

Homelessness and Rough Sleeping Strategy Feedback to Action Record

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Source	Comment	Understanding	Action	Response
Adults Service	For the work with 6 - 8 year olds please link with a specialist Adult Mental Health worker to pick up their clients	MH Adults colleagues receive early notification from Children's services of people likely to transition to Adult services.	Action plan item 1.1.1 - Add Adult Services Mental Health specialist to resources list	Agreed - Action plan updated
Adults Service	Adult services are developing an Accommodation and Allocation Strategy - this needs to reflect the service provision for mutual homeless households	Ensure Homelessness & Rough Sleeping Strategy is appropriately cross-referenced	Action - Adults & Housing working group developing the AA Strategy consider impact of this strategy.	No Action to Strategy or Action Plan - Housing are represented on the working group already.
Adults Service	Two managers in Adult Service are responsible for people under or over 65 years	Both managers to be included in relevant work to delivery the strategy	Homeless service aware	No change to strategy or action plan
Adults Service	All clients with care eligibility needs must be considered. Housing to link to Adult Services in each scenario	Ensure equitable service and all needs are met	Action plan items 2.3.2 & 2.3.3- Add Adult Services to resources list	Agreed - Action plan updated
Adults Service	All clients who have mental health needs are considered. Housing to link to Adult Services in each scenario	Ensure equitable service and all needs are met	Action plan item 2.3.5 - Add Adult Services colleagues to resources	Agreed - Action plan updated
Adults Service	There are different uses for the term 'supported housing' depending on service area which may lead to confusion	Change to wording in action plan to make it less open to confusion	Action plan item 4.2.1 wording to be amended	Agreed - Action plan updated
Adults Service	The Adults service support mutual customers to access the homelessness and housing services and will need training on new software and new processes	To ensure colleagues are able to offer the right level of support to customers	Action plan item 5.3.2 - to include internal services who require training	Agreed - Action plan updated
Children's Services	Ensure Children's Services colleagues are included in relevant resource lists in action plan	Children's commissioning leads could assist with support regarding schools, have their own business intelligence resources and work with troubled families could lend insight.	Action plan items 1.1.1 & 1.1.2 are amended to include new resources	Agreed - Action plan updated
Children's Services	Incorrect reference to Youth Offending Institute in draft	draft action plan referred to Youth Offending Service	Action plan item 2.3.2 updated	Agreed - Action plan updated
Children's Services	Armed Forces support is available from SAFA	Omission of this resource from draft action plan	Action plan item 2.3.4 updated with resource	Agreed - Action plan updated
Clinical Commissioning Group	Are commissioning a new homeless health strategy and would like to link with DC - to develop a health provision for this client group	Representation from CCG to be included in delivery of strategy	Action plan item 5.4.1 - to include as resource in refreshed homelessness forum	Agreed - Action plan updated
Clinical Commissioning Group	Funding opportunities need to be explored	S.256 and S.117 Care Act funding opportunities could be further explored to support this strategy	Action plan - consider new action under 5.1. Added new item 5.1.3	Agreed - Action plan updated
Clinical Commissioning Group	Multi-disciplinary approach adopted by Bournemouth, Christchurch and Poole Council and could be considered by Dorset Council and CCG	This is a method to consider further and see if it adds value to current plan.	Action plan - Added new item 2.3.6	Agreed - Action plan updated

