

The Right Home for Everyone

Consultation report



Contents

1. Executive summary

2. Introduction

- 2.1 Methodology
- 2.2 Accessibility
- 2.3 Marketing and promotion
- 2.4 Respondents
- 2.5 Technical note

3. Key findings

- 3.1 Draft strategy for Preventing Homelessness and Rough Sleeping
 - 3.1.1 Proposed vision
 - 3.1.2 Proposed ambitions
 - 3.1.3 Support
 - 3.1.4 Comments on the Council's approach to tackling homelessness
 - 3.1.5 Working with partners and private landlords

1. Executive summary

Enfield Council is **developing two new strategies** that will have a huge impact on how we will achieve our ambition to create a lifetime of opportunities in Enfield. The Housing and Growth Strategy shows our approach to building more homes and better homes that will benefit everyone in Enfield. The Preventing Homelessness and Rough Sleeping strategy details how we will work across the Council, with our partners and with the community to prevent and end homelessness in Enfield.

We ran a public consultation on both strategies between X and X. The **purpose of this consultation** was to find out whether stakeholders agreed with the vision, ambitions and direction of the strategies. It was also to find out if there was anything that stakeholders felt was missing from either of the strategies. The Council consulted with a wide variety of individuals and organisations including, but not limited to, residents, Voluntary and Community sector organisations, partners from the statutory sector, Registered Providers, housing developers and private landlords.

To do this, the Council used a **wide variety of methods of data collection**: questionnaire (online and hard copy), notes from discussions with various fora and emailed submissions from stakeholders. The questionnaire provides the primary focus of this report. When developing the final version of both strategies, the information from the other methods have been fully considered too.

The **consultation was promoted** using a number of communication channels: via the Council website, social media, emails to various groups and stakeholders, Council publications (for example, Our Enfield), non-English newspapers, local newspaper, leaflets and the Council e-newsletter. In total, we received 285 responses to the questionnaire, 11 emailed submissions and officers attended 13 meetings of various groups.

In developing the draft strategies, we carried out extensive engagement across all relevant council departments, including in cross-council workshop, to shape the priorities and direction of the strategies and to get agreement and buy-in. We also engaged with residents, Voluntary and Community sector, registered providers, MHCLG and elected members in drafting the strategies.

Draft strategy for Preventing Homelessness and Rough Sleeping

Participants are broadly supportive of the Council's proposals within the **draft strategy for Preventing Homelessness and Rough Sleeping**.

More than eight out of 10 (85%) support the **proposed vision**, while just 6% disagree. Representatives from the Voluntary and Community sector (11), statutory sector (3) and Registered Providers (4) all agree with the vision.

Similarly, the majority of respondents agree with the **proposed ambitions of the draft Strategy**, with the proportion who agree ranging from 84% to 94%. The numbers who disagree range from just 2% to 5%. The written submissions from organisations, including the Voluntary and Community Sector, Trade Unions and Registered Providers, similarly showed agreement for the proposed vision and ambitions of the draft strategy.

The ambition that receives most support is **treat people with empathy, dignity and respect** (94% agree). Support for this ambition drew the most positive response in the consultation, as well as the highest top-box score (82% *strongly agree*).

All Voluntary and Community sector organisations (11), Registered Providers (4) and representatives from the statutory sector (3) agree with the proposal to **make homelessness prevention a priority for everyone**. In addition, written responses from similar organisations acknowledged the scale of the homelessness crisis and expressed willingness to work with Enfield to prevent and end homelessness.

How have we addressed these views in the revised strategy?

The results of the consultation suggested that the Council could work more effectively with the Voluntary and Community sector. There was support for strengthening our partnership work within this sector. This is in line with the strategy aims, and there will be a renewed focus to put this into action with funding secured through the LGA Housing Advisors Programme, to co-ordinate our activities and make sure that together we are delivering the best outcomes for residents.

The ambition to **support people to access the right accommodation** is aimed at empowering local people to find suitable accommodation and driving up standards in the private sector. It is therefore encouraging that six of the eight private landlords who completed this questionnaire, agree with this proposal. The two remaining landlords selected *neither agree nor disagree*. Equally, it is reassuring that nine of the 10 who live in temporary accommodation and a similar proportion of private renters (32 out of 36) agree.

The draft strategy for Preventing Homelessness and Rough Sleeping proposes that **we develop services that are delivered within the communities that people live**. It is intended this could involve providing help with housing, and at the same time getting help or advice for other issues. Close to nine out of 10 (87%) agree with this ambition, while one in 25 (4%) disagree. Around three out of five residents stated that it would be helpful to provide advice and support in relation to *employment* (63%), *health and wellbeing advice/support* (61%) and *benefits* (58%).

When asked for general comments on the **Council's approach to tackling homelessness**, 12% (11 of the participants who responded to the question) said *social care support should be improved/broaden support services alongside housing*, while 10% suggested that we *improve partnership working with the likes of the Voluntary and Community sector and Registered Providers*.

How have we addressed these views in the revised strategy?

The strong support for developing holistic services is in line with the aims of the Preventing Homelessness and Rough Sleeping strategy. Homelessness cannot be dealt with in isolation and we must provide a holistic service that can identify this and intervene early to prevent homelessness. We have strengthened this approach in the revised strategy draft.

Of the eight private landlords who completed the questionnaire, three said they would be **happy to let to homeless households or those threatened with homelessness**. The five private landlords who said *no* or *don't know* were asked what incentives or support the Council could provide that would encourage them to let to homeless households. Three said they would want 'guarantees'.

Representatives from organisations were asked **if they know how to refer to homelessness prevention services** (Q11). Two-thirds (66%) of the 32 respondents said they do not how to make such referrals. This includes, Voluntary and Community sector organisations (8), statutory sector organisations (3) and private landlords (7). The Adult Safeguarding Board raised the issue around the lack of awareness relating to the **Duty to Refer**. The three statutory sector representatives said they had not heard of the Duty.

How have we addressed these views in the revised strategy?

The results of the consultation suggested that many organisations and landlords are unsure of how to refer into homelessness prevention services. As a result, the strategy has a renewed focus and commitment to supporting and training organisations, partners and landlords to understand how they can support homeless households, how they can refer into services and who to contact.

The consultation also suggested that the information that the community receives could be improved. We have strengthened ambition 4 'supporting people to plan for their lifetime needs' to make further commitments to improving the information that the community receives to get help early and to understand the available housing options needs to be more accessible.

It is important to note that there were concerns raised in some of the written/online responses and also in meetings that officers attended around how the aims of the strategy will be delivered practically and how outcomes will be measured.

How have we addressed these views in the revised strategy?

