

## Contents

<b>Consultation Statement – Rough Sleeping Strategy</b> .....	1
<b>a) Face to Face Engagement</b> .....	4
<b>Pillar 1: To prevent new people from starting to sleep rough</b> .....	4
<b>Pillar 2: To intervene rapidly when people start to sleep rough to help them off the street</b> .....	6
<b>Pillar 3: To promote a person's recovery once they are off the street to build positive lives and so they do not return to rough sleeping</b> .....	10
<b>b) Let's Talk Coventry online engagement platform</b> .....	12
<b>Online Consultation Survey:</b> .....	20
<b>Summary of Survey Responses:</b> .....	20
<b>Prevalence of Themes:</b> .....	26
<b>f) Direct Invitations to comment from partner agencies</b> .....	29
<b>Key Changes made to the Strategy and Action Plan</b> .....	32
<b>Appendix 1</b> .....	34
<b>Appendix 2</b> .....	46

## Consultation Statement – Rough Sleeping Strategy

The draft Rough Sleeping Strategy (and supporting Action Plan) was published for consultation between 18<sup>th</sup> September 2019 and 30<sup>th</sup> October 2019.

This document provides a summary of the consultation responses received and how they have affected the review of the draft Strategy and Action Plan.

The Rough Sleeping Strategy focuses on three main pillars:

- 1. To prevent new people from starting to sleep rough**
- 2. To intervene rapidly when people start to sleep rough to help them off the street**
- 3. To promote a person's recovery once they are off the street to build positive lives and so they do not return to rough sleeping**

The consultation was promoted and conducted in a number of ways:

- a) Face to face engagement with 18 people with experience of rough sleeping. This was conducted over two days (16<sup>th</sup> and 17<sup>th</sup> October 2019) at The Salvation Army, Harnell Lifehouse, Coventry and Steps for Change, City Arcade, Coventry. People with first-hand experience of rough sleeping were asked for their views under the three pillars as above. See [here](#) for results.

There was also a whiteboard installed at Steps For Change on 17<sup>th</sup> October where people could comment under the heading: 'Thoughts Board – Rough Sleepers'.

The following comments were added:

- "Winter – shoes/boots appeal – smart stuff"
  - "We should have an all-year-round shelter not just in winter"
  - "I didn't know there was so much help available"
  - "We need more hostels, not hotels, as there is support there"
  - "I felt safe on the street"
  - "Need full-time support workers"
  - "Need to share information about me to other agencies who will help me"
  - "Booze – over 18s (tokens or monitored) with dinner/dances"
  - "I don't feel safe on the streets"
  - "Some people think we choose to be homeless"
  - "Is it a basic human right to have a home?"
  - "Don't give money to rough sleepers"
- b) Let's Talk Coventry online platform, where people could make comments on and ask questions about the Draft Rough Sleeping Strategy. There were 834 visits to the site and 108 responses/comments, as well as 11 questions. See [here](#) for results.
- c) Suggestion Boxes left at Steps For Change and Coventry Comfort Carers.

There were no comments obtained from the suggestion box with Coventry Comfort Carers.

There were two comments obtained from the suggestion box at Steps For Change:

- “Open more churches for people to sleep in”
- “Kill the angels so we may sing”

d) Engagement with Coventry Homelessness Forum attended by key stakeholders supporting people who are homeless or at risk of homelessness on 6<sup>th</sup> September 2019.

e) Via social media (Twitter / Facebook)

<b>Facebook</b>	
<b>Reach</b> The number of people that have seen the content within a certain period	5.9k
<b>Impressions</b> The number of times a post from the page is displayed	7.5k
<b>Shares</b> When a piece of content is shared with a Facebook user’s friends	28
<b>Likes</b> When a user shows their support for the content	10
<b>Comments</b> When a user submits a comment on a piece of content	1
<b>Clicks</b> When a link has been clicked by a user	78

<b>Twitter</b>	
<b>Reach</b> The number of people that have seen the content within a certain period	74.9k
<b>Impressions</b> The number of times the content is displayed	1.7k
<b>Retweets</b> When a user re-posts a Tweet	2
<b>Likes</b> When a user shows their appreciation for a Tweet	1
<b>Clicks</b> When a user clicks on hashtag(s) in a Tweet	40

f) Direct invitations to comment from partner agencies.

There were two partners who responded directly. See [here](#) for the responses.

g) Internal circulation of the strategy to all CCC employers and departments.

For ease of reference, consultation responses from (a) the face to face engagement and (b) the online platform and (f) direct invitations to partner agencies have been summarised separately. Other feedback has been summarised separately including social media analytics regarding reach and impact.

### a) Face to Face Engagement

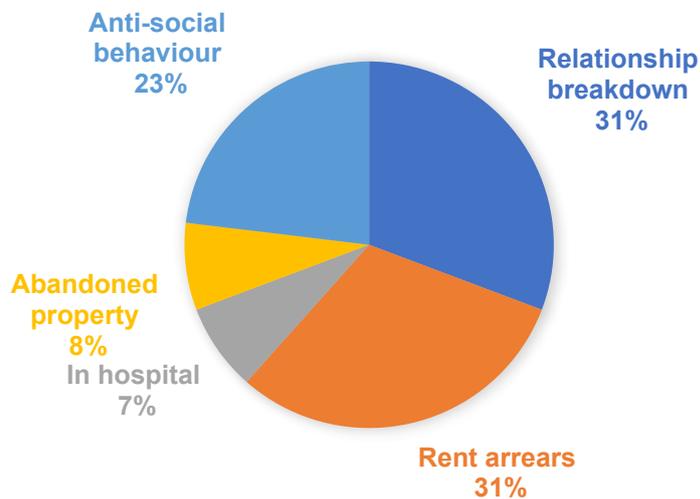
In total 20 people with first-hand experience of rough sleeping were interviewed and a number of service users left or made comments via the suggestion boxes. All had experienced rough sleeping, be it sleeping on the streets or in vehicles. Of those interviewed, 17 were male, two female and one transitioning from male to female. Their ages ranged from approximately 25 to 62.

For ease of reference, consultation responses from the face to face engagement have been summarised by each Pillar.

#### **Pillar 1: To prevent new people from starting to sleep rough**

The main reason people were rough sleeping was due to losing their previous home. In order to understand how to prevent people from sleeping rough, we need to understand why they become homeless:

### REASON FOR LOSING HOME



The most common factors for this were due to rent arrears or a relationship breakdown. Almost a third of the people surveyed lost their home due to rent arrears, generally because they were unable to afford the rent. Many people who were formally interviewed said that they needed support with budgeting when they had a tenancy.

From the comments made, in order to prevent people from starting to sleep rough there needs to be:

- Emphasis on efforts to keep people in their homes rather than evictions.
- Agencies to work together/share information to be able to intervene before a person becomes homeless.
- Affordable rents.
- Advice on support available with paying rent or rent arrears such as Housing Benefit/Universal Credit/Discretionary Housing Payments.
- Early support/intervention to ease pressure on family relationships.
- Support with budgeting skills/priority debts for vulnerable people or people with addictions to alcohol, drugs, etc, so they do not risk accruing rent arrears.
- A greater public understanding of rough sleeping and why people sleep rough.

The following statements were made in response to Pillar 1:

- I lost my flat due to rent arrears – I was working in a low paid job, but I didn't know about Housing Benefit.
- I lost my bank card so couldn't pay my rent, so landlord evicted me without notice.
- I slept in my car for several months after losing tenancy because I didn't pay the rent as it wasn't a priority to me due to my addictions.
- I lost my previous tenancy due to "being stupid" – having loud parties.
- I lost tenancy because I was in hospital and the landlord let my room to someone else.
- I previously had a joint tenancy but was removed from the property by police.
- I had a housing association property but was bullied and people took over my flat selling drugs.
- I went to housing association to tell them, but they wouldn't listen and wanted me out.
- I have slept rough since I lost my tenancy due to debts.
- I was evicted with £2000 arrears which is still outstanding.
- I moved out of previous home and wouldn't go back.
- I had my own home which was sold due to relationship breakdown.
- I was evicted due to ex-partner being a drug user.
- Some services are good but there needs to be more.
- Housing Associations need to give people more chances.
- Communication – we need to know about the services, targeted where people are sleeping rough.
- Private landlords are out of reach due to finances.
- I am happy for agencies to share information.
- I felt not listened to.
- General communication – social landlords and universities to play a part.
- I wanted help but not got the right help – landlords are quick to evict.
- Communication needs to be improved.

- Need more education about rough sleeping – people judge.
- People would understand what it's like to be homeless if they spent a night or two on the streets.
- People should be more sympathetic and understanding.
- People think that you choose to be homeless.
- Many of the public will provide food – even schoolchildren who have learned about rough sleeping.

## **Pillar 2: To intervene rapidly when people start to sleep rough to help them off the street**

### **Safety**

Overall, most of people who responded said that they didn't feel safe on the streets and some reported that they had been attacked and robbed.

The following statements were made:

- I have suffered abuse/violence on the streets.
- I have been robbed on the streets so don't sleep much.
- I didn't feel safe on the streets but tried to find a safe space.
- People have been more abusive recently – there is a website telling people not to help homeless people.
- I don't feel safe on the streets – have been robbed and attacked - especially as there is so much violence these days.
- Reported an attack to the police but was told "you've put yourself in that position".
- I feel safe in Salvation Army.
- Drug use is high on the street but under control.
- Salvation Army is like a family.
- I slept in tent in the city centre – felt safe – much safer than in Salvation Army.
- Being in Salvation Army is good but it's not your home.
- I have a support network now and have not been using drugs since I have been in the Salvation Army.

### **Awareness of support and services available**

The vast majority knew that there were places such as night shelters, Steps For Change, Salvation Army or places to go for meals. People are getting advice about support from many sources, in particular from outreach workers and fellow rough sleepers.

A small number of people questioned did not know that there was support available for rough sleepers. One suggested there should be more information available specifically targeted at rough sleepers, such as posters in the city centre or leaflets in shop doorways.

The following statements were made:

- I was told about Steps this morning by council outreach workers.
- In hospital after an accident, I was told about Steps who referred me to Open Hands.
- A fellow rough sleeper told me about Steps.
- Steps got me a rough sleeper bed at Salvation Army and now I'm a resident.
- Knew about Salvation Army as I've been there before.
- I'm aware of places you can get hot breakfasts and meals – temples, etc, but only know this since being in the Salvation Army.
- There is no use having information for rough sleepers on websites.
- A friend advised me about Salvation Army.
- I was referred by the hospital.
- There is good support for homeless people.
- I know where to go for help – foodbanks, etc.
- Police took me to Rough Sleeper Service at Salvation Army.
- Support from CGL (alcohol issues) and I'm engaging with all services, social worker, etc.
- Steps For Change approached me when I was on the street and told me about Brighter Futures.
- Brighter Futures are still looking at alternatives for me.
- A member of the public told me about ChangePlease.org which is a charity that will help you get training for a job.
- Generally, someone (outreach workers) will speak to rough sleepers every day.
- Salvation Army are very supportive, and they give advice.
- I heard on the grapevine about Salvation Army.
- Salvation Army was the last option, but I would avoid.
- Communication – need to know about the services, targeted where people are sleeping rough
- Advertising the shelter and Steps For Change.
- Support from Steps for Change – if they weren't there, no options.
- I was in Salvation Army on the Monday and had a room by Wednesday.
- I didn't know there was help available.
- I have been in rough sleeper beds.
- Came to Salvation Army – as I had used them before.
- People have been supportive, social care supportive.
- I didn't know what to do – have posters in town, leaflets in shop doorways.
- Sometimes I have used night shelters – was told about it by other rough sleepers or by “the people who come round” (outreach workers).
- I have used night shelters and rough sleeper beds.
- Other people said to come to rough sleeper beds.

