

Report Settings Summary

Event	Homelessness Prevention Strategy - Consultation
Total Responses	54
Total Respondents	1
Questions	All
Filter	<i>(none)</i>
Pivot	<i>(none)</i>
Document Name	Interim Report - homelessness strategy review
Created on	2015-08-10 08:04:38
Created by	Dawn Shepherd

Table 1

Contents

Eviction by Family member or friend	4
Comments:	9
Ending of an assured short hold (private) tenancy	13
Comments:	18
Violence or harassment	21
Comments:	25
Mortgage or rent arrears	27
Comments:	32
Working in partnerships	35
Comments:	41
Customer service	44
Comments:	48
Strategic planning	52
Comments:	56
Your role	58
Ethnicity	59
Other ethnicity	61
Age	62
Gender	63
Sexual orientation	64
Religious belief	65

Contents

Other religion	66
Disability	67
Impairment	68
Impairment other	70

Eviction by Family member or friend

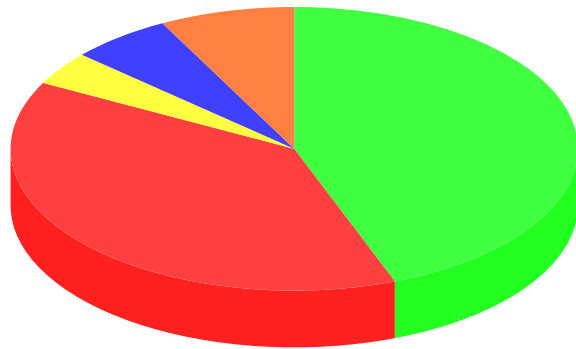
Eviction by Family member or friend

Question responses: **54 (100.00%)**

Being evicted by a parent, family member or friend is the top cause of homelessness in Thurrock at 36%

Build smaller homes for singles, couples and smaller households

Question responses: **52 (96.30%)**



	% Total	% Answer	Count
Strongly agree	42.59%	44.23%	23
Agree	37.04%	38.46%	20
Disagree	3.70%	3.85%	2
Strongly disagree	5.56%	5.77%	3
No opinion	7.41%	7.69%	4
[No Response]	3.70%	--	2
Total	100.00%	100.00%	54

Table 3

Table 2

Eviction by Family member or friend

Encourage people who have spare rooms to take in lodgers

Question responses: **53 (98.15%)**

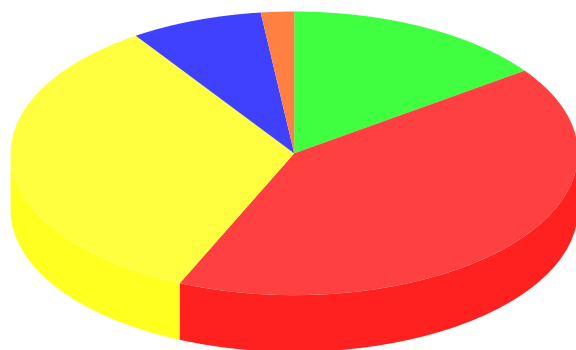


Table 4

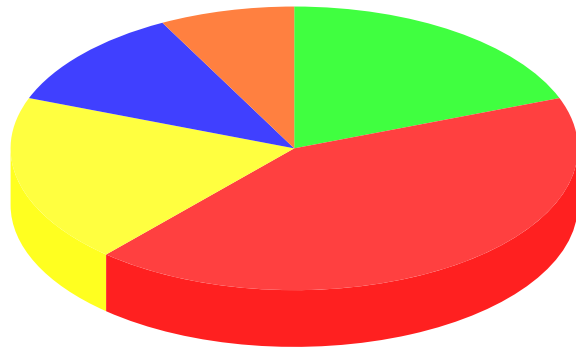
	% Total	% Answer	Count
Strongly agree	14.81%	15.09%	8
Agree	40.74%	41.51%	22
Disagree	33.33%	33.96%	18
Strongly disagree	7.41%	7.55%	4
No opinion	1.85%	1.89%	1
[No Response]	1.85%	--	1
Total	100.00%	100.00%	54

Table 5

Eviction by Family member or friend

Give a higher priority banding on the housing waiting list to people who are able to remain at home rather than making a homeless application

Question responses: **52 (96.30%)**



	% Total	% Answer	Count
■ Strongly agree	18.52%	19.23%	10
■ Agree	40.74%	42.31%	22
■ Disagree	18.52%	19.23%	10
■ Strongly disagree	11.11%	11.54%	6
■ No opinion	7.41%	7.69%	4
■ [No Response]	3.70%	--	2
Total	100.00%	100.00%	54

Table 7

Table 6

Eviction by Family member or friend

Provide training in schools for young people on homelessness and its effects

Question responses: **53 (98.15%)**

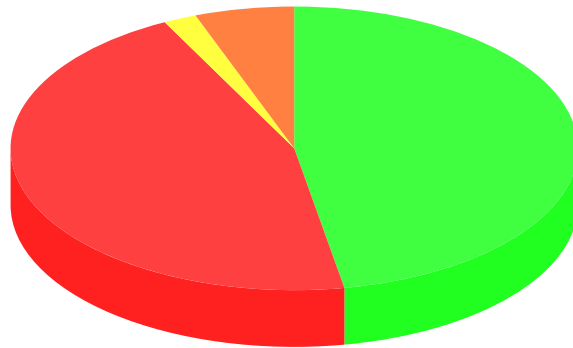


Table 8

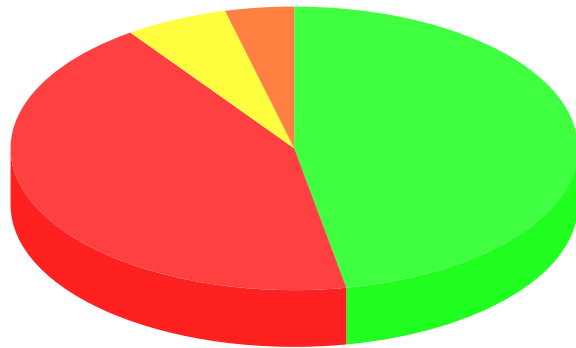
	% Total	% Answer	Count
■ Strongly agree	46.30%	47.17%	25
■ Agree	44.44%	45.28%	24
■ Disagree	1.85%	1.89%	1
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	5.56%	5.66%	3
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