In the governance section of the strategy, we have explained that we will be launching a multi-agency Homelessness Prevention Partnership Board. This board will agree, deliver and monitor an annual action plan to deliver on the commitments set out in this strategy. They will also monitor annual targets based on the outcome measures set out for each of our four ambitions.

The **results of the consultation have been considered** and changes to the strategies as a result have been detailed in the final Cabinet report. The final strategy drafts will be taken to Cabinet in December for approval. The Housing and Growth strategy will then be taken to Full Council in early 2020 for final sign off.

2. Introduction

2.1 Methodology

A **questionnaire** was developed to capture the views of residents, landlords and organisations (including Registered Providers, those from the Voluntary and Community sector, housing developers and statutory sector partners). An online version of the questionnaire was hosted in the Consultation section of the Council website, with paper copies of the questionnaire available on request and also placed at John Wilkes House. The questionnaire was available between 26 July and 21 October 2019.

Officers arranged to present proposals at a number of **meetings**. At these meetings, officers captured comments and suggestions on the Council's two draft strategies. Details of the meetings attended are listed in Respondents (section 2.4). We did not seek permission to publish the notes from the meetings, so they have not been attached to this report. The feedback from the meetings have been shared with the Director of Housing and Regeneration and have been used to develop the strategies.

Organisations were invited to **email** us with their comments and suggestions. We emailed all local Voluntary and Community sector organisations on our database as well as national organisations, public sector organisations, the Ministry of Housing Communities and Local Government (MHCLG), Registered Providers and Private Developers. The closing date for email submissions was 21 October 2019, the date the questionnaire was closed. We did not seek permission to publish these emails, so they have not been attached to this report. The 11 emails we received have been shared with the Director of Housing and Regeneration and used to develop the strategies. Key themes and our response have been included in this report.

Facebook was one of the forms of communication used to signpost the consultation. This led to several posts from individuals sharing their views on the issues of homelessness and housing.

2.2 Accessibility

One of the reasons for using online questionnaires was to enable a wide-range of residents and other stakeholders to participate in the consultation. As the questionnaire was presented in HTML, it can be translated via translation software/plugin (for example, Google Translate), the text can be enlarged, and it is compatible with reading software/plugins.

On the consultation web page, potential respondents were asked to email consultation@enfield.gov.uk if they required assistance with participation. We also placed hard copies of the questionnaire at John Wilkes House.

In addition to this, the consultation was promoted in a variety of ways to reach out to the various communities across the borough. We had adverts posted in Greek and Turkish

language newspapers, and we emailed all Voluntary and Community sector organisations asking them to participate and forward details of our consultation their clients and service users.

2.3 Marketing and promotion

It was important to ensure the consultation (by email and via questionnaire) was widely publicised to encourage participation across all communities and various organisations in the borough. We also wanted to maximise responses and ensure there was not a 'cluster' of respondents with similar characteristics.

The communication channels used, included, but were not limited to:

- Press release
- Council website
- Council social media
- Leaflets (distributed during public events and delivered to temporary accommodation properties)
- Our Enfield (feature and full-page advert)
- Our Enfield – full page advert
- Third Sector e-newsletter (sent to all Voluntary and Community sector organisations on the Council's database)
- Council e-newsletter
- Enfield Independent (advert)
- Parikiaki – Greek newspaper (advert)
- Avrupa – Turkish newspaper (advert)

2.4 Respondents

The following people participated in the consultation:

- Enfield residents
- Individuals who do not live in the borough
- Representatives from a wide range of support organisations (in this instance, organisations from the Voluntary and Community and statutory sector)
- Other stakeholders (other councils, Registered Providers, private landlords, housing developers and statutory sector)

The questionnaire did not ask the names of individual respondents, nor the names or organisation details of those responding on behalf of organisations. However, where organisations submitted email responses to the Director of Housing and Regeneration, we were able to attribute feedback and ideas to particular organisations.

The breakdown of respondent types by consultation method are detailed in Table 1.

Table 1

	Questionnaire	Email
Enfield residents	242	-
Individuals who do not live in the borough	8	-
Representatives from a wide range of support organisations	14	2
Other stakeholders	7	8
Private landlords	8	-
Other	6	1*

*Email from Ministry of Communities, Housing and Local Government

It is particularly encouraging that the demographics of the individual respondents to the questionnaire (that is, Enfield residents and those who do not live in the borough) were not dominated by any specific demographic groups. For example, there were a similar number of respondents from the south and east of the borough (89) compared to the west and north (106). In this instance, those from the south and east represent an unusually high proportion of respondents than is usually the case in Council consultations.

The support organisations represented a wide range of people, including:

- Homeless residents or those at risk of homelessness
- Rough sleepers
- Those experiencing debt issues
- Families, children and young people
- People with additional support needs, disabilities, learning difficulties and health conditions or their carers
- Ethnic minority groups
- Women
- Older people
- LGBT+ community

We received 34 comments via Facebook. We are unable to establish on what basis they responded (for example, if they were Enfield residents or not, or if they were private landlords) so they were not included in the table above.

In addition, officers attended a wide range of fora to share the Council's proposals and to capture the general opinions of the audience. These meetings were as follows:

- Registered Provider Forum (development)
- Safeguarding Adults Board
- Health and Wellbeing Board
- Safer and Stronger Communities Board
- Voluntary Sector Strategy Group
- Enfield Youth Parliament
- Faith Forum
- Parent Engagement Network
- Leaseholders Forum
- Customer Voice (tenants and leaseholders of Enfield Council homes)
- Housing Advisory Group
- Over 50s Forum
- Ponders End Community Development Trust
- Housing Gateway Tenants
- Kratos

We received emailed submissions from the following organisations:

- Transport for London
- Newlon Housing Trust
- DWS
- Modom Modular Meanwhile Housing
- Religious Society of Friends (Quakers) in Winchmore Hill
- One Housing
- Metropolitan Thames Valley
- Countryside
- GMB trade union
- Enfield Clinical Commissioning Group
- Ministry of Housing, Communities and Local Government

The feedback from these meetings and from the emailed submissions has been considered alongside other sources of feedback, including the questionnaire.

We would like to take this opportunity to thank those who participated in the consultation and thus the development of two key strategies on addressing issues that are of a high priority.

2.5 Technical note

Before reading the Key Findings section, it is important to note the following:

- The data in this report, expressed as percentages, are rounded. Totals will sometimes be more or less than 100% and aggregates may appear to be +/-1% different to the sum of the individual components
- No probability sampling method was used. Rather, the consultation was open to all
- The data is unweighted
- Data has been edited to deliver higher quality data. This has, for example, involved amending a response in which the participant selected 'Other' (and subsequently provided an explanation) but an option from the list of coded responses was relevant and should have been selected. In one instance, an individual selected 'Other' when asked on what basis they were responding. The respondent described himself as living 'in temporary accommodation in N11'. They should have selected 'Enfield resident'. This response was amended to reflect this
- Open-ended responses have been coded
- Data from the 10 (valid) hard copy questionnaires have been combined with the 275 responses to the online version. The questions are the same and the data collection method is identical. Thus, there are no 'mode effects' in combining the data from the two.