## **Barriers to housing**

Many rough sleepers reported instances of what they felt were barriers to being housed. This included having no identity documents or debts that needed to be cleared first. One person claimed to have been 'blacklisted' by a housing association - meaning that particular housing association would not house them in the future.

Some claimed that when they had approached the Council's Housing and Homelessness department, they didn't feel supported and found the process complicated.

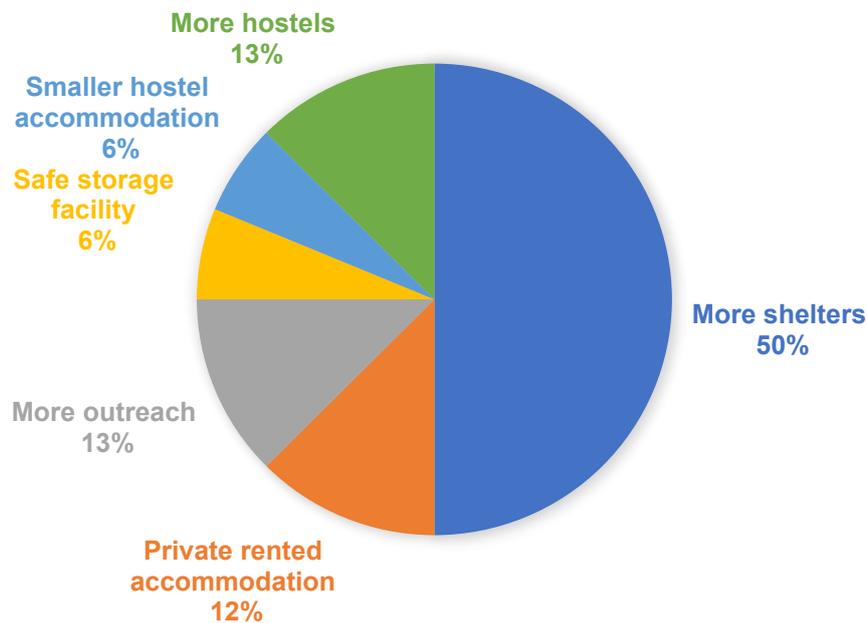
The following statements were made:

- I had no ID so Housing wouldn't help me initially.
- I previously had a joint tenancy but was removed from the property by police; this will stop me from being housed.
- Not very good support when I went to the council – they don't seem to understand.
- I was asked why I couldn't stay with friends, but I have no friends.
- Housing asked me to provide immigration letters and I had great difficulty trying to get the letters.
- I'm now blacklisted by housing association – they will "mark" people if they have had anti-social behaviour issues in the past.
- Brighter Futures can't help due to the housing association blacklist.
- I need a 3rd party order to wipe my debts before I can get another tenancy.
- Policy/process is overwhelming.
- I had ID but it was lost/stolen.
- Simplified process needed.
- If you're male, single, over 25, no one is interested.
- Staff are heartless to it all.
- Didn't feel nice – I was left feeling demeaned and people look down their nose.
- It's a job to get a permanent address.
- I wouldn't want private landlords as they judge.
- Make sure people get support to bid for properties because some people won't bother.

## **More services**

Half of the respondents felt that there should be more shelters, particularly greater provision in bad weather. Some requested more outreach support. Some commented that hostels were more suitable for them than hotels, as hostels provide

support. A number said there should be easier access to private rented accommodation.



The following statements were made:

- I feel that a safe storage facility would be a good idea.
- Salvation Army is very big, and it might be better to have smaller places.
- I didn't think Salvation Army was appropriate due to who was living there.
- We need services due to bad weather.
- We need to have provision for cold weather.
- Some services are good but there needs to be more.
- Have more services involved working together.
- We need more outreach services.
- You need hostels where you get support NOT hotels where you don't get support.
- Some people won't go to hostels.
- We need more shelters.
- Alternative shelters needed with different options.
- More outreach needed.
- Private rent – more accommodation needed – easy access.
- More night shelters needed.
- Have shared houses/private tenancy - as long as we could pay a weekly amount.
- Need to have more hostels not hotels as hotels don't provide support.
- Medical issues – agencies should talk to each other more.
- Have more alternative night shelters.
- Night shelter starts 28th Oct but why not earlier as it's getting cold now?

### **Pillar 3: To promote a person's recovery once they are off the street to build positive lives and so they do not return to rough sleeping**

#### **Support with tenancy**

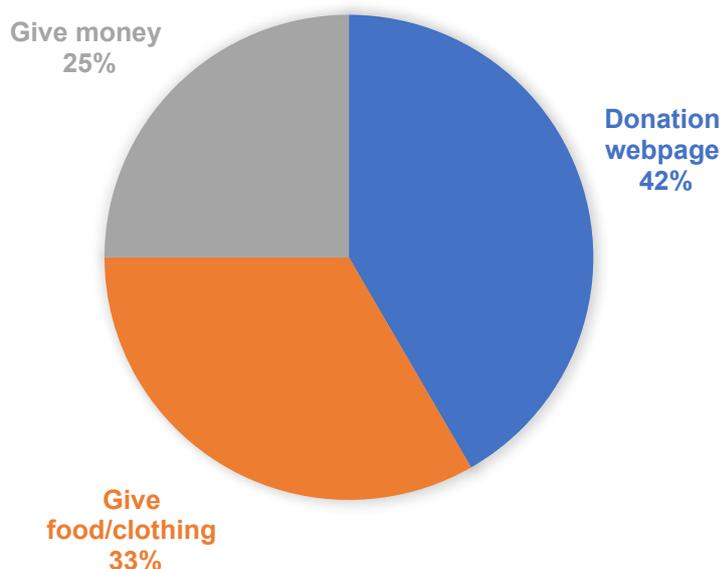
The vast majority of people questioned said that if they would need support if they had a tenancy. Many felt that, in order to maintain the tenancy, they would need help with budgeting and prioritising debts.

The following statements were made:

- I won't have counselling because I need a base first or I will forget appointments.
- I would need support if I had a tenancy, so I don't return to my old ways.
- I will need support in a tenancy – to pay bills – I know paying rent is a priority.
- Eradicating rough sleeping by 2022 is very unlikely because partners don't work together, and housing associations will turn people down which leads to a return to rough sleeping.
- Brighter Futures will support you for 5 years after getting a tenancy.
- Help people get back with family.
- Without Salvation Army (and others like it) you'd be back on the streets.
- I'm not bothered if private or social landlord – wants a long-term solution.
- Need more support when housed to stop losing property.
- Debt advice, budgeting advice needed.
- Support network required when get own property – cookery course.
- Normal life is difficult as you get institutionalised.
- Need a stepping stone.
- Once housed I would want support budgeting, transport to get items to and from home.
- I would need help to address debt.

#### **Donations**

The interviewees were asked for their views on how the public could best help rough sleepers to promote their recovery. Many were in favour of a donation webpage and a third of them said that they would rather the public give food/clothing to a rough sleeper rather than money. However, a quarter of them were happy for rough sleepers to be given money.



In summary, the following issues were raised:

- People should give food to homeless people, not money.
- I think homeless people should be helped with food, clothes.
- Also, the opposite, some people will give money because they don't care what it is spent on, thinking "if I was on the streets, I'd take drugs".
- I am happy for people to give money direct, also food, new shoes, 2nd hand clothes.
- If people give to a charity, I'm not convinced all of it goes to the homeless.
- I'm happy to give money to rough sleepers, whatever they chose to use it for – some people prefer that way of life.
- Not a good idea to give money to rough sleepers.
- Donation page would be good.
- Have a donation page.
- Prefer to have a donation webpage.
- Rough sleepers – instead of money, give them food so not spending on drugs/alcohol.

## **b) Let's Talk Coventry online engagement platform**

Let's Talk Coventry is Coventry City Council's new online engagement platform. The platform allows members of the public to become knowledgeable about proposed changes, as well as to respond to the consultation. The engagement platform contained a public survey as well as a Q+A forum for the public to ask questions about the strategy. The Q+A forum also allowed officers to respond to members of the public in a way which would clarify the scope and proposals in the consultation.

After the consultation concluded, Council analysts identified key themes within the responses. This was accomplished through reading through all of the responses, and then categorising them. Sometimes, consultation responses touched on a number of themes.

The questions and comments were separated into the following themes:

- **Accommodation:**
  - This theme included questions to do with the suitability of accommodation offered to rough sleepers, as well as alternative accommodation suggestions offered by members of the public.
- **Achievability:**
  - This theme had to do with people questioning whether the strategy will be achievable, as well as concerns related to resourcing and funding.
- **Clarity of Strategy:**
  - This theme was to do with questions about whether the objectives are sufficiently clear with regards to aims, division of responsibilities, ways of measuring success, and timeframes.
- **Complex Needs:**
  - Responses in this theme focussed on the overlapping health, mental health, addiction, and education needs which rough sleepers have.
- **Enforcement:**
  - This theme focussed on questions of law enforcement and security with relation to rough sleeping.
- **Gender and Age:**
  - This theme was comprised of responses questioning how those of different genders, ages, and minority backgrounds would be factored into the strategy.
- **Giving:**
  - This theme surrounded concerns of how to enable members of the public to give effectively to those in need.
- **Information:**
  - This theme was to do with how information and awareness about rough sleeping, as well as what opportunities are open to rough sleepers, is made available to rough sleepers, partners, and members of the public.
- **Partnership:**
  - This theme was to do with how different organisations in the city work together to help rough sleepers.
- **Supportive:**

- Responses in this theme were supportive of the strategy but did for the most part did not touch on other themes.
- **Other:**
  - Responses in this theme were otherwise difficult to classify.

The table below shows the **questions** received from Let's Talk engagement platform, and officer comments made in response. Each of the questions has been classified into one of the above themes.

Theme	Question	Officer response and proposed change (if relevant)
Information	Why do you do a good job then use abbreviations like MHCLG for - Ministry of Housing, Communities & Local Government, RSL etc? Are you only talking to people who understand council speak?	Thank you for your comments. We understand that abbreviations can be off-putting and assume people know what we are talking about. We will ensure in the final document that we explain fully what each abbreviation is.
Information	How will you engage the following in the consultation: - people currently sleeping rough - people who don't use IT?	We will be engaging with rough sleepers in a number of ways - including a round table discussion at Steps for change in the city arcade, one on one interviews where we will ask rough sleepers to share their story and through asking partners who work with rough sleepers to gather feedback. For members of the public with no access to IT we will ensure they are aware of the strategy and are able to give feedback by sharing the content through posters and leaflets in key points in the city.
Information	When we see a person sleeping rough or sitting in a shop doorway or car park, is it safe to assume that the Rough Sleeping Team are already aware of them or should we be alerting the team to them? Also, when people are begging for money for a hostel room or hot meal, what is the best advice to give them? Do you think they would already know where to get	We usually are aware of who rough sleepers are particularly in town. People can report where a rough sleeper is on the StreetLink website, which go directly to the Rough Sleeping outreach team. These are useful when people are out of the city centre in more hidden locations. We do give out a small flyer (to rough sleepers and the public) with all the nearby places that offer free food for the homeless and there is something every day. You can tell them that the Council's

