homelessness, been at risk of homelessness or experienced rough sleeping?	Yes / No / Prefer Not to Answer
5b	If so, did you contact any local organisations for advice or support?	Camden Council Citizens Advice Jobcentre Plus GP or other health services Other (please specify)
5c	Is there anything about your experience of homelessness or rough sleeping that you would wish to share with us that you think might be important when formulating this strategy?	Free text box
Contact Details		
6	If you wish to be contacted to be updated on the next steps of the Strategy, please supply your contact details	Name Email address