3. Key findings

The focus of this report is on the findings from the questionnaire. Feedback collated from the meetings and the emailed responses has also been referred to in this report to provide further insight. In addition, the email responses are being considered in full by the relevant Housing teams to help inform ongoing service development. Notes from meetings are also being considered by the Director of Housing and Regeneration.

The replies to the Facebook post promoting the consultation, were general comments and not specific enough to give significant insight. However, these are also being considered by relevant housing teams.

The findings from the consultation have been considered and changes to the strategies as a result have been detailed in the final Cabinet report.

The final strategy draft will be taken to Cabinet in December for approval.

3.1 Draft strategy for Preventing Homelessness and Rough Sleeping

3.1.1 Proposed vision

Underpinning the draft Strategy is the following vision....

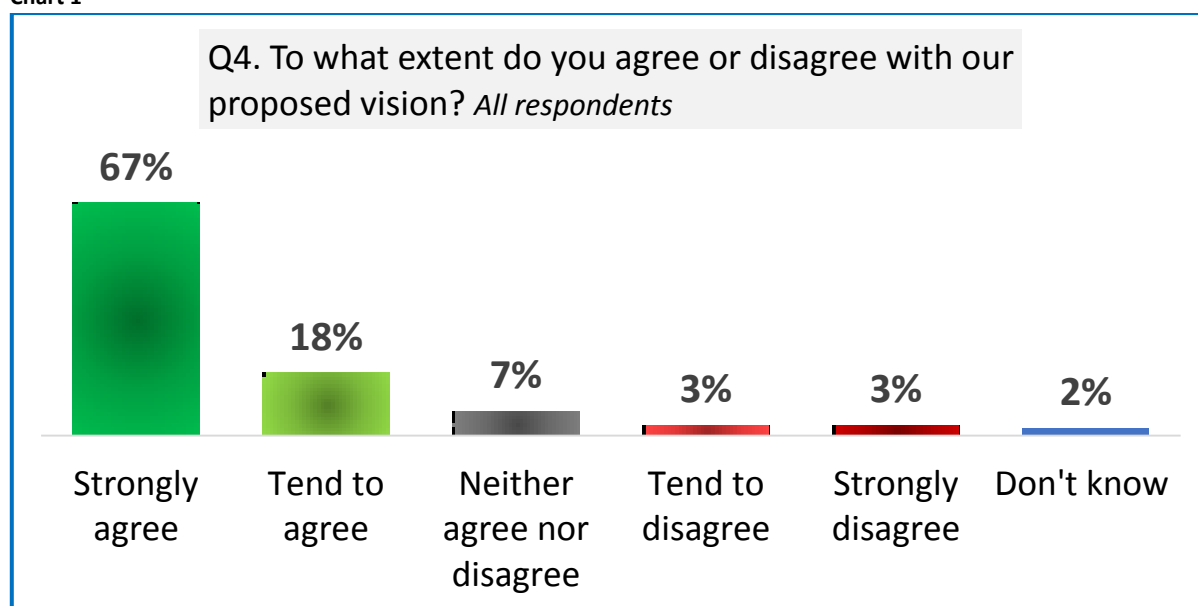
We want to end homelessness in Enfield.

This means:

- Making sure that everyone has a safe, stable place to live
- Helping residents to know their housing options so they have a home that they can afford and that meets their needs
- If someone is at risk of homelessness, we make sure they get the help they need to stop them becoming homeless

Respondents to the questionnaire were asked to what extent they agree or disagree with this proposed vision (Q4). It is reassuring that a clear majority agree. See Chart 1.

Chart 1



Base: All 285 respondents to the questionnaire (unweighted)

The findings indicate that 85% agree, while 6% disagree. It is encouraging that almost seven out of 10 (68%) selected the top box score (*strongly agree*), and apart from those who stated don't know (2%), the lowest scores were recorded for *tend to disagree* and *strongly disagree* – both 3%.

Of the 18 who disagree, 14 are Enfield residents, two are housing developers and two refer to themselves as 'Other' (but did not specify when asked). This group of 14 Enfield respondents appear to have expressed negative perceptions in response to a few questions. Looking at some of their responses to the open-ended question in which they were asked for comments about the Council's approach to homelessness, may, in part, explain their negative perceptions.

It is noticeable that of the three respondents who have no fixed address, not one of them agree (two *strongly disagree*, one selected *don't know*). The base size for this group is small. Thus, it is suggested that caution is exercised when considering the findings.

When looking at other groups, the majority in each (between 80% to 100%) agree with the proposed vision of the draft Strategy for Preventing Homelessness and Rough Sleeping. The group with the second highest number of respondents who disagree are Council tenants – 11% disagree. However, this is still substantially lower than the four out of five (80%) Council tenants who agree with the proposed vision.

All representatives from Voluntary and Community sector organisations (11), statutory sector partners (3) and Registered Providers (4), agree with the proposed vision for the Strategy.