	<p>help and are just after money for other reasons or do you think there might be some people who really don't know how to access the help available? Is there a simple guide to who the person sleeping rough should contact if they insist that they have been recently banned from Harnell Lane?</p>	<p>Rough Sleeping team can give them a list if they don't have it or they can pop in to Steps For Change (8 City Arcade in town) for the details too. Harnall Lane will have cooling off periods for people for 1 or 2 days normally and for more serious offences they might suggest a longer cooling off period. I always suggest people check with staff at Steps For Change as usually people can get a bed again.</p>
Complex Needs	<p>How will the employability element be looked at to ensure rough sleepers are offered full advice, career guidance and training to successfully secure and maintain a role?</p>	<p>We are adding some more specific elements into the strategy to reflect this. Thank you.</p>
Enforcement	<p>Why are people allowed to beg and make "camp" in shop doorways during the day and return "home" at night?</p>	<p>The issue of rough sleeping and begging is a very sensitive matter and we need to balance the vulnerabilities of those living in that manner with the effect that they are having on others. Enforcement options, i.e. forcing people to move on is not something as a Council we look to do immediately unless we can clearly show the person's behaviours are unacceptable, we do it from time to time but we use the option sparingly. That said if the public or businesses are being adversely affected in a significant manner we will do so promptly and proportionately. We have been successful in securing central govt funding for two posts specifically to deal with rough sleepers and to offer support and to expedite them on their journey into support and accommodation. These posts have been in place for only a few months but already we are far more agile in terms of being able to engage with rough sleepers and to encourage them into services. Should we be satisfied that we have</p>

		done all we can from a support point of view then we will look at how appropriate it is to look at enforcement options.
Accommodation	Why are millions being spent on student accommodation when we have people with no accommodation to live in!!! So consequently, they are on the streets begging and sleeping.	The student accommodation being built in the city is paid for by organisations like Unite Students; the Council doesn't provide funding for the building of student accommodation, therefore none of the money would or could of been spent on affordable housing. As a result of the increase in purpose-built accommodation and based on our discussions with the universities and local agents we are now seeing a shift however and a decline in HMO bed spaces being taken up directly by the universities and as a result there is anecdotal evidence showing a drop off in demand for HMOs from students - this hopefully will mean in the longer term larger properties will be returning to the non-student market thus increasing availability of rented housing in the city.
Giving	A common mantra is you must not give people who are sleeping rough money because it may encourage bad habits (ie alcohol or substance abuse). Have the council a view on this? On the other hand where you would like to offer money to a charity that helps rough sleepers you want to be confident that the money actually reaches them and is not swallowed up in admin costs. Again are there cost efficient charities that help these people?	We are currently exploring an alternative giving scheme which would allow the public to make donations to a single point which then charities and organisations working with rough sleepers would be able to apply for funds for individuals. There a number of alternative giving schemes and we are keen to ensure that the chosen scheme is one where every penny goes directly to a Coventry rough sleeper.

Information; Gender and Age	Sounds great to me. So is this strategy for everyone, or still excludes us NRPF migrants and refused asylum?	We have received some funding to work specifically with those who have NRPF and there is currently a funded outreach worker based with the Refugee and Migrant centre supporting our rough sleepers with NRPF. The action plan we are developing to support the strategy will hopefully help us address some of challenges this group face with a focus on supporting them to gain settled status so they can access to mainstream provision.
Partnership	Would it be beneficial to have a commitment from individual RP's within the strategy? Are you looking for us to do this?	As discussed I will be contacting you about this.
Partnership	The commissioned services will provide support and are accessible to those with complex needs and those who are at risk of rough sleeping. Who are your partners supporting those with complex needs and do you have a recognised pathway? Are there any contacts with Sexual Violence strategies or agencies?	We are currently re-commissioning our housing related support services including specialist provision for those with complex needs. Referral routes and pathways into the new services will be developed as part of the mobilisation of the new contracts and will be in place by April 2020.
Partnership	Thank for this consultation. How do we ensure our continued engagement with the development of the Homelessness Strategy as a service? The Strategy should include reference to the high quality employment support pathways that exist in Coventry. Could it be made explicit that agencies will identify and offer a sustainable route to economic and social	Thank you, David. We'll add those changes and welcome the opportunity to work closely with the Job Shop and your teams. Let's talk further about the details.

	<p>independence for people who are former rough sleepers. While many people who are rough sleepers may not be ready to enter immediate employment it will be important that they are given the best quality support when they are able to benefit from it. This implies a need for a direct link between services offered by the Job Shop and by the range of Programmes funded to support into employment, education and training</p> <p>Parag 1.4 Agree that 'loss of job' is a negative factor related to someone becoming a rough sleeper. Therefore suggest someone in our service attends meetings of the partnership or act as a consultee to the partnership on issues related to employability.</p> <p>Parag 2.5/3/3 'Promote recovery' as part of national government 3 core pillars. This should include a guaranteed referral to the Job Shop for ongoing employment support once a partnership agency engaging with an individual assesses that the individual is ready to receive such support. This may be before the individual is deemed to be 'job ready' but should be at a point where it is likely that an individual will attend appointments and engage positively with the support they are offered by us or by our delivery partners.</p> <p>Parag 4.4 Establish regular meetings between the Assertive Outreach Service and an agreed point of contact at the Job Shop. This to ensure up to date information about Job Shop services and local employment, education and training opportunities can be shared. Under 'To promote</p>	
--	---	--

	<p>a person's recovery once they are off the street to build positive lives and so they do not return to rough sleeping' On Point 6 add 'This will include a managed referral into the services offered by the Job Shop and by the range of Programmes funded to support into employment, education and training'.</p>	
--	--	--

## Online Consultation Survey:

The survey on the Let's Talk Coventry platform posed three questions:

### Q1 - Do you think these actions as set out in the Draft Strategy will help us to achieve the vision?

- This question prompted the respondent to answer yes or no.

### Q2 - Are there any other priorities that should be included in the Draft Rough Sleeping Strategy?

- This question allowed a free text response field.

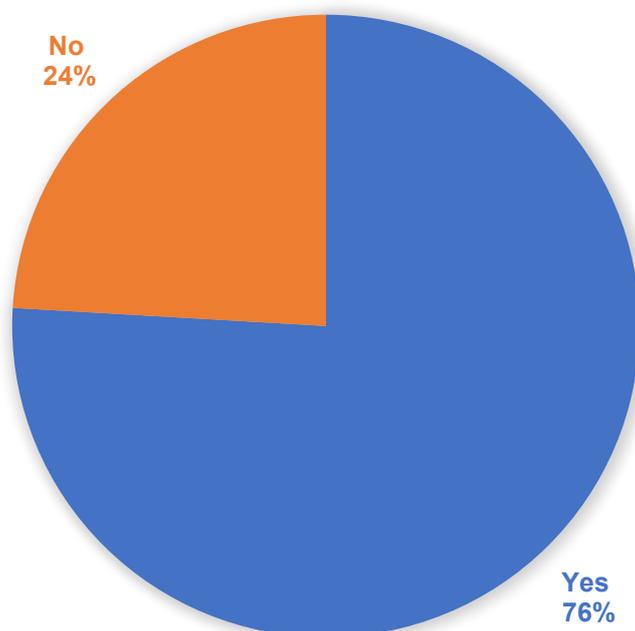
### Q3 - Do you have any other comments on the Draft Rough Sleeping strategy?

- This question allowed a free text response field.

The graph below shows the response to **Q1: Do you think these actions as set out in the Draft Strategy will help us to achieve the vision?**

Of the 108 people who responded, 82 agreed and 26 disagreed.

Do you think these actions as set out in the draft strategy will help us to achieve our vision?



## Summary of Survey Responses:

Owing to the lengthy nature of free-text responses, full and unabridged responses to questions two and three are included in the appendix. Each of these responses

found in the appendix may be seen next to their thematic classification. What follows here, therefore, is a summary of responses.

Classification of responses to questions two and three into themes reveals the following common responses per theme.

- **Accommodation:**

- **Respondents commonly expressed a worry that accommodation offered did not cater for rough sleepers with dogs.**
  - *'There should be consideration given to people with dogs/companion animals as they are often unable to access housing which accepts pets.'*
  - *'What specific help will there be for homeless people with dogs? I assume that Cov City Council will work with the animal charities to ensure there is provision for both people and animals so they can both be housed together and get vet help if needed'*
- **Respondents also worried that accommodation offered was unsuitable or dangerous.**
  - *'Ensuring that emergency housing is clean, secure and safe, and also provides options for the recipients to be indoors in the daytime - for example the Allesley hotel which homes a lot of homeless people is notorious for its bedbug infested and unsafe conditions, and it also kicks the residents out in the daytime to roam the streets in all weathers'*
  - *'An importance around 'safe' accommodation; that are safe for the individual eg: away from their perpetrator(s)'*

- **Achievability:**

- **Respondents commonly questioned whether adequate funding and resources are available to ensure the strategy is a success.**
  - *'Of course the actions set out are good in principal and I applaud the vision, I do not however know if there is funding available to rehouse, retrain, provide mental health services etc.'*
  - *'Once the strategy is in place and starts to show success it cant be something that stops once funding runs out. Although rough sleeper numbers may decline this doesn't mean the strategy has successfully solved the problem it just shows the strategy is working.'*

- **Clarity of Strategy:**

- **Respondents commonly worried about what specific roles individual partners would have, as well as how success would be evaluated.**

- *'I think that the strategy would have been made clearer by listing the partners and their specific roles. Achieving these outcomes by 2022 seems incredibly optimistic. A proper breakdown of each activity, even if just headlines would have helped. Moreover, I would have liked to understand what is being achieved right now out of the action points and what will be a brand new initiative. This would assist in making a judgment about the viability of the vision.'*
- *'Yes a clear measurable use of resources, such as X amount of outreach time will be provided per day/per week on a one to one basis to help tackle the entrenched rough sleepers in our city. Simple aim of taking X amount of rough sleepers off the street per week/per month'*

- **Complex Needs:**

- **Respondents worried that the strategy did not deal with the complex needs of rough sleepers in sufficient detail to provide the support they need.**

- *'Of course, any additional resource and a 'joined up' approach is welcome and the three pillars encapsulate what needs to be done. However, we feel that the big issues driving the huge increase in rough sleeping are not being addressed.  
Universal Credit and benefit cuts  
Mental Health Issues  
Domestic Violence  
Poor support for ex offenders leaving prison.  
Not sufficient supported housing for people who find it difficult to cope or who are drug/alcohol dependant.  
Of course, some of these issues cannot be dealt with alone by Coventry- we need a national campaign to realise the funding and policy change that will resolve those issues.'*

- *'change and open dialogue across the City without anyone fearing that they can't mention the 'elephant in the room'*

*The policy should also address:*

*Mental Health - people with complex problems are overwhelmingly more likely to experience poor mental health; there needs to be quick and easy access to triage and treatment as a core underlying causal factor. 6 weeks CBT is NOT enough.*

*Furthermore the whole strategy needs to ensure that services which are engaged in this policy are working towards a trauma informed practice. Too many times i have seem peoples situation exacerbated by staff who are poorly trained or not suited for the tasks they find themselves carrying out. Mental health first aid should be mandatory for people working with rough sleepers as well as excellent drug and alcohol awareness. Naloxone should be available in the City Centre in case of emergency.*

*Drug and Alcohol - how is this not mentioned in this policy???? Drugs and alcohol abuse are interwoven with the trauma-addiction cycle, and whilst it also is a major causal factor in begging and anti-social behaviour we should acknowledge that the current recovery services are failing and need to be much much better. The Council should take it upon themselves to get behind new and innovate measures to tackle addiction in the City including supporting those lobbying for change and more rehab places. The NHS needs to be engaged so we can move towards a system where people with addictions can also get the long-term mental health support they need without having to be clean first (this undermines the recovery process and needs to change).'*