Sovereign Housing Association - Public Consultation	We think the strategy does highlight the majority of issues... what is less clear from the strategy is actions to address these, with lots of actions in the plan around doing further work to understand possible solutions, given the pandemic and the expected increase in homelessness some of these time frames seem very long given that there would be significant amount of work to then put solutions in place.	The draft plan has 35 separate actions. 4 are research only of these 3 are for 2021 and 1 is for 2022. 3 actions have start dates only all of which are 2021. The remaining actions have 8 in 2021; 10 in 2022; 5 in 2023; 1 in 2024; 2 in 2025 and 1 in 2026.	Action - consider whether actions are worded incorrectly. Many use the phrase 'review' but could be re-worded as they represent action that will lead to change or new provision and this may be causing confusion? Agreed - carried out with minor amendments to reflect the outcomes anticipated. No further changes needed.	Agreed - Action plan updated
Homeless Health Service for Dorset (NHS) - public consultation	To address homelessness for the long term, need to prioritise sustainable accommodation that is person centred.	Action plan items in 4.2 addresses this work	Action - consider whether the wording of any/all of these action items needs to be amended to illustrate the anticipated outcomes. Discussed no changes needed	No change to strategy or action plan
Dorset Healthcare	Resources for whole area is 3 FTE so small resource. Promote opportunities linked to Mental Health integrated community care programme and the development of mental health hubs in primary care over the next 3 years	Action plan includes linking with mental health resources in item 1.4	Should we have a new action plan item to link to the MH integrated community care programme and another for the development of MH hubs in primary care? Added to new 2.3.6. agreed	Agreed - action plan updated
Dorset Healthcare	Could not see a mention of challenges around forensic mental health client group (or reference to working with Dorset Forensic Team in action plan) or those with a history of arson - this remains a key challenge.	Action plan includes linking with mental health resources in item 1.4.	Do we need an additional action for forensic mental health or do we just need to add the teams to the resources list? Added to 2.3.2. agreed	Agreed - Action plan updated
Dorset Healthcare	Need to link with Operation Courage service launching for veterans in 2021	Action plan includes Armed Forces work in item 2.3.4	Do we need to add this as a resource or have a new action in relation to this item alone? Added to 2.3.4. agreed	Agreed - Action plan updated
Dorset Healthcare	The proposed demand analysis of supported accommodation is absolutely key for MH please involve Dorset Healthcare	Action plan item 4.2.1 includes NHS as a resource	Amend to read Dorset Healthcare as a resource	Agreed - Action plan updated
Dorset Healthcare	Linking with MH hospitals around processes for people leaving hospital potentially at risk of homelessness key - not just acute hospitals	Action plan item 2.3.5 refers to hospital discharge policy but not specially acute or mental health	Amend to read acute and mental health and add Dorset Healthcare as resource	Agreed - Action plan updated

Other - public consultation	Current allocation system doesn't work and leads to homelessness	New Dorset Council Housing Allocation will be implemented in 2021 when new software is implemented. New policy seeks to support homeless households and meets current legislative requirements. Improved signposting and access to support and guidance for homeless households is planned for the same time.	No further action required - new allocation policy is subject to monitoring and review to capture effects.	No change to strategy or action plan
Other - public consultation	Concerns that the strategy doesn't link homelessness and LGBT+	Does the strategy and action plan reflect the effect protected characteristics have for homeless households sufficiently	Action - add a new action plan item to review challenges faced by those with protected characteristics to identify any work required to mitigate	Agreed - Action plan updated with new action at 1.4.2
Other - public consultation	Need to build the right sort of homes to avoid homelessness	Action plan 3.1 addresses this concern	Development of new Dorset Council Housing Strategy is starting in 2021 and seeks to provide incremental increase in suitable housing for all Dorset. Does the strategy reflect this? Ensure Strategy refers to emerging Housing Strategy	Agreed - no change to action plan and strategy reviewed and updated page19
Other - public consultation	Poor local insight into issue	Independent review provides extensive evidence about homelessness and rough sleeping Dorset Council area, benchmarks against relevant group and compares to national trends	No further action required	No change to strategy or action plan
Other - public consultation	Not enough innovation	Strategy aims are appropriate. Action plan items may lead to innovative methods to respond to new or improved service delivery options	No further action required	No change to strategy or action plan
Other - public consultation	Private rented sector has a poor record	The action plan includes items to work with private landlords, to develop an incentive scheme which includes support and to tackle empty homes.	No further action required	No change to strategy or action plan
Other - public consultation	Council staff training welcomed	The review recognised the excellent service the council offers. The action plan includes items 5.3.2 and 5.4.3 to ensure comprehensive training is provided	No further action required	No change to strategy or action plan
Other - public consultation	The strategy needs to be linked to a comprehensive mental and general health support system	Is the strategy not specific enough about this? Action plan items are included to address this concern.	Action review strategy wording and strengthen if required - agreed and further text inserted to strategy 4.4 page20	Strategy updated
Other - public consultation	The lack of homes and how that is going to be dealt with needs better explanation.	Is the strategy not specific enough about this? Action plan items are included to address this concern.	See line 27	Agreed - strategy updated page 19 no change to action plan