3.1.2 Proposed ambitions

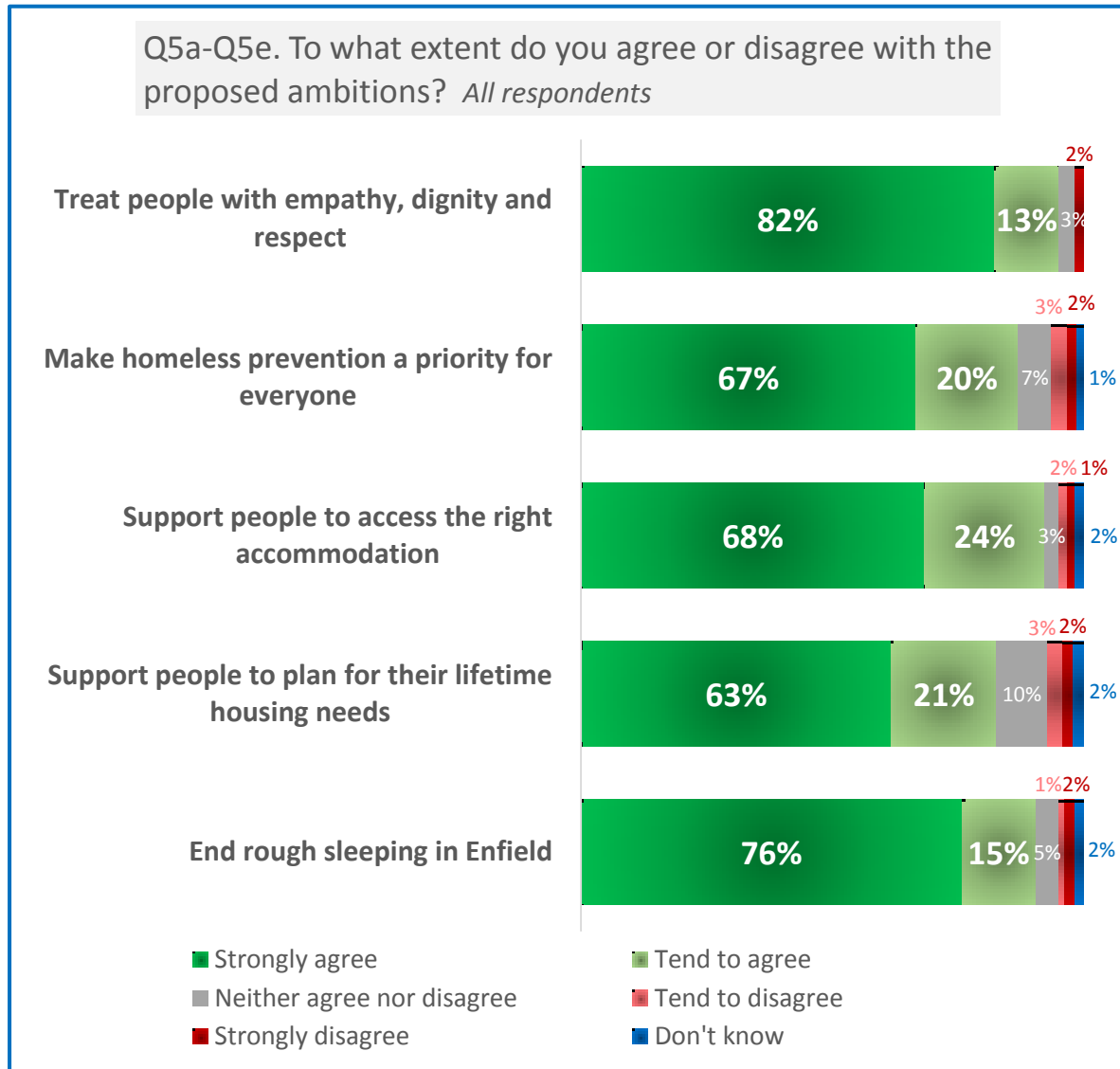
We are proposing to deliver the vision through five ambitions:

- Treat people with empathy, dignity and respect
- Make homeless prevention a priority for everyone
- Support people to access the right accommodation
- Support people to plan for their lifetime housing needs
- End rough sleeping in Enfield

These ambitions are listed in the draft Strategy, along with details of how we intend to deliver them. It should be that detailed information of how we intend to deliver the ambitions was not provided in the questionnaire. The expectation was that respondents would read the draft Strategy or the executive summary.

In the questionnaire, respondents were asked to what extent they agree or disagree with these ambitions, as listed above. In each instance, there was strong support for each, with few stating they disagree. See Chart 2.

Chart 2



Base: All 285 respondents to the questionnaire (unweighted)

The ambition that respondents most agree with is **treat people with empathy, dignity and respect** (94%), closely followed by **support people to access the right accommodation** (92%) and **end rough sleeping in Enfield** (91%).

Respondents were least likely to agree with the ambition to **support people to plan for their housing lifetime housing needs** (84%). However, it should be noted that a substantial number (10%) stated *neither agree nor disagree*.

It is encouraging that so many agree with each, suggesting the Council’s ambitions, in relation to addressing homelessness and ending rough sleeping, align with those of individuals and stakeholders.

The proportion of those who disagree with the ambitions varied between 2% and 5%. We cannot be confident these differences are significant.

In total, 175 (62%) respondents agree with every single one of the ambitions. This includes seven of the 11 Voluntary and Community sector representatives, all four of those responding on behalf of Registered Providers as well as two of the three representing statutory sector organisations.

Only two respondents disagree with each individual ambition. One lives in temporary accommodation, the other is a private renter.

Action 1: Treat people with empathy, dignity and respect

People who are homeless or at risk of homelessness are at a stressful and difficult time in their lives. Whatever type of help they may be eligible for, and whatever the reasons for their homelessness, they need to be treated with compassion. This means all our staff need to treat people with empathy, dignity and respect. It should be noted that treating customers with dignity and respect closely reflects a key element of the *Customer Promise*, as detailed in the Council's Customer Experience Strategy.

We will take a whole-person and whole-family approach in how we deliver housing options and advice services. This means working collaboratively with the community, across the Council and with all our statutory, community and voluntary partners to address peoples' needs.

More than nine out of 10 (94%) agree with the Council's proposed ambition *to treat people with empathy, dignity and respect* (Q5a), with most stating they *strongly agree* (82%). Responses to this question were more positive than those recorded for any other question in the questionnaire. This is reflected in the:

- Highest top box score (in this case, *strongly agree*) of 82%
- Highest combined positive score (*strongly agree* plus *tend to agree*) of 93%
- Highest net agree figure (that is, the difference between the proportion who agree and those who disagree) of 92%

It is noticeable that only 2% disagree and just 3% provided a more ambivalent response (that is, *neither agree nor disagree* or *don't know*). The more ambivalent responses were lower for this ambition than the other four. Thus, it appears respondents have more definitive opinions on this than the other four ambitions.

With this ambition drawing the most positive response in the questionnaire, it would appear it is a key issue.

How have we addressed these views in the revised strategy?

The strategy acknowledges the importance of providing good services to residents and contains a measure of success 'an increasing proportion of people accessing the Homelessness Prevention Service give positive feedback on their experience of the services they received'. This will be monitored along with the other measures in the strategy.

Ambition 2: Make homeless prevention a priority for everyone

One of the ambitions of the draft Preventing Homelessness and Rough Sleeping Strategy is to *make homelessness prevention a priority for everyone* (Q5b). More specifically, working with the community, our partners and across our own organisation to identify risks of homelessness early and to take holistic action to prevent it.

When asked to what extent they agree or disagree with this ambition, around nine out of 10 (87%) said they agree. Of those who agree, two-thirds (67%) said they *strongly agree*, while a fifth (20%) *tend to agree*. It is positive that a clear majority have selected the most positive response (that is, *strongly agree*). Just one out of 20 (5%) disagree - 2% *strongly disagree* and 3% *tend to disagree*. Around one in 12 (8%) said they *neither agree nor disagree* or *don't know*.