- **Enforcement:**

- **There was a particular worry with regards to how rough sleeping is associated with crime, and how people can feel unsafe in the city centre.**
  - *'Cross referencing with Police and partner agencies to see if the registered Rough Sleepers are committing crime/offences which could be alleviated with correct intervention. Removal of rough sleeper bedding to a secure area allowing owners to collect within a designated time frame. This will clear the areas an potentially stop another rough sleeper using the bedding for themselves.'*
  - *'Zero tolerance of rough sleeping in the city disabled car park. Vulnerable disabled people are being prayed on for money and are frightened to use the facilities that help them because of permanent rough sleepers who bed down there and sit there all day being threatening and abusive.'*
  - *'We need to consider the impact that a growing rough sleeping community has; it attracts people who might find such a community appealing. I used to live in Vancouver, and have seen this vicious circle first hand. At a tipping point the rough sleeping community becomes attractive for some people at risk, and the appeal to these marginalised people increases the homeless community. Drug abuse, violence and self harm*

*follow. To protect these vulnerable people a more robust strategy is needed. We need penalties for rough sleepers as well as help for them.'*

- There was also a concern for the impact this would have on local businesses.
  - *'It feels very overwhelming in the city due to the high level of direct-begging (people approaching you as you walk along). This is intimidating for many and creates an oppressive atmosphere that must be affecting businesses.'*
- **Gender and Age:**
  - **There was a particular worry with how this policy helped female rough sleepers, and those who had suffered domestic violence.**
    - *'Focused services - this policy treats all service users under the same broad brush and that approach will never work. Women only services need to be available as the issues and barriers that homeless women face are very different and require specialist support (DV/exploitation etc) you can go to organisations like Kairos, FWT, Haven and the Womens Partnership for best practice in this regard. This must be incorporated. There are other niche groups which need to be considered in terms of equality of provision including LGBTQ and speakers of other languages'*
    - *'Where are the links with VAWG specialists in city, any provision of women only safe spaces? The multi agency initiatives are great but lack insight into how safe women feel accessing support here ( as males also use this). Is there specific data available on how many women are within the estimated July 2019 count? How will this strategy link with VAWG specialist agencies such as women's aid , crasac, Kairos etc?'*
  - **There was also a concern expressed about the problems experienced by care-leavers.**
    - *'Sufficient Support for care leavers to prevent them from becoming rough sleepers'*
    - *'Priority given to those who are underage sleeping rough as well as those who are leaving children's homes or foster care'*
  - One respondent expressed concern for older people.
    - *'A few weeks ago I had to call an ambulance for an older man who had collapsed outside the hotel - he thought he might have*

*broken his hip. He was obviously too frail to be left/placed in the hotel and needed residential nursing care.'*

- **Giving:**

- **Many respondents wanted there to be a place for concerned members of the public to give to rough sleepers.**
  - *'Maybe instead of making begging illegal, we could make giving cash to beggars illegal; you could have a secure drop off point say in a bank (ie 'hole in the wall' type of thing) in areas where there are lots of beggars like the area around the Godiva statue in town - people could then give money but not directly to beggars, instead it would go to the strategy directly.'*
- Respondents also wanted clarity of advice relating to giving.
  - *'There is no mention of an approach to discourage people from donating money to rough sleepers. Among the population there is a disagreement as to whether giving money helps or hurts.'*

- **Information:**

- **Respondents were concerned about whether there was enough information about what opportunities there were for rough sleepers.**
  - *'I think there needs to be better information for other departments who have to deal with rough sleepers, such as parks dept as we have found it hard to find the right contacts in the past.'*
  - *'Can we have a big poster in town to say where and when we can get help?'*
  - *'Engaging the wider community. There is a lot in the strategy about agencies working together and ensuring that rough sleepers know where to access support, but relatively little about educating the general public in how they can signpost and support rough sleepers. If the problem is to be solved then it will take the combined efforts of everybody, not just public sector bodies and charities.'*

- **Partnership:**

- **There were a number of responses to do with how different organisations in the city work together to help rough sleepers.**
  - *'I think this needs to go back to the drawing board with a view to the council gaining a better understanding of what good quality direct provision looks like, and how the needs of service users*

*can be properly considered. I'm sure third sector services across the City would be happy to support a more inclusive, trauma-informed approach to meeting the needs of the most vulnerable in our City.'*

- *'Develop further links with the wider community sector and partnerships such as 'Coventry Women's Partnership', to offer wrap around support to enable people to move away from rough sleeping, as well as preventing rough sleeping in the first instance'*

- **Supportive:**

- **There were a number of responses which were simply supportive of the proposals.**

- *'I think the draft covers all relevant areas.'*

- **Other:**

- **There were a number of responses that did not fit into other areas. Some of these responses seemed to spam. Another response in this category had to do with immigration.**

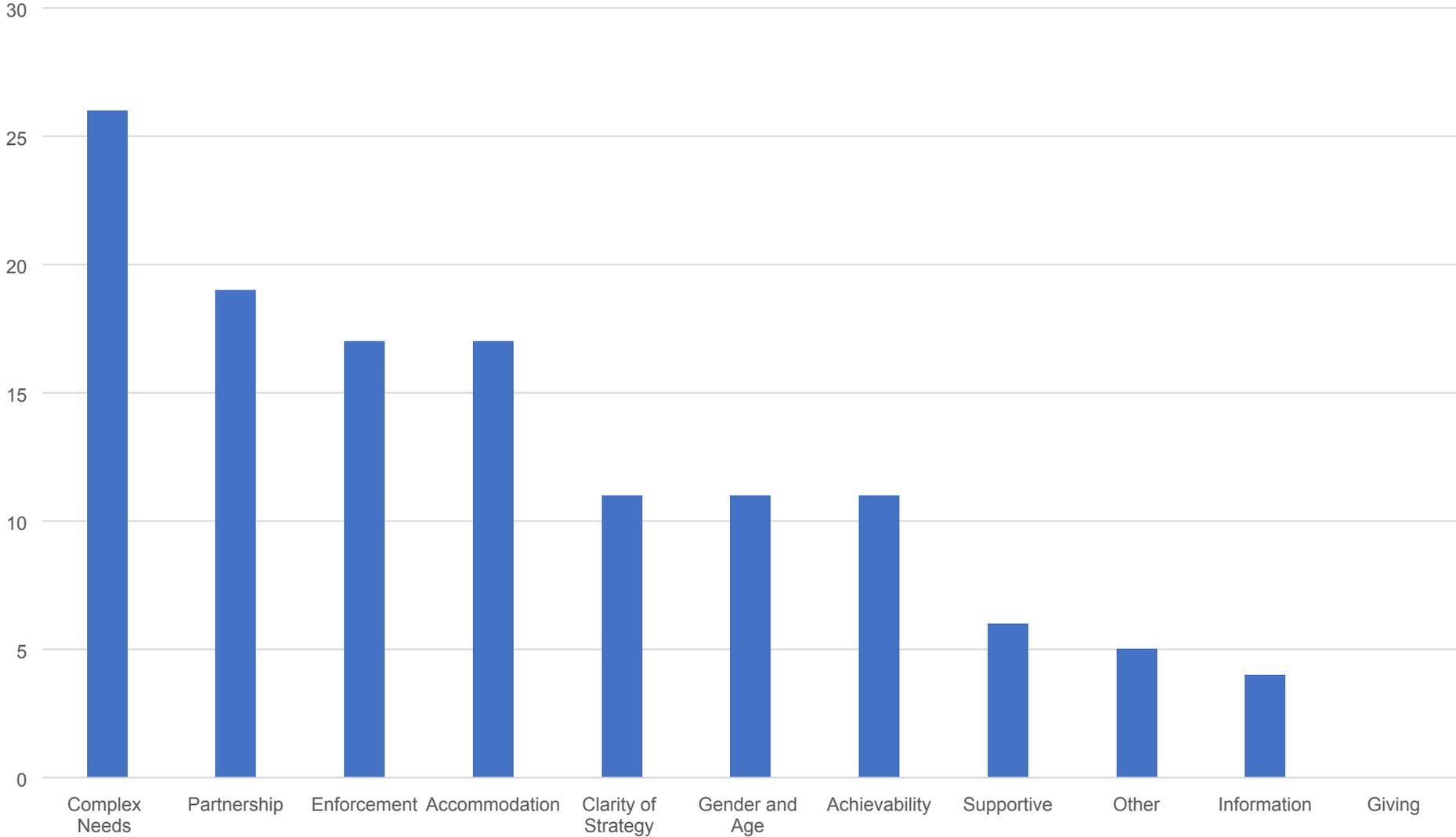
- *'Rrr'*

- *'Why did Coventry take on so many immigrants (we are virtually the top provider in this area) when we already had a homeless problem. Surely its more important to sort out those we already have before taking on more people needing homes. No more until everyone here is homed and getting the care and benefits they need to keep them safe.'*

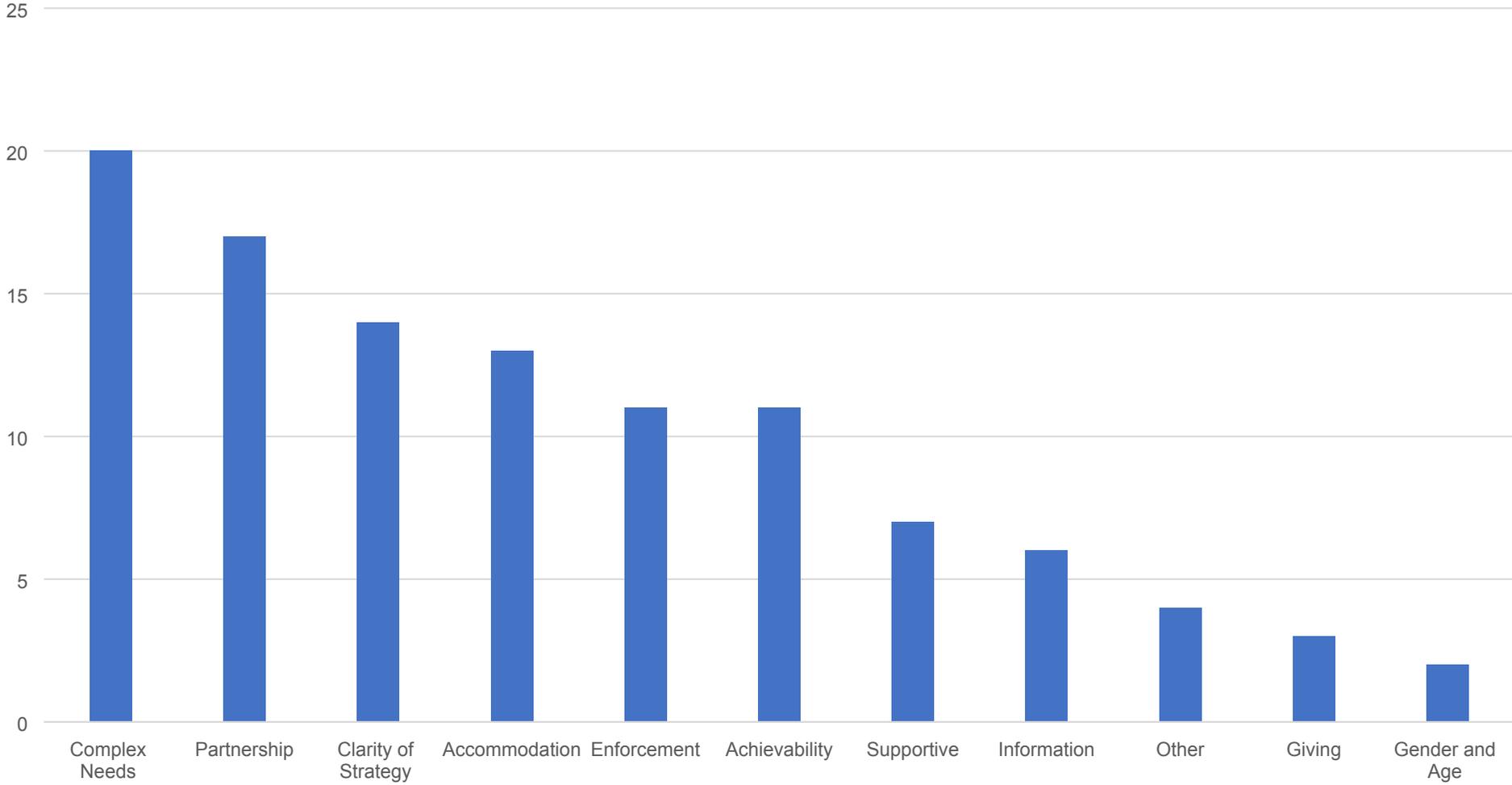
### **Prevalence of Themes:**

Having reviewed the sorts of responses which were received during the consultation, the following graphs illustrate the relative prevalence of each theme in the survey responses. There is one graph for each of questions two and three. This information is provided to provide an impression of the consultation responses and it is important to emphasise that conscientious consideration must be given to all responses, including those less prevalent, particularly if they relate to equality groups and therefore the discharge of public sector equality duty.