Other - public consultation	Difference between different types of relationship breakdown...some are abusive	The new Dorset Council Housing Allocation policy offers support and exemption from local connection criteria for those experiencing domestic abuse.	Reviewed and already included in strategy but need to work up link to specific domestic abuse resources and responses	No change to strategy or action plan
Other - public consultation	Homeless people solution is not the private rented sector	Understand concerns relating to affordability and view that PRS is less secure may be the concern. Duty can be met using PRS.	The action plan already has item 3.1.1 that addresses these concerns. Strategy is clear about current use of accommodation types and additional para on page 19 of strategy reaffirms housing strategy commitment to support lack of supply. No further change to strategy or action plan	strategy updated page 19
Other - public consultation	Bringing empty properties back into use - how in the strategy	Not described in detail in strategy	Added a line in the strategy, page 17	Strategy upated
Other - public consultation	County is varied and large impacting response needed	noted	Action plan item 3.2.1 addresses this challenge	No change to strategy or action plan
Other - public consultation	Need to be more reactive to avoid people becoming homeless	Prevention is one of the strategic aims and there are several action plan items	No further action required	No change to strategy or action plan
Other - public consultation	Plan lacks ambition but meets requirements	Strategy and action plan covers 5 year period. During lifetime of strategy further developmental work and actions are anticipated as actions are completed.	Action plan will be monitored and developed. No further action required.	No change to strategy or action plan
Other - public consultation	Small sample in interview	Extensive invitations were made during review. Assurances have been provided to housing service that the response is representative of council population and at expected levels.	Strategy introduces refreshed accountability and inclusion across all stakeholders to ensure collaborate and appropriate development and delivery of strategy and action plan. No further action required.	No change to strategy or action plan
Other - public consultation	Language in report - "ensure" is too woolly	Review is independent document.	Noted - communications and accountability will be checked for clarity as ongoing practice	No change to strategy or action plan
Other - public consultation	Homeless people with learning disabilities are not considered	Adult Services have provided feedback. Will include all homeless households.	Does the action plan need amending? Added new action 1.4.2. agreed	Agreed - action plan updated
Other - public consultation	Causes of rough sleeping needs expanding	The strategy has a small paragraph 3.2. 'Causes of homelessness'	The strategy has a brief paragraph that lists the main causes followed by data about some of the causes and the data we have in relation to that.	No change to strategy or action plan
Other - public consultation	Needs more focus on solutions e.g. use of B & Bs	This suggests strategy is not clear on solutions. Action plan item 3.2.1 reflects a review of all accommodation suitability	No change to strategy or action plan. agreed	No change to strategy or action plan

Other - public consultation	Weymouth problem of incoming rough sleepers not addressed	Not included specific area responses in strategy or action plan	Noted - no change to strategy or action plan. agreed	No change to strategy or action plan
Other - public consultation	Aggressive begging needs a solution	Not remit of strategy or action plan	Housing work with other services or bodies to support their work in this area. No change to action plan or strategy	No change to strategy or action plan
Other - public consultation	How are hidden homeless being dealt with	Action plan item 4.2.3 addresses this	No change to strategy or action plan	No change to strategy or action plan
Other - public consultation	Too complicated and difficult to understand	Topic is complex - 4 respondents made this comment	106 responses were received. Topic is complex. Content is appropriate and language has been considered. Ensure communications about activity and inclusion are at suitable level during lifetime of strategy and action plan is reasonable mitigation.	No change to strategy or action plan
Other - public consultation	Failure of housing associations	Response is not detailed enough to consider changes. Action plan includes items include Housing Associations as resources and will be further strengthened within developing housing strategy.	No further action required	No change to strategy or action plan
Other - public consultation	Misses the main issue - shortage of properties	Strategy and action plan include accommodation shortages. Action plan items in objective 3 seek to address this factor.	No further action required	No change to strategy or action plan
Other - public consultation	Not specific enough	Response is not detailed enough to consider changes. Action plan is extensive.	No further action required	No change to strategy or action plan
Other - public consultation	Build affordable housing	Strategy and action plan include accommodation shortages. Will be further supported in emerging Local Plan and Housing Strategy which are better placed to tackle this factor.	No further action required	No change to strategy or action plan
Other - public consultation	Is the budget sufficient to deliver	Current levels of internal and external funding will need to be increased and are addressed in strategy and action plan. Working with partners to deliver the strategy will make the most efficient use of all funding in the council area.	No further action required	No change to strategy or action plan
Other - public consultation	Need to give people life skills/people need to help themselves	Action plan items in 1.1.3, 2.2.2 & 4.2.2 seek to provide the right support and opportunities e.g. pre tenancy & resettlement support	No further action required	No change to strategy or action plan
Other - public consultation	Community support available	This comment suggests the strategy and action plan are not clear about opportunities to link with community support and any future developments .	Strategy amended with additional para in 4.4 page 20	Agreed -action plan updated

Other - public consultation	More older peoples housing	Action plan item 3.1 reviews accommodation. Age is not a factor recognised in isolation as leading to homelessness or rough sleeping.	No further action required	No change to strategy or action plan
Other - public consultation	Issues over benefits system	Action plan items 1.1.2 & 2.2.2 seek to include DWP within resources. This strategy does not seek to influence government policy regarding the welfare system at this time.	No further action required.	No change to strategy or action plan