To deliver this ambition, it is especially important we work closely with our partners. It is therefore encouraging to see that there is support for this ambition from Voluntary and Community sector organisations and Registered Providers. All Voluntary and Community sector organisations and Registered Providers (11 and 4 respectively) who completed the questionnaire agree with this proposal, along with all three representatives from statutory sector organisations.

How have we addressed these views in the revised strategy?

The results of the consultation suggested that the Council could work more effectively with the Voluntary and Community sector. There was support for strengthening our partnership work within this sector. This is in line with the strategy aims, and there will be a renewed focus to put this into action with funding secured through the LGA Housing Advisors Programme, to co-ordinate our activities and make sure that together we are delivering the best outcomes for residents.

Ambition 3: Support people to access the right accommodation

The ambition to *support people to access the right accommodation* (Q5c) is aimed at empowering local people to find suitable accommodation and driving up standards in the private rented sector.

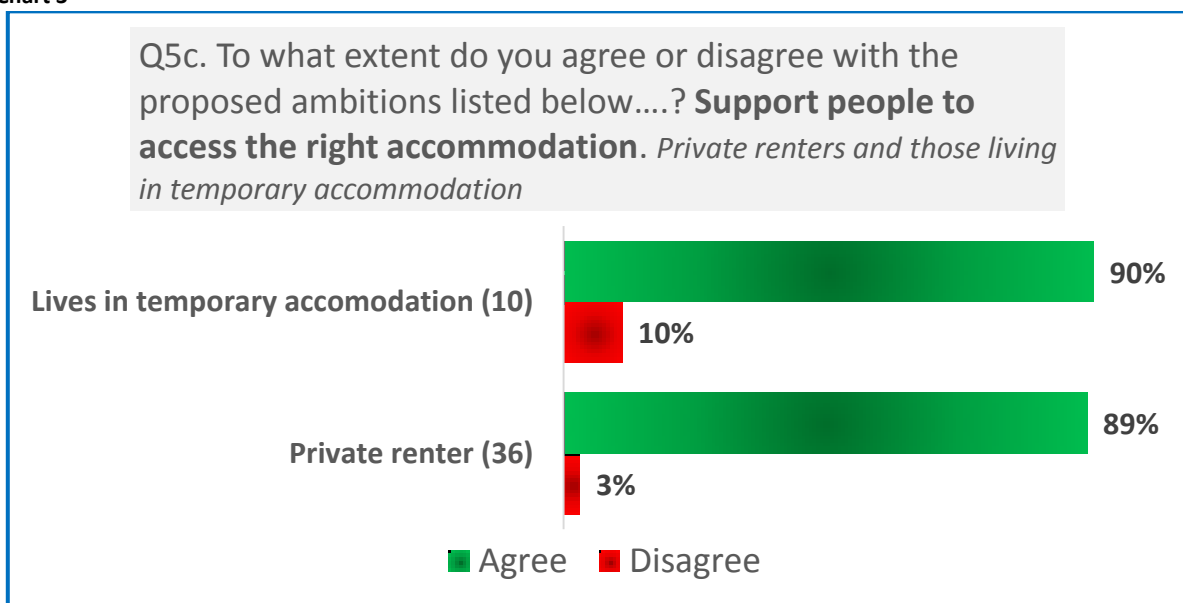
To prevent people in Enfield becoming homeless, and to support those who are currently homeless into stable accommodation, we must secure the right accommodation, and enough of it, to meet their needs. We will increase our housing supply, make sure that current housing is of good quality and take an approach that recognises the diverse needs of our residents, delivering on our Housing and Growth Strategy.

Given the scarcity of social rented homes, in most cases, we will discharge our statutory homelessness duty via a Private Rented Sector Offer (PRSO). This means that we will arrange for a private landlord to make an offer of an assured short-hold tenancy in the private rented sector for a period of at least 12 months.

Respondents were especially supportive of this ambition, with 92% stating they agree. Those who agree are made-up of 68% who *strongly agree* and 24% who *tend to agree*. While the 3% who disagree can be split into the 2% who *tend to disagree* and 1% who *strongly disagree*. The 'net agree' figure (that is, the difference between the proportion who agree and those who disagree) is 89%. Of the five ambitions, this has the second highest net agree figure, behind *treat people with empathy, dignity and respect* (92% net agree).

Key to delivering this work will be private landlords. It is therefore encouraging that six of the eight private landlords who completed the questionnaire, agree with the proposal. The remaining landlords selected *neither agree nor disagree*. This ambition is also supported by those who live in the rented private sector property and temporary accommodation (see Chart 3).

Chart 3



Base size in parentheses. The data is unweighted

Of those living in temporary accommodation, nine out of 10 (90%) agree, while one out of 10 (10%) disagree. There is a marginal difference in the proportion of private renters who agree (89% cf 90%) and a variation in the proportion who disagree (3% cf 10%).

A written response submitted in relation to this ambition was provided by the GMB trade union (sent by email). They highlighted that the supporting people to find the right accommodation ambition should be considered in conjunction with the draft strategy for Housing and Growth as the shortage of affordable housing is leaving families in financial difficulties and facing potential homelessness.

Our work in relation to this ambition could be developed further by the feedback we receive as part of our Additional and Selective Licensing consultation that is due to end later this year.

Ambition 4: Support people to plan for their lifetime housing needs

We will support and empower people to make positive decisions about their lives. This means supporting residents to take responsibility for their current housing needs, helping them recognise how their needs may change over their lifetime and supporting them to plan for those changes.

When asked about the ambition to *support people to plan for their lifetime housing needs* (Q5d), more than eight out of 10 (84%) said they agree, with only one out of 20 (5%) stating that they disagree. Of the 84% who stated they agree the majority said they *strongly agree* (63%).

Of the five ambitions presented to respondents, this ambition had the lowest 'agree' score. However, the proportion who disagree with this ambition (5%) is similar to the score recorded for the other four ambitions. What is noticeable is the comparatively higher proportion of respondents who selected one of the more ambivalent responses: *neither agree nor disagree* (10%). A relatively high number of non-committal responses may, in part, be due to some respondents not being confident to give a definitive response as they are not quite sure what the ambition entails.

This ambition is important for everyone, but particularly so for people with additional care and support need, and those who are vulnerable. We want to help these people to stay living independently in their own home, wherever possible. While we did not ask if respondents had such needs, we did ask if they had a disability. This is clearly not the same but considering the views of disabled residents in this instance could provide a useful proxy.

It does appear that respondents with a disability are more likely to agree with the ambition to support people for their lifetime housing needs. See Chart 4.

How have we addressed these views in the revised strategy?