### Are there any other priorities that should be included in the Draft Strategy?



### Do you have any other comments on the Draft Strategy?



**f) Direct Invitations to comment from partner agencies**

**1. Zoe Titchener, Coventry Citizens Advice, emailed on 30/10/19 with the following comments:**

<p><b>Do you think these actions as set out in the Draft Strategy will help us to achieve the vision?</b></p>	<p>I support the aims of the strategy. I feel the objectives, under the three “pillars” of Prevention, Intervention and Recovery, are at a very high level and need much more supporting information, to define more specific actions, with an agreed owner, timescales and expected outcome.</p> <p>I am aware that further details will be captured in the Rough Sleeper Action Plan. This is yet to be circulated, so I’m not able to comment on how this will support the strategy. I am unclear whether the supporting Plan will be issued for public consultation.</p> <p>Where actions are listed as being delivered in partnership, the document would benefit from clarity over who this includes – Coventry City Council; commissioned providers; statutory bodies; funded third sector agencies; unfunded/voluntary organisations, other organisations such as Registered Social Landlords or the DWP. While I strongly support co-ordinating efforts and reducing duplication within the sector, the strategy would benefit from clearer definition of what partnership working means in each case.</p>
<p><b>Are there any other priorities that should be included in the Draft Rough Sleeping Strategy?</b></p>	<p>The council and other bodies have statutory obligations to address homelessness, particularly through the Homelessness Reduction Act, but the HRA is not referred to within the document.</p> <p>Some statutory HRA duties specifically link with the items detailed under the three “pillars”, such as the provision of advice and information, and the Duty to Refer, including discharge routes from hospitals and prisons.</p> <p>Many of the other actions – support to access relevant benefits, building links with the Private Rented Sector – include work that may also take place under the HRA, for all types of homelessness.</p>

	<p>I would expect to see many more references to the HRA, especially where actions have a direct link to statutory duties, and for the strategy to detail how rough sleeper work links in with the HRA service.</p> <p>Ideally I would aim to make existing services open to all, rather than designing separate services for people sleeping rough. For example, HRA services should not need to be amended from business-as-usual delivery in order to be accessible to people sleeping rough.</p> <p>Clients with No Recourse to Public Funds (NRPF) are mentioned in the strategy introduction but not referred to under any of the “pillar” actions. It is unclear whether this strategy is concerned with NRPF clients as well as those with recourse. Intervention item 6 for example says “Once identified, as a partnership we will work quickly to get rough sleepers into services” – this makes no distinction about whether clients are NRPF. If NRPF numbers are increasing, the strategy should have an approach for these cases.</p> <p>Similarly, the document says there has been an increase in female rough sleepers, but there is no corresponding action to address this or identify any underlying issues such as domestic violence or trafficking.</p> <p>The document notes a lack of affordable housing but does not address this issue elsewhere. The rough sleeper strategy needs to be closely linked with the Housing &amp; Homelessness strategy, with a focus on affordable housing.</p>
<p><b>Do you have any other comments on the Draft Rough Sleeping strategy?</b></p>	<p>Funding for the Rough Sleeper Initiative and Housing First is extremely welcome. Monitoring the delivery and effectiveness of these projects should be a key part of the rough sleeper strategy. It would be helpful to know what actions and targets sit under these existing contracts and how these are monitored, as they directly relate to the strategy and are key tools in reducing rough sleeping.</p>

	<p>As noted above, the objectives are at a very high level. The strategy or a supporting document could provide much more detail explaining how the aims under each “pillar” will be achieved. I am aware of a proposed Action Plan to accompany this strategy, but this has not yet been released. I find it difficult to comment in detail on the strategy without the accompanying Action Plan.</p> <p>Section 8 states the Strategic Housing Board will scrutinise delivery of milestones, but I am not clear from this document what those milestones are or where they are documented.</p>
--	--

**2. Liam Nagle, Community Safety Team, Coventry City Council, emailed on 30/10/19 with following comments:**

We are pleased to see a specific strategy to address the issue of rough sleeping as we believe it needs to be looked at separately from homelessness, it is clear that the reason many people sleep rough is far more complex than simply offering them somewhere to live, else the issue would be far easier to resolve.

The three priorities listed are ones we are in general agreement with, clearly the key to it will be the actions that underpin those priorities. We are also encouraged to see the suggested question on the fact sheet regarding the difference between beggars and rough sleepers. We believe that in addition to this there needs to be a clear comms strategy across all key agencies with key messages about beggars and establishing a realistic and easy alternative for those that do wish to give something to help those less fortunate but does not perpetuate the issue by giving cash directly to the individual.

There is mention of establishing a giving scheme, but we feel it’s unrealistic to expect people to download apps, visit websites and similar. We discussed at City Tasking the possibility of acquiring contactless giving terminals, if this could be progressed and possibly extended to other City wide locations that would be a real help as experience tells us if we are effective in the City Centre the issue will switch to other established urban high streets such as Earlsdon, Cheylesmore and similar, we’d be keen to be proactive rather than reactive in this regard.

From a Community Safety/Street Enforcement viewpoint there needs to be a conversation regarding managing people's expectations regarding problematic rough sleepers and similar and what is achievable when it comes to enforcement matters as in reality the legal toolkit is very limited and taking enforcement action is very polarising.

However it's clear that many stakeholders including business owners and those tasked with driving footfall and visitors to the City Centre are of the opinion that we should be doing more to move on/enforce against long term rough sleepers in prominent locations and we would like the strategy to acknowledge this and identify pathways, processes and support to ensure this happens.

We believe that the strategy needs to acknowledge 2021 and the City of Culture year, this is undoubtedly going to cause an influx of transient individuals, either when large events are on, or as is more likely for extended periods. If we do not have some sort of flex within existing policies regarding local connection or similar, if we do not offer an alternative to sleeping rough, particularly if the winter night shelter isn't open, then people will have little alternative but to sleep rough.

### Key Changes made to the Strategy and Action Plan

Key suggestions for change	Action Taken
To change the wording from Pillar to Principle.	Undertaken.
Formal development and subsequent recognition of the partnership to deliver the strategy and actions.	Included in the Action Plan.
That the vision is embedded and owned by all - One Coventry.	Included in the Action Plan.
Knowing how people can get help and give help.	Included in the Action Plan.
Enforcement should be used consistently and transparently.	Included in the Action Plan.
For those accessing services or rough sleeping only having to tell their story once.	Included in the Action Plan.
Specific reference to be made to ex-armed forces and Women with complex needs.	Included in the Strategy

**Principle 1 - To prevent new people from starting to sleep rough.**

<b>Key suggestions for change</b>	<b>Action Taken</b>
Better universal, information, advice and guidance for people at risk of rough sleeping, professionals and the public.	Included in Action Plan.
Early intervention through tailored appropriate support when someone is at risk of rough sleeping.	Included in Action Plan.
A need for joined up services when people are leaving hospital or prison.	Included in Action Plan.
Person led, not service led, interventions when someone is in crisis.	Included in Action Plan.

**Principle 2 - To intervene rapidly when people start to sleep rough to help them off the street**

<b>Key suggestions for change</b>	<b>Action Taken</b>
More appropriate and a wider choice of emergency/ temporary options for people.	Included in Action Plan.
Information sharing between agencies - I only want to tell my story once.	Included in Action Plan.
The right help needs to be available quickly with easy access points and delivered in a joined-up way.	Addressed through partnership approach to delivery of the Action Plan.

**Principle 3 - To promote a person's recovery once they are off the street to build positive lives and so they do not return to rough sleeping.**

<b>Key suggestions for change</b>	<b>Action Taken</b>
On-going support.	Included in Action Plan..
More understanding from people / professionals.	Included in Action Plan.
Help to find employment and access benefits.	addressed through partnership approach to delivery of the action plan.

## Appendix 1

The table below shows the responses to Q2: **Are there any other priorities that should be included in the Draft Rough Sleeping Strategy?**

Theme(s)	Contribution
Enforcement	Penalties should be available for non-compliance of help offered, including being banned from the city centre during shopping hours..
Accommodation	All multi storey student accommodation developments should allocate a floor/rooms solely for use by Rough Sleepers, free of charge.
Clarity of Strategy, Information	accountability as to which partner is responsible for what areas of the core values. Regular updates as to how things are progressing ie how many you have off the streets and in housing
Gender and Age	Where is support for 16+?
Clarity of Strategy	Time deadlines should be applied to individual cases
Partnership, Enforcement, Clarity of Strategy	<p>Named coordinator to support rough sleepers</p> <p>List of agencies who support ( updated regularly ) on council website</p> <p>List of feeding places</p> <p>Removal of bedding etc in city centre</p> <p>Police to remove beggars</p>
Partnership, Gender and Age	<p>The strong emphasis throughout the draft strategy of partnership working is welcomed.</p> <p>It was recognised that there had been an increase in female rough sleepers and those with no recourse to public funds. In terms of the former are there any links to domestic violence, accepting of course both male and females can experience this?</p> <p>In terms of NRPF is this mirrored elsewhere and is there evidence that individuals are moving from one part of the West Midlands to another?</p>

Theme(s)	Contribution
Complex Needs, Partnership, Clarity of Strategy	<p>There's insufficient focus on harm reduction and actions to reduce harm as an immediate response to rough sleeping. Drug related deaths are increasing nationally (alho not in Coventry currently) and rough sleepers will be dis-proportionally affected by this.</p> <p>CGL provides naloxone (to reverse the effects of opiate overdose) to drug users and soon the police will be issuing it also. All agencies working with rough sleepers should be trained in administering naloxone and, where possible, should be issuing packs to people who do not have one. There should be greater awareness of naloxone so that kits are not inadvertently taken off rough sleepers or cleared up with other personal items.</p> <p>Rough sleepers frequently have extremely complex needs. Current pathways, joint working and approaches around physical and mental health is insufficient for this cohort (and there are no partnership commitments from CCG, CWPT, Anchor Centre and UHCW in the document). Clients will not prioritise their own health and health services could / should be more flexible and assertive in their approach to providing support.</p>
Accommodation	<p>Yes, access to accommodation is a basic need and right that should be available to all, regardless of lifestyle choice and situation. People who are rough sleeping due a lack of services that will permit access should therefore be of high priority. This may be rough sleepers who have dogs, of which is a core barrier, with little services available they are forced to continue to rough sleep as they are emotionally attached to their dog and unable to give the dog up, sometimes their only family. Also, drug users that do not wish to end their habit should be provided with a safe space in which they can access basic accommodation.</p> <p>Additionally, for those who choose to sleep rough, services to provide them with food, water, hot drinks, bedding, clothing, showers, should be provided. Instead of taking a hard approach because of the city of culture status, we should be supporting people with their own choices and enabling them to live safety in our streets if that is what they want.</p>
Partnership, Achievability	Funding to ensure the strategy is delivered in a timely and correct manner. Professionals access to a centralised database
Gender and Age	The strategy mentions increase in female rough sleepers but not a clear or distinct priority identified for addressing need within a gender perspective.
Complex Needs, Enforcement,	Stop the begging by car park payment machines, this encourages people to pretend they are sleeping rough

Theme(s)	Contribution
Complex Needs,	I think that there should be more emphasis placed on enabling rough sleepers access to physical and mental health services. Rough sleepers are often reluctant to access services available to the public and having a designated multidisciplinary outreach service offering support with the above could be a better way to engage. Similar could apply to the services offering support with substance misuse.
Clarity of Strategy, Achievability	1.4 ... loss of job/income/benefits reference to those No Recourse to Public Funds - without a change in national policy, they will not have access to any services or benefits. reference to those with No Local Connection - without a change in local policy, they will again not be given access to local services. 5.3 & 7.3 Statin the vision of the elimination of rough sleeping by 2022 is akin to a Miss World contestants aspiration to work for world peace and achieving this is NOT within the behest of a Coventry partnership alone and would require national changes to legislation. It may very well be the case, that in spite of all our combined efforts, the situation could well deteriorate.... Any strategy needs to reflect this FACT to avoid us looking rather naïve when it fails to come to fruition.
Complex Needs	I believe some are not homeless they are beggars
Achievability	This will cost a huge amount of money to do effectively do you have the funds on a long term basis?
Supportive	No
Accommodation	Empty shops/factories could be used as short-term measures until they are needed again.
Supportive	No
Complex Needs	Can we budget for much better Mental Health Treatment, tied in with this is substance abuse. Look at ways of helping those affected to improve their self worth, value to society and quite possibly usefulness with employment
Enforcement	action needs to be taken ASAP to remove bedding etc from the city centre.
Complex Needs, Partnership	The Majority of rough sleepers that I have spoken to have mentioned broken relationship and /or not wanting to ask for help from family members because shame. I have also worked with many families of young people who are experiencing relationship difficulties and threatened homelessness. Mediation and Conflict Coaching can be used effectively to prevent homelessness, re-establish and improve relationship and ongoing support from relatives and friends.
Achievability	No, it needs to be achievable - not fighting on too many fronts

Theme(s)	Contribution
Complex Needs	Yes we have an increase of drug uses who are sleeping rough, they too need help should they need it.
Enforcement	Compulsory removal of rough sleepers
Enforcement	Fines after warning if not conform to council interventions Removal of all items of rough sleepers from the city centre during shopping hours.
Complex Needs, Partnership, Gender and Age	Develop further links with the wider community sector and partnerships such as 'Coventry Women's Partnership', to offer wrap around support to enable people to move away from rough sleeping, as well as preventing rough sleeping in the first instance. There are steering and working groups currently you could feed into, such as Marmot Steering Group, and Marmot Poverty Group (this involves a range of agencies across VCS working in employment, advice and guidance services).
Enforcement, Clarity of Strategy	I think the council needs to decide what it's policy is on the building of bashes (temporary slum dwellings). These are springing up all around the city and give the impression of an entrenched, immovable problem - it also communicates that the authorities are resigned to the permanency of homelessness
Complex Needs, Partnership, Clarity of Strategy, Gender and Age	* The commissioned services will provide support and are accessible to those with complex needs and those who are at risk of rough sleeping.  Which partners are you working with to identify those at risk with complex needs and have you got links into Sexual Violence support networks ?
Clarity of Strategy, Achievability	Yes a clear measurable use of resources, such as X amount of outreach time will be provided per day/per week on a one to one basis to help tackle the entrenched rough sleepers in our city Simple aim of taking X amount of rough sleepers off the street per week/per month

Theme(s)	Contribution
<p>Complex Needs, Partnership, Clarity of Strategy, Gender and Age, Achievability</p>	<p>This generic policy, whilst it has some good objectives fails to properly understand the nature of homelessness, its complexities and the abject failure of the current system to tackle the problem.</p> <p>it should explicitly acknowledge that the current system is broken as a starting point. This then opens the door for wholesale change and open dialogue across the City without anyone fearing that they can't mention the 'elephant in the room'</p> <p>The policy should also address:</p> <p>Mental Health - people with complex problems are overwhelmingly more likely to experience poor mental health; there needs to be quick and easy access to triage and treatment as a core underlying causal factor. 6 weeks CBT is NOT enough. Furthermore the whole strategy needs to ensure that services which are engaged in this policy are working towards a trauma informed practice. Too many times i have seem peoples situation exacerbated by staff who are poorly trained or not suited for the tasks they find themselves carrying out. Mental health first aid should be mandatory for people working with rough sleepers as well as excellent drug and alcohol awareness. Naloxone should be available in the City Centre in case of emergency.</p> <p>Drug and Alcohol - how is this not mentioned in this policy????</p> <p>Drugs and alcohol abuse are interwoven with the trauma-addiction cycle, and whilst it also is a major causal factor in begging and anti-social behaviour we should acknowledge that the current recovery services are failing and need to be much much better. The Council should take it upon themselves to get behind new and innovate measures to tackle addiction in the City including supporting those lobbying for change and more rehab places. The NHS needs to be engaged so we can move towards a system where people with addictions can also get the long-term mental health support they need without having to be clean first (this undermines the recovery process and needs to change)</p> <p>Focused services - this policy treats all servive users under the same broad brush and that approach will never work. Women only services need to be available as the issues and barriers that homeless women face are very different and require specialist support (DV/exploitation etc) you can go to organisations like Kairos, FWT, Haven and the Womens Partnership for best practice in this regard. This must be incorporated. There are other niche groups which need to be considered in terms of equality of provision including LGBTQ and speakers of other languages.</p>

Theme(s)	Contribution
Complex Needs	<p>At this moment across the country there is a housing crisis, most people who have a mortgage or rent are 'only a couple of pay checks away from losing their home' if they lost their jobs, says a survey by the housing charity 'Shelter'.</p> <p>Job losses can be caused by many things and most people can bounce back because of family and friends help. But some are caused by ill health and especially mental health is one of the big factors in people ending up rough sleeping on the streets. Addictions like drink, gambling and drugs hold them down in constant debt and on the streets.</p> <p>For the homeless it is almost impossible to make regular appointments for help from the different agencies who could help, when you have no address or stable base for appointments to be sent to.</p> <p>I hope this service will offer reassurance and support to those who need it most, helping prevent situations that see people with mental health issues homeless, alone and at risk.</p>
Complex Needs, Accommodation, Achievability	<p>There is nothing mentioned in the strategy about building houses, or additional funding being available. So when the city is experiencing what could be termed a 'housing shortage' how are you going to physically house people?</p> <p>Of course the actions set out are good in principle and I applaud the vision, I do not however know if there is funding available to rehouse, retrain, provide mental health services etc.</p>
Accommodation	Building more truly 'affordable' housing let at a social rent.
Complex Needs, Enforcement	<p>We need to consider the impact that a growing rough sleeping community has; it attracts people who might find such a community appealing. I used to live in Vancouver, and have seen this vicious circle first hand.</p> <p>At a tipping point the rough sleeping community becomes attractive for some people at risk, and the appeal to these marginalised people increases the homeless community. Drug abuse, violence and self harm follow.</p> <p>To protect these vulnerable people a more robust strategy is needed. We need penalties for rough sleepers as well as help for them.</p>
Accommodation	Affordable housing
Accommodation	There should be consideration given to people with dogs/companion animals as they are often unable to access housing which accepts pets.

Theme(s)	Contribution
Complex Needs, Enforcement, Accommodation	<p>To work with local communities to ensure that homeless people accommodated in temporary accommodation understand and respect the communities that they will find themselves placed within.</p> <p>What should be done with persistent rough sleepers? Those who refuse temporary accommodation when it is offered, or who find themselves ejected from temporary accommodation because of anti-social behaviour or drink/drug problems.</p>
Complex Needs, Accommodation , Gender and Age	<p>You need to stop using hotels.</p> <p>'Once identified, as a partnership we will work quickly to get rough sleepers into services, ensuring that the accommodation that we offer does not exacerbate their complexities'.</p> <p>Please stop housing vulnerable people in failing hotels (e.g. Allesley Hotel) who do not provide adequate, clean and/or safe accommodation. I have talked to many homeless people housed in 'temporary' accommodation there over the last few years. Some individuals have been housed there for over two years or more. They are not treated with any respect by the hotel e.g. are asked not to eat breakfast downstairs the day after a wedding and given a sandwich instead.</p> <p>I have heard many stories of fights, break ins, drug dealing/taking etc from the hotel residents. I can't believe the place is still open. Some people housed there are genuinely frightened. One long term resident returned from a short stay in hospital to find her room/home had been broken into - she also told me she lay in bed ill for days with water (from the room above) running down the walls. One young man from Birmingham with complex mental health issues told me he couldn't stay there overnight and so regularly went into town to stay with friends because 'it all kicks off at night'. One man was released from hospital in a wheelchair and housed on an upper floor without a working lift. Another man told me that the fire doors were locked at night and that no staff are on duty. Another man told me he actually felt safer in prison. A few weeks ago I had to call an ambulance for an older man who had collapsed outside the hotel - he thought he might have broken his hip. He was obviously too frail to be left/placed in the hotel and needed residential nursing care.</p> <p>Apart from the fact that the hotel isn't suitable to house vulnerable adults and/or children most residents find it expensive to get into town to access local services including schools.</p>

Theme(s)	Contribution
	<p>There is also a significant impact on the wider local community and businesses (e.g. One Stop shoplifting) who have to deal with an increase in anti social behaviour, drug dealing in the surrounding streets, break ins etc. This same community is paying for you to provide and implement an effective Rough Sleeping Strategy.</p> <p>Placing homeless people in these type of hotels/accommodation does 'exacerbate their complexities'. The hotels provide no support, have no expertise in dealing with the homeless and have no standards of care in place.</p>
Complex Needs, Enforcement, Accommodation	Ensuring that emergency housing is clean, secure and safe, and also provides options for the recipients to be indoors in the daytime - for example the Allesley hotel which homes a lot of homeless people is notorious for its bedbug infested and unsafe conditions, and it also kicks the residents out in the daytime to roam the streets in all weathers, no wonder the poor residents are turning to drink and drugs. I don't think the taxpayer should be paying slum landlords to house vulnerable people and make their problems worse, these landlords should be prosecuted.
Supportive	no
Complex Needs	Dealing with the drug taking amongst the homeless. Unless this major issue is addressed, the strategy will make no or little difference.
Other	Encourage the families of rough sleepers to help in their needs so that the full cost and responsibilities do not fall on the rest of the community .
Enforcement	get people off the streets rapidly
Enforcement	It is sad that people are rough sleeping but many of them are beggars who intimidate residents, prevent people from visiting the city centre and make our city undesirable to visit. One particular area of concern is the area in front of the station where somebody appears to have set up camp for the last couple of months. They are not there during the day, just at key times to beg. The whole area around the public seating area is strewn with litter and looks absolutely awful. That together with people sleeping around the new Council buildings. If I had just got off the train to visit Coventry I would turn back round and leave. It is a dreadful first impression. Not the impression we want for City of Culture.
Accommodation	people who have pets and are made homeless should have access to accommodation that allows them to take their pets with them.
Other	Ftr4
Other	Rrr