The consultation also suggested that the information that the community receives could be improved. We have strengthened ambition 4 'supporting people to plan for their lifetime needs' to make further commitments to improving the information that the community receives to get help early and to understand the available housing options needs to be more accessible.

Q5d. To what extent do you agree or disagree with the proposed ambitions listed below...? **Support people to plan for their lifetime housing needs.** *Cross-referenced with question asking respondents if they have a disability*

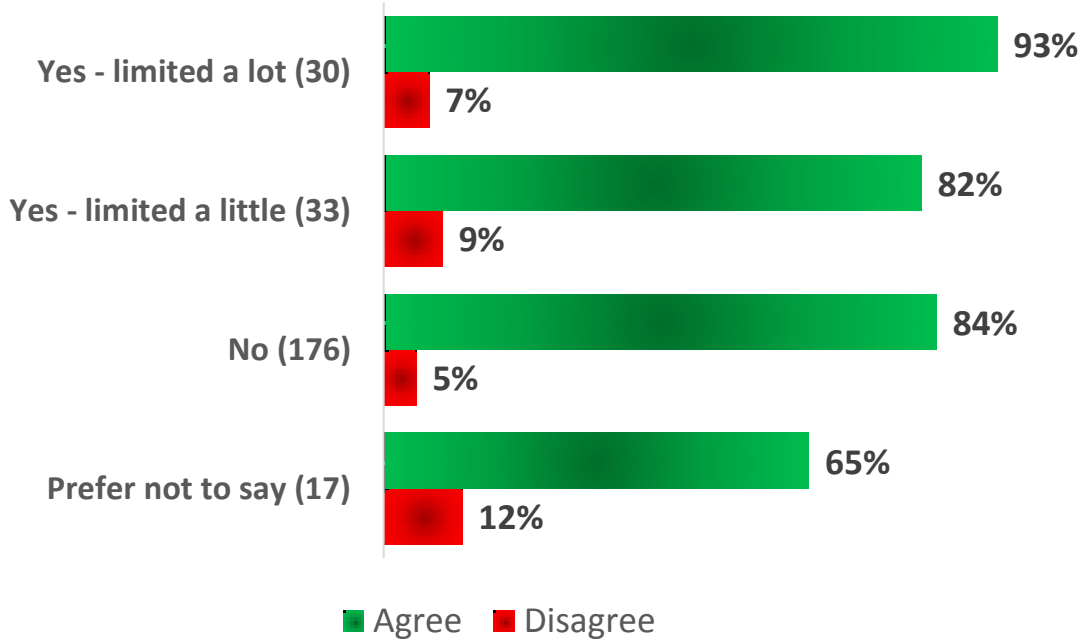


Chart 4: Base size in parentheses. The data is unweighted

Almost all (93%) of those respondents who are *limited a lot* by their disability agree with this ambition. With those who are *limited a little* by their disability (82%) and those who are not disabled (84%) are less likely to agree. The number of respondents with a disability is small so the data should be treated with caution. However, the findings have indicative value. The Council may benefit from further secondary or primary research in this area.

Voluntary and Community sector organisations provide support to a substantial number of residents who have care needs and who are vulnerable. It is therefore encouraging that almost all of them (10 out of 11) agree with this ambition, while one organisation stated that they *neither agree nor disagree*.

Ambition 5: End rough sleeping in Enfield

In the past, the borough has had very low numbers of rough sleepers and funding reflected this. However, numbers have increased considerably in recent years, giving Enfield the fourth highest rough sleeper count in London during 2018. This needs to be addressed, by various services across the Council, as well as by our partners and the community.

Around nine out of 10 (91%) agree with the ambition to *end rough sleeping in Enfield* (Q5e), while 3% disagree. Support for this ambition is strong, with 91% stating they agree. This is made up of 76% who *strongly agree* and 15% who *tend to agree*. Of the 3% who disagree, 1% said they *tend to disagree* and 2% *strongly disagree*. As with the other ambitions, the

highest recorded score is for *strongly agree*. Of the 7% who did not express a definitive opinion, 5% selected *neither agree nor disagree*, while 2% said they *don't know*.

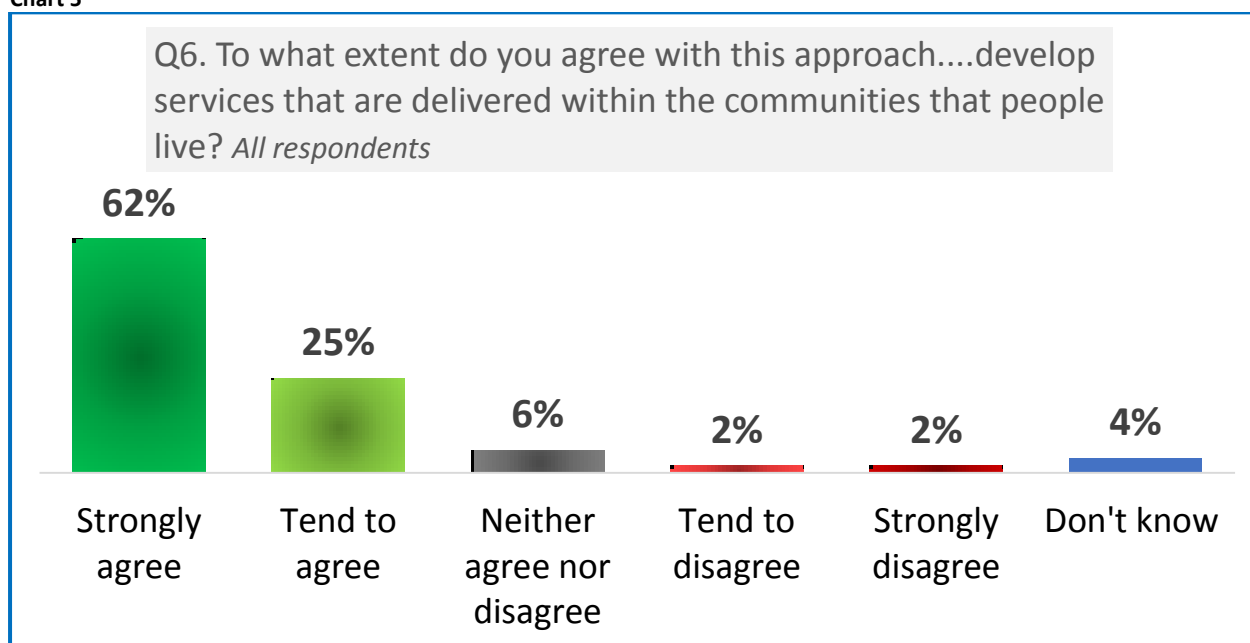
Looking at the views of representatives from the Voluntary and Community Sector (11), local authorities (2) and Registered Providers (4), only one respondent from this group, a representative from a Voluntary and Community Voluntary and Community sector organisation, stated that they disagree with the ambition to end rough sleeping in Enfield.