Theme(s)	Contribution
Partnership, Accommodation	What specific help will there be for homeless people with dogs? I assume that Cov City Council will work with the animal charities to ensure there is provision for both people and animals so they can both be housed together and get vet help if needed - I am sure there would be strong support for this by Coventry citizen.
Enforcement	Stop beggars asking for money constantly
Accommodation , Achievability	More social housing is needed. Personally I am sick to death of all this student housing that is being built in the city centre. Its ugly and an eyesore and why is investment being made only for students who are only temporary visitors to the city when long term residents are being forced into cramped unsuitable accommodation. The way I see it the rough sleeping strategy does nothing to address the lack of suitable affordable housing in the city which is one of the reasons why the country is experiencing a homeless crisis in the first place!!!!
Complex Needs, Gender and Age	working with/monitoring at risk children and care leavers to ensure they don't face homelessness.
Accommodation	Limit the number of properties being made available for students, so that normal people can have affordable housing which will drastically reduce homelessness
Other	A protocol for dealing with rough sleepers around the city including parks and open spaces, see next question
Partnership, Achievability, Supportive	Yes, I believe so provided it is a fully integrated approach and money and staff resource are invested
Complex Needs	Sufficient Support for care leavers to prevent them from becoming rough sleepers
Clarity of Strategy	We feel that the details in the Draft Strategy aren't strong enough. More direct approach with more positive outcomes. it appears to be very vague and offer the clarity it needs
Supportive	No
Partnership, Enforcement	Cross referencing with Police and partner agencies to see if the registered Rough Sleepers are committing crime/offences which could be alleviated with correct intervention.  Removal of rough sleeper bedding to a secure area allowing owners to collect within a designated time frame. This will clear the areas and potentially stop another rough sleeper using the bedding for themselves.
Accommodation	Rough sleepers that may have pets. They face the most difficulties getting off the streets.
Achievability	Enough trained personnel to carry through your objectives.

Theme(s)	Contribution
Partnership, Information	Engaging the wider community. There is a lot in the strategy about agencies working together and ensuring that rough sleepers know where to access support, but relatively little about educating the general public in how they can signpost and support rough sleepers. If the problem is to be solved then it will take the combined efforts of everybody, not just public sector bodies and charities.
Partnership, Information	Engaging the wider community. There is a lot in the strategy about agencies working together and ensuring that rough sleepers know where to access support, but relatively little about educating the general public in how they can signpost and support rough sleepers. If the problem is to be solved then it will take the combined efforts of everybody, not just public sector bodies and charities.
Supportive	I think the draft covers all relevant areas.
Complex Needs, Gender and Age	Priority given to those who are underage sleeping rough as well as those who are leaving children's homes or foster care.
Enforcement	Ensuring the removal of mattresses etc. that are littering the city,
Complex Needs	Check if people are actually a rough sleeper and why as you said find out barriers
Enforcement	Zero tolerance of rough sleeping in the city disabled car park. Vulnerable disabled people are being prayed on for money and are frightened to use the facilities that help them because of permanent rough sleepers who bed down there and sit there all day being threatening and abusive.
Partnership	An excellent plan only if all strategies are followed through vigorously by all the agency partnerships working as one!!!
Complex Needs, Partnership	Speaking to people during the day. Social interaction can go a long way. Neighbourhood wardens were good for this.
Complex Needs, Partnership	If rough sleepers are not able to undertake volunteer work-based activities - can we (as part of the independent arts network in Coventry) work with the various agencies to develop a range of activities that offer a programme of educational, transferable and life skills via drama/writing/media? I feel we can offer valuable bespoke support to individuals with various needs as well as offer forums for shared life experiences that may help other rough sleepers as they transition.
Other	What about people not from Coventry who are sleeping in our city at night ?

Theme(s)	Contribution
Achievability	I have answered yes to previous question , but not 100% convinced. But something needs to be done as soon as possible to help people off the streets. The numbers in town are a sad reflection on our city and the society we live in.
Partnership, Clarity of Strategy	The Strategy should include reference to the high quality employability pathways that exist in Coventry. It should make it explicit that agencies will identify and offer a sustainable route to economic and social independence for people who are former rough sleepers. While many people who are rough sleepers may not be ready to enter immediate employment it will be important that they are give the best quality support available at the point when they are able to benefit from it. The primary route for this support in Coventry will be a referral into the Job Shop and the Programmes available to address multiple barriers that may make it difficult for individuals to move toward, enter and sustain employment.
Complex Needs, Enforcement, Accommodation	An importance around 'safe' accommodation; that are safe for the individual eg: away from their perpetrator(s)
Complex Needs, Partnership, Accommodation , Gender and Age	<p>Of course, any additional resource and a 'joined up' approach is welcome and the three pillars encapsulate what needs to be done. However, we feel that the big issues driving the huge increase in rough sleeping are not being addressed.</p> <p>Universal Credit and benefit cuts Mental Health Issues Domestic Violence Poor support for ex offenders leaving prison. Not sufficient supported housing for people who find it difficult to cope or who are drug/alcohol dependant. Of course, some of these issues cannot be dealt with alone by Coventry- we need a national campaign to realise the funding and policy change that will resolve those issues.</p> <p>We agree that a range of providers would be more suitable than relying on just one. The document refers to limited resources. Without a huge increase in resources for the Local Authority we are concerned that only limited support will be available which is not sufficient to support the most vulnerable rough sleepers. Housing offered can sometimes be in places where the individual can be more 'at risk'</p> <p>Young homeless people are more vulnerable and much more needs to be done to ensure that all young people can access affordable decent accommodation in the city.</p>

<b>Theme(s)</b>	<b>Contribution</b>
Complex Needs, Partnership	<ul style="list-style-type: none"> <li>• We support the proposal of developing a strategy to tackle homelessness across Coventry and through UHCW as an acute provider that serves the populations of Coventry and Warwickshire would like to see this connect with the work in Warwickshire on the feasibility of the Pathway model..</li> </ul>

## Appendix 2

The table below shows the responses to Q3: **Do you have any other comments on the Draft Rough Sleeping strategy?**

Theme(s)	Contribution
Accommodation, Enforcement, Giving	<p>All rough sleepers and their belongings should be cleared from the city centre shopping area during shopping hours as this is not good for the general public to feel threatened with their begging etc. It also does not look good for visitors to the city who assume the council does not care about this situation. Maybe a ? spare shop premises or other venue should be provided for rough sleepers to use and keep their belongings during the day with people available to give them help as required.</p> <p>There should be a policy for the Council/Government departments to provide pre-paid accommodation, food etc. rather than give money to people who do not use it for essential basics like a home + food, then so many people would not become homeless in the first place.</p>
Complex Needs, Achievability	<p>I worked nights at student accommodation in Gosford street from feb until sept 18. I came into contact with a lot of these ruff sleepers they choose to live on the streets and beg because they know people will help them . These people need to be re educated this wont be easy a vast majority have dependency issues and mental heath problems. How far will the funding you have go and once this runs out who will be funding this bearing in mind the city council is cutting every budget possible . The amount of money being wasted on the city of culture nonsense Coventry city centre is a dump the only people who really use it are students beggars druggies basically the dregs of Coventry as you councillors know that's why you moved your head offices away from the main part of the city . The vast majority of people that I have spoken to all say the same the city is a dump</p>
Clarity of Strategy	<p>There should be a follow up stratgedy on cases who have been offered help especially if the appear back on the streets</p>
Clarity of Strategy	<p>Without context, the line about how those returning to the streets may - in some cases - face prosecution does not sound at all positive. It raises a question as to when this might be appropriate how it might potentially be misused.</p>

Theme(s)	Contribution
Complex Needs, Partnership, Enforcement, Achievability	<p>It reads fine on paper. But will you be able to find the financial, human and other resources to implement the strategy with the care, compassion and consideration required?</p> <p>People are in need of help, support and assistance - not policing. This principle must be at the forefront.</p> <p>I saw no mention of role of voluntary associations and members of public.</p>
Complex Needs, Partnership, Clarity of Strategy, Gender and Age	<p>The reference to the Duty to Refer is welcomed but I wonder if there should be a more explicit requirement for partners across the city to be aware of this and the role each has to play, particularly registered providers.</p> <p>It is also important to see the recognition that there is a wider health agenda and that engagement with both health commissioners and the NHS more widely critical to deliver some of the wider outcomes of the strategy. This is particularly important in terms of physical health but also in terms of mental health.</p> <p>Is there any evidence that suggests there is an increase in the most vulnerable rough sleeping and is this a part of a wider issue related to human trafficking and or organised crime. Is there any evidence from West Midlands Police to support this.</p> <p>I would also have expected to see a link made to Safeguarding more clearly.</p> <p>Perhaps there could be the opportunity for the lived experiences of someone who has rough slept to be used within the strategy to stress why outcomes can be so important?</p> <p>I appreciate this might be easier said than done but could be a powerful message to a wider audience who may just feel for some rough sleeping is a choice and feel that the solution is making it less visible rather than tackling the root societal causes.</p>
Partnership, Clarity of Strategy, Giving	<p>The case management approach is excellent; it not only needs to be signed up to by all partners (as the document says) but it also needs really strong leadership.</p> <p>There is no mention of an approach to discourage people from donating money to rough sleepers. Among the population there is a disagreement as to whether giving money helps or hurts.</p>

Theme(s)	Contribution
Partnership, Accommodation	Services other than The Salvation Army should be brought in to support the operation of the strategy. The Salvation Army cherry-pick who can access their accommodation and do not provide a safe environment in which rough sleepers can access and be treated with respect. It would therefore be beneficial to see a consortium of services provide a variety of accommodation types and services that work together every day, rather than just come together monthly/quarterly and walk away that actions that are never followed up and lost.
Partnership, Clarity of Strategy	A consistent approach by all agencies involved is vital to delivering this service.
Accommodation, Gender and Age	Where are the links with VAWG specialists in city, any provision of women only safe spaces? The multi agency initiatives are great but lack insight into how safe women feel accessing support here ( as males also use this). Is there specific data available on how many women are within the estimated July 2019 count? How will this strategy link with VAWG specialist agencies such as women's aid , crasac, Kairos etc?
Accommodation	Why did Coventry take on so many immigrants (we are virtually the top provider in this area) when we already had a homeless problem. Surely its more important to sort out those we already have before taking on more people needing homes. No more until everyone here is homed and getting the care and benefits they need to keep them safe.
Complex Needs, Partnership	More emphasis could be placed on rough sleepers experience of complex multiple traumas. By raising awareness of the trauma recovery among staff from statutory and voluntary agencies we could increase chances for engagement and positive interaction.
Partnership, Clarity of Strategy	A form of words that shows that charitable partners will be supported by CCC and not just relied upon. Whilst tens of thousands of pounds go to large contractors, it often feels like the third sector is picking up the crumbs.  I have spent more time begging for money than someone sitting in a doorway!  Best regards,  Nobby Clarke