3.1.3 Support

The draft strategy for Preventing Homelessness and Rough Sleeping proposes that we develop services that are delivered within the communities that people live. It is intended this could involve providing help with housing, and at the same time getting help or advice for other issues.

All respondents were asked if they agree or disagree with this (Q6). Around nine out of 10 (87%) agree with this proposal, with less than one in 25 (4%) stating that they disagree. See Chart 5.

Chart 5



Base: All 285 respondents to the questionnaire (unweighted)

Of the 87% who agree, 62% *strongly agree* and 25% *tend to agree*. The proportion of respondents who disagree is low (4%). This is made up of 2% who *tend to disagree* and 2% who *strongly disagree*. While one in 10 (10%) said they *neither agree nor disagree* (6%) or *don't know* (4%). The comparatively high proportion of respondents who did not have a definitive response may reflect the lack of detail provided on how this approach would look like in reality.

Individuals (Enfield residents, residents of other boroughs and those who described themselves as ‘Other’) were asked what they would find helpful to get advice and help with at the same time as getting support with their housing (Q7). The questionnaire provided a pre-coded list of options to select from, as well as the choice to select ‘Other’. Around three out of five stated that it would be helpful to get advice and support in relation to **employment** (63%), **health and wellbeing advice/support** (61%) and **benefits** (58%). See Chart 6.

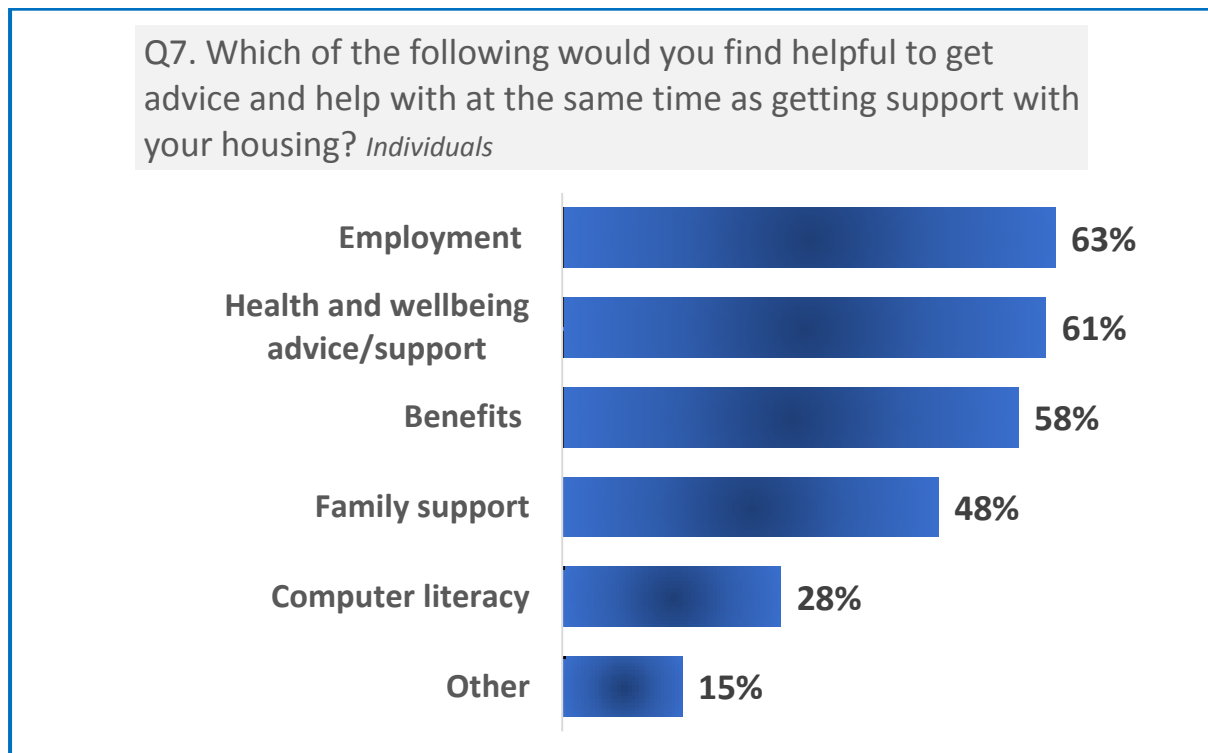


Chart 6 Base: 256 respondents (Enfield residents, residents of other boroughs and those who describe themselves as ‘Other’) The data is unweighted. The recoded scores exceed 100% as this was a multiple-choice question.

The differences between *employment*, *health and wellbeing advice*, and *benefits* are not significant.

Although **family support** (48%) and **computer literacy** (28%) are fourth and fifth most popular, substantial numbers of respondents would find advice in relation to these issues to be helpful.

The 39 who selected ‘Other’ were given the opportunity to provide details of other forms of advice (Q7a). This was an open-ended question. Thus, the responses were coded following the end of the fieldwork period.

See Table 2 for details of the responses.

Table 2

Q7a. If 'Other', please specify. <i>Open-ended (thus, multiple response)</i>	No of individuals
No response provided	11
Not applicable / don't know / nothing	9
Debt management	2
G.P.	1
Using the Council website	1
Legal rights as a tenant	1
Addictions	1
Help and advice for anyone who is being exploited / feeling vulnerable	1
Council Tax	1
Face-to-face help	1
Counselling	1
Affordable housing	1
Dealing with nuisance neighbours	1
Help with getting a job	1
Removing the dumped furniture, rubbish and weeds from our pavements	1

Base: 39 respondents who selected 'Other' to Q6

The responses to Q7a suggest there was no outstanding issue missed off the list that was presented in Q7. However, this may, in part, be explained by the lack of further information on how such support and advice will be provided at the local level. Should we look to provide services in this way, we may benefit from further engagement on this issue prior to developing proposals. It would be beneficial to involve not just residents but also relevant partners, such as those from the Voluntary and Community sector.

This question was asked of all individuals who selected 'Other' to Q7, regardless of how they responded to Q6. Thus, the small number of respondents who stated that they disagree with the idea of providing advice and support at the local level (Q6), were asked what type of support should be provided. This may explain why some suggested not applicable / don't know / nothing to Q7a.

How have we addressed these views in the revised strategy?

The results of the consultation confirm our approach in the strategy to broadening the support that households receive alongside housing support. As a result, we have moved ambition 2 "making homelessness prevention a priority for everyone" to ambition 1 to reflect the strong support. We have also made specific commitments to re-designing our services in order to offer a more joined up approach that works across the council and with partners and support them to prevent homelessness.