Theme(s)	Contribution
Achievability, Supportive	It's a start but I will be interested to see how much the overall picture actually changes. I very much hope it does. It's a disgrace to our so called civilised society.
Complex Needs	It is my understanding that help is available only if the person want's the help? If true, what would the plan be for rough sleepers who refuse any help?
Supportive	No
Enforcement	no point in fining a homeless person for begging
Supportive	It seems comprehensive. It's good that it refers to the wider public as well as the rough sleepers
Partnership	Fostering a joined up thinking envisioned will be key to the success of this initiative.
Complex Needs,	Most concerned how the same lady continues to sleep under the subway in grey friars green , Coventry. I pass her each day , what should be done in cases like this, she looks very 'ill' somedays - does the draft really help some one like this - thank you
Partnership	FWT would like to join current working groups to support this strategy. Email Christine.mcnaught@fwt.org.uk
Complex Needs, Enforcement	This seems like a good pre-emptive strategy, which is forward thinking. But there also needs to be a strategy for the current situation - the proliferation of homelessness now, means that many have been on the streets long-term and have 'settled' into it. What will we do to support and change their circumstances? It feels very overwhelming in the city due to the high level of direct-begging (people approaching you as you walk along). This is intimidating for many and creates an oppressive atmosphere that must be affecting businesses.
Other	a certain amount of rough sleepers does not trouble me although I could imagine too many, at the moment (end of 2019) it does not seem too many
Clarity of Strategy, Achievability	It's not clear or concise, it has a bold aim of eradicating rough sleeping but with no clear delivery plan or action plan as to how it will be achieved.
Accommodation	Not just winter night shelter, all year round shelter
Complex Needs, Partnership	I think this needs to go back to the drawing board with a view to the council gaining a better understanding of what good quality direct provision looks like, and how the needs of service users can be properly considered. I'm sure third sector services across the City would be happy to support a more inclusive, trauma-informed approach to meeting the needs of the most vulnerable in our City.
Clarity of Strategy	Local newspapers should be stopped from reporting on individual cases, this can be unhelpful for the vulnerable individuals concerned e.g. 'Celtic Gary' reported at Coventry Live

Theme(s)	Contribution
Complex Needs, Partnership, Accommodation, Achievability	I think it the best strategy for a long time I hope you do not run out of money and the NHS do not deliver their part including Mental Health services. Its a national problem and should be sorted on a national level. Nationalise the building industry and built homes for all not just the rich.
Partnership, Clarity of Strategy, Achievability	I think that the strategy would have been made clearer by listing the partners and their specific roles. Achieving these outcomes by 2022 seems incredibly optimistic. A proper breakdown of each activity, even if just headlines would have helped. Moreover, I would have liked to understand what is being achieved right now out of the action points and what will be a brand new initiative. This would assist in making a judgment about the viability of the vision.
Accommodation	It appears to do no more than give support to rough sleepers, instead of focusing on the need for more housing within the city of Coventry. Also, it makes no mention of how rough sleepers will be able to cover their rents given the cuts to housing benefit that this Labour led council has done nothing to oppose!
Enforcement	I may have missed it but there doesn't seem to be much emphasis on the homeless respecting city space. Retailers are trying to trade with customers stepping around dirty sleeping bags, comatosed individuals and their belongings, making the coventry retail experience appalling. Are we so wishy washy that no one is prepared to say this is unacceptable? Look at the rates these city centre businesses are paying out. No one can be surprised if they go out of business because people want to stop visiting Coventry. There is no place for duvets and belongings being left out during the day in pedestrian areas. It's fine to have a compassionate approach but the bigger picture needs to be considered and acted on quickly.
Complex Needs	Many don't want intervention... what do you do rev these?
Enforcement	Doesn't really matter what anyone tries to do about this problem. It's easier for the 'rough sleepers' to camp out around car park machines and other prime spots in the city centre as this is the only way they want to get (beg) money!
Accommodation	Safer hostels Hostels that allow dogs Safe storage for rough sleepers to leave their belongings during the day
Supportive	I am pleased to see that useful gaps in provision have been identified and an empathetic approach to supporting people is leading the strategy.

Theme(s)	Contribution
Complex Needs, Accommodation	<p>It is important to ensure that temporary accommodation is appropriate. Housing homeless people with problems such as mental health or drink and drug issues in accommodation located close to residences with young families and elderly people its not helpful to either the homeless people or the local residents.</p> <p>Temporary accommodation that is on the outskirts of the city means that homeless people have to travel long distances on foot or public transport in order to access city centre support facilities.</p>
Accommodation	Please come and talk to the homeless residents of Allesley Hotel and Allesley Village to hear everyone's concerns.
	More council homes need to be built. Also, if the council were to introduce a scheme like 'graven hill' in Bicester, this could attract high earners to the city and provide greater tax revenues and support for local businesses. The extra service type jobs would reduce homelessness.
Other	[This was a blank response]
Accommodation	its a very poor image of the city when you see the same people in the same place day and night. its not rough sleeping, its all day and night.
Clarity of Strategy, Enforcement, Achievability	We are turning into a nation of do-gooders rather than tackling the problem face on. You need to step up the enforcement to stop the beggars and those who intimidate people and concentrate on helping those with a genuine need. I also think that your strategy fails to set out clearly measurable and achievable goals.
Other	Ffr
Other	Fff
Giving	Maybe instead of making begging illegal, we could make giving cash to beggars illegal; you could have a secure drop off point say in a bank (ie 'hole in the wall' type of thing) in areas where there are lots of beggars like the area around the Godiva statue in town - people could then give money but not directly to beggars, instead it would go to the strategy directly. Probably a dumb idea though.

Theme(s)	Contribution
Complex Needs, Information	<p>If this strategy reduces homelessness or eradicates it completely then that will be amazing. But why has it taken so long to get to this point. I think it's important to raise awareness of how the public can help rough sleepers as one of the worst things about working in town is the huge feeling of helplessness that you get knowing these vulnerable people are there and are struggling but not having a clue how to really help them and make a difference as let's face it buying them a coffee isn't going to get them off the street is it. I also think training and education is really important as is access to therapy services in order to build their confidence and address the issues which made them homeless in the first place</p>
Partnership, Information	<p>look into incentivising/rewarding local independent businesses for donating left over food at end of the day.  encourage religious institutions to encourage their attendees to donate to foodbanks or run their own food collection drives at their place of worship which can then be donated to food banks.  awareness campaign so members of public know who to call/can direct rough sleepers to if they see a young person in such conditions or rough sleepers in adverse weather conditions.</p>
Enforcement, Information	<p>I think there needs to be better information for other departments who have to deal with rough sleepers, such as parks dept as we have found it hard to find the right contacts in the past.  There should also be a RS protocol that could be used when reports of rough sleepers come in to our department, who to contact, serving notice if they do not want to engage with yourselves and find alternative accommodation. This protocol should include Police / community safety in case the RS become aggressive.  We have seen an increase in the last 2-3 years from hardly and RS in parks to around an average of 10 a year mainly spring / summer times, with a proper protocol in place it should make it easier to deal with them and get them the help they need to find a proper home rather than sleeping in a Park.</p>
Partnership	<p>It would be a great idea if Steps For Change could be open 24/7 but I do understand</p>
Information	<p>Can we have a big poster in town to say where and when we can get help?</p>
Complex Needs	<p>Booze? Get in then no need to steal!! Or tokens, etc.</p>

Theme(s)	Contribution
Clarity of Strategy, Enforcement	The whole feeling of the words in this strategy are very weak. It needs a more direct approach with one to one training. If items are left out more than 12 hours then need to be removed. There are at least four places in the city centre that looks like fly tipping as the people are rarely there, but their belongings are i.e. by Friargate. Could we find a place for them to be put during the day as a "safe haven" i.e. in the new Steps for Change centre in City Arcade. They can be taken there to be washed and kept safe - there is plenty of storage rooms upstairs.
Supportive	No
Clarity of Strategy, Achievability	Once the strategy is in place and starts to show success it cant be something that stops once funding runs out. Although rough sleeper numbers may decline this doesn't mean the strategy has successfully solved the problem it just shows the strategy is working.
Accommodation	More needs to be done. Closed and unused shops spaces etc. Should be used as emergency sleeping area for rough sleepers to get away from rain and cold weather.
Supportive	It seems like a comprehensive plan to help those in desperate need of support
Achievability	I applaud the objectives, just hope you can achieve them and find enough cash to follow through. Good luck, a very worthwhile Strategy.
Complex Needs, Accommodation	Early intervention to migrate a swift move from street to temporary accommodation then to something more settled would be good to see. This would give agencies time to evaluate in temporary accommodation further needs for medical/drug/addiction interventions and stop the homelessness cycle.
Clarity of Strategy	I am keen to know the time line for this strategy and how it will be evaluated.
Achievability	I think it is a very good strategy and something the City should be proud of. I just want to see it implemented.
Supportive	It will be a long process so patience and perseverance is necessary.
Complex Needs	Help and support . Especially in winter times no one in these days should be on the streets if they can help themselves
Achievability	On paper it's looks great and if implemented in full will be great but it ALL needs to be implemented as a whole and not piecemeal approach, with adequate funding and personnel

Theme(s)	Contribution
Enforcement	Every rough sleeper should be given the opportunity to get off the street but not allowed to continue to sleep rough on the street once they have been offered help. They should be given an ultimatum of take up the opportunity of appropriate shelter, get off the street or go to prison.
Information	Just makes sure the information about the strategy is widely known and available for the general public to pass on your strategy to any homeless person.
Complex Needs	<p>Great plan, supporting to access employment!! Preventing solves problem.</p> <p>Not sure, it would help the rough sleepers knowing that there is help with their health issues, if they do not have capacity to exert themselves to seek help. Whatever the strategy, they may need intensive support and follow up plan until they have truly gained an autonomy.</p>
Information	Ensure that once the strategy is approved the public promotion is easy to understand, inclusive and relatable. A more personal approach may be more affecting and effective. ie: don't use cartoons/graphics...this only perpetuates the narrative of 'rough sleepers' being 'other'/not 'us', where, as we know it could easily be one of us. Julia Negus - Theatre Absolute

Theme(s)	Contribution
Complex Needs, Partnership	<p>Specific points on the strategy related to employability support:</p> <p>Parag 1.4 Agree that ‘loss of job’ is a negative factor related to someone becoming a rough sleeper. Therefore suggest someone in our service attends meetings of the partnership or act as a consultee to the partnership on issues related to employability.</p> <p>Parag 2.5/3/3 ‘Promote recovery’ as part of national government 3 core pillars. This should include a guaranteed referral to the Job Shop for ongoing employability support once a partnership agency engaging with an individual assesses that the individual is ready to receive such support. This may be before the individual is deemed to be ‘job ready’ but should be at a point where it is likely that an individual will attend appointments and engage positively with the support they are offered by us or by our delivery partners.</p> <p>Parag 4.4 Establish regular meetings between the Assertive Outreach Service and an agreed point of contact at the Job Shop. This to ensure up to date information about Job Shop services and local employment, education and training opportunities can be shared.</p> <p>Under ‘To promote a person’s recovery once they are off the street to build positive lives and so they do not return to rough sleeping’</p> <p>On Point 6 add ‘This will include a managed referral into the services offered by the Job Shop and by the range of Programmes funded to support into employment, education and training’.</p>
Complex Needs, Partnership, Clarity of Strategy	<p>We can utilise our position to connect to the proposed Coventry rough sleeper’s strategy, which is focused on those that are already or at risk of sleeping on the streets.</p> <p>We would like to understand the plans underpinning the pledge in relation to supporting discharges from hospital to ensure that we are able to improve the outcomes for the patients we service and understand the wider impact on care.</p> <p>We are planning to undertake a needs assessment as a Trust on the issues and support required for patients in hospital care who are homeless of which rough sleepers are one element. We would appreciate the opportunity to discuss this further.</p>

<b>Theme(s)</b>	<b>Contribution</b>
Complex Needs	I think that it's fine as a strategy, I know that the government are giving more resources to tackle the symptoms of homelessness but unless the root causes are resourced then the strategy can't work - there needs to be a lot more resources put into housing generally, employment, poverty, addiction help, mental and physical health services etc