3.1.4 Comments on the Council’s approach to tackling homelessness

All respondents to the questionnaire were asked for comments on our approach to tackling homelessness (Q12a). In total, 91 out of 285 shared their views.

General comments were also submitted via Facebook and email. These should be considered along with the data collected via the questionnaire. Emails have been shared with the Director of Housing and Regeneration. The details cannot be shared as we do not have the permission to publish.

The literal responses to Q12a were coded to enable quantitative analysis. Six themes were referred to by five or more respondents. Table 3 displays the findings for these six themes (please note: redacted comments have been made available to relevant officers in the Council for them to consider).

Table 3

<i>Q12. Do you have any other comments regarding the Council's approach to tackling homelessness?</i> Q12a. If 'yes', please provide details	No of individuals (%)
Improving Social Care Support / Broadening support services alongside housing	11 (12%)
Improving partnership working (Voluntary and Community sector, private developers, Housing Associations, other boroughs, local organisations, schools)	9 (10%)
Build more council housing	7 (8%)
Building resilience (financial, employment)	6 (7%)
Want feedback on the consultation	6 (7%)
Improving private rented sector (regulation / stability / support for landlords)	5 (6%)

Base: 91 respondents

Percentage scores calculated as a proportion of the 91 respondents who submitted a comment. Rounded to one decimal point

The issue of support, following on from Q6 to Q8, appears to be an issue a number of respondents’ want us to consider and address. This is reflected in the most common theme being **improving social care support / broadening support services alongside housing** (10%).

Improving partnership working appears to be a key issue as it was referred to by 10% of respondents without prompting. The following suggestion was made by a Voluntary and Community sector organisation:

“More support for prevention through Voluntary and Community organisations, such as funding and use of community buildings. Information exchange between community groups, i.e. intelligence on causes of homelessness in the community to decision-makers & information on services and support from statutory sector to community leaders and advisors.”

In relation to **improving the private rented sector**, we are currently carrying out a separate consultation on this issue, with the proposal to implement additional licensing in the south and east of the borough and selective licensing across the whole borough.

Theme	How have we addressed these views in the revised strategy?
<p>Improving Social Care Support / Broadening support services alongside housing</p> <p>Building resilience (financial, employment)</p>	<p>The results of the consultation confirm our approach in the strategy to broadening the support that households receive alongside housing support, particularly regarding building financial resilience and opportunities into employment.</p> <p>As a result, we have moved ambition 2 “making homelessness prevention a priority for everyone” to ambition 1 to reflect the strong support. We have also made specific commitments to re-designing our services in order to offer a more joined up approach that works across the council and with partners and support them to prevent homelessness.</p>
<p>Improving partnership working (Voluntary and Community sector, private developers, Housing Associations, other boroughs, local organisations, schools)</p>	<p>This is in line with the strategy aims, and there will be a renewed focus to put this into action with funding secured through the LGA Housing Advisors Programme, to co-ordinate our activities and make sure that together we are delivering the best outcomes for residents.</p> <p>In addition, we will be launching a multi-agency Homelessness Prevention Partnership Board with the purpose of improving partnership working with a range of organisations to prevent homelessness in Enfield.</p>
<p>Build more council housing</p>	<p>This aligns with the aims of the Housing and Growth strategy, scheduled for approval at Full Council in early 2020.</p>
<p>Improving private rented sector (regulation / stability / support for landlords)</p>	<p>The revised strategy details more specific commitments to improving the private rented sector in ambition 3 to ‘support people to access the right accommodation’. This takes a balanced approach by committing to intervening in the market, where possible, to drive up standards, as well as broadening the support that we give to landlords to prevent tenancy breakdowns.</p>

3.1.5 Working with partners and private landlords

Private landlords were asked if they would be happy to **let to homeless households or those threatened with homelessness** (Q8). The responses were as follows:

- Yes (3 respondents)
- No (1)
- Don't know (4)

Those who said *don't know* or *no* were asked why (Q8a). The following responses were given to this open-ended question:

"Need more detail"

"Would need to know if our buildings and landlord liability insurers will allow it"

The five private landlords were asked, with reference to a prescribed list, **what incentives or support could the Council provide that would encourage them to let to homeless households** (Q9). The most popular response was *guarantees*. See Table 4

Table 4

Q.9 Which of the below incentives or support that the Council could potentially provide would encourage you to let to homeless households? Multiple choice	No of individuals
Guarantees	3
Rent/deposit schemes	1
Meditation	1
Property improvement grants	1
Other	2

Base: 5 private landlords (who responded *don't know* or *no* to Q8)

It appears *guarantees* are most popular, with all other options selected by just one respondent. It is recommended more research is done to provide useful insight on this issue.

How have we addressed these views in the revised strategy?

This feedback will be considered as we further develop our approach to better and stronger engagement with private rented sector landlords. In addition, the strategy now commits to joining Capital Letters, a pan-London lettings agency for Temporary Accommodation. This programme seeks to address the issues of local authorities competing with rents and incentives.

The **Duty to Refer** is an additional route intended to encourage earlier identification of need, and to enable public authorities to work better together to meet those needs. If a

service user needs more support to help them access services, public authorities should work together to provide this. Those responding on behalf of public sector organisations were asked if they are aware of the Duty (Q10). In total, three representatives responded to this question. Each said they had not heard of the duty. This is not conclusive as the base size is small. It should also be noted the Duty is new. When discussing the strategies with the Safeguarding Adults Board, they highlighted the importance of this Duty and the need to communicate it widely.

The Council may benefit from working with statutory sector partners to raise awareness of the Duty.

Those who are not residents, from either Enfield or further afield, were asked **if they know how to refer to homelessness prevention services** (Q11). Two-thirds (66%) of the 32 respondents said they do not know how to make such referrals. This includes, Voluntary and Community sector organisations (8), statutory sector organisations (3) and private landlords (7). Once more, the findings cannot be considered authoritative. However, the data has an indicative value. Therefore, the Council may want to work with partners to increase awareness of how referrals can be made to homelessness prevention services.

How have we addressed these views in the revised strategy?

The results of the consultation suggested that many organisations and landlords are unsure of how to refer into homelessness prevention services. As a result, the strategy has a renewed focus and commitment to supporting and training organisations, partners and landlords to understand how they can support homeless households, how they can refer into services and who to contact.

The consultation also suggested that the information that the community receives could be improved. We have strengthened ambition 4 'supporting people to plan for their lifetime needs' to make further commitments to improving the information that the community receives to get help early and to understand the available housing options needs to be more accessible.