Table 9

Eviction by Family member or friend

Increase the supply of supported accommodation in the borough

Question responses: 51 (94.44%)



	% Total	% Answer	Count
■ Strongly agree	44.44%	47.06%	24
■ Agree	40.74%	43.14%	22
■ Disagree	5.56%	5.88%	3
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	3.70%	3.92%	2
■ [No Response]	5.56%	--	3
Total	100.00%	100.00%	54

Table 11

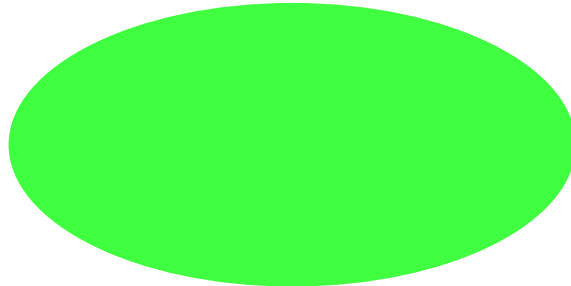
Table 10

Comments:

Comments:

Question responses: 13 (24.07%)

Any other comments or ideas?



	% Total	% Answer	Count
<input checked="" type="checkbox"/> [Responses]	24.07%	100.00%	13
<input type="checkbox"/> [No Response]	75.93%	--	41
Total	100.00%	100.00%	54

Table 13

Table 12

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
5				Maybe more social support to resolve the differences and avoid the eviction in the first place.	24/06/15 13:19	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
9				Great difficulty at present accessing supported housing - this need sto be improved	26/06/15 08:23	0.1	Submitted	web
14				There is not enough 2 bedroom properties in Thurrock. Also not everyone is a position to buy, Thurrock needs more properties owned by Local authorities / Housing Associations to rent.	26/06/15 14:18	0.1	Submitted	web
16				The shortages in 1 bed properties are in certain areas of Thurrock. This is where it needs to be provided.	29/06/15 08:42	0.1	Submitted	web
20				I would move from "encourage" to "incentivise" peopel who have a spare room to take in lodgers.	01/07/15 14:33	0.1	Submitted	web
27				Could consider providing support to address the reasons why those who are being evicted by family and work with all to avoid eviction.	02/07/15 08:12	0.1	Submitted	web
29				I agree with supported accommodation, what I dont agree with is them not being maintained, looking untidy and lottering outside, maybe if the restrictions were not so strict young people would use their properties like a home. If we are putting people into these types of properties they must be in a fit state	02/07/15 08:40	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				in the first instance to make them feel like it is a home. There is a stigma with who is relocated in these properties and not all single parents, young people should feel this is the last post. Most of the young people, single parents that I visit feel ashamed to say that they live in homeless accommodation.				
30				Encourage housing associations to develop bedsits for single people.	02/07/15 09:44	0.1	Submitted	web
32				More mediation resource to resolve family conflict /disputes/relationship breakdowns and prevent young people being "kicked out"	02/07/15 11:31	0.1	Submitted	web
37				There is a need for a viariety of different typs of supported accomoadtion.	03/07/15 07:47	0.1	Submitted	web
40				I wouldn't encourage people to take lodgers as if it went wrong especially with the elderly you could feel responsible. I think if you give someone a higher band to stay at home then all young people would say they were going to be evicted to get a higher banding.	03/07/15 14:06	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
41				Give training to people who are thinking of taking lodgers on safety for themselves and families	03/07/15 14:23	0.1	Submitted	web
43				How do you deal with families where the parent declares they are evicting the (adult) son or daughter in order to allow them to claim homelessness? I'm unaware if this is a major problem, however I know of one example personally of where this has happened. I suppose it's always a risk?	06/07/15 08:58	0.1	Submitted	web

Table 14

Ending of an assured short hold (private) tenancy

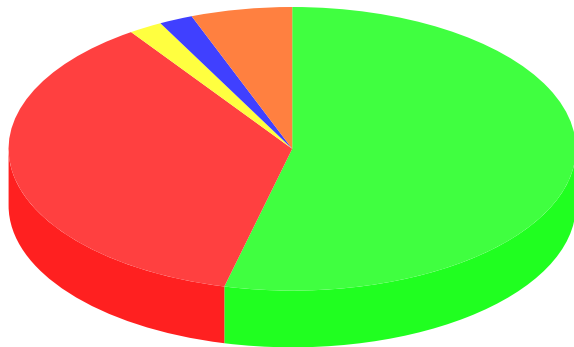
Ending of an assured short hold (private) tenancy

Question responses: **53 (98.15%)**

The ending of an assured short hold (private) tenancy is the 2 nd highest reason for homelessness in Thurrock at 27%

Increase options for home ownership e.g. equity share, low cost home ownership

Question responses: **52 (96.30%)**



	% Total	% Answer	Count
■ Strongly agree	51.85%	53.85%	28
■ Agree	35.19%	36.54%	19
■ Disagree	1.85%	1.92%	1
■ Strongly disagree	1.85%	1.92%	1
■ No opinion	5.56%	5.77%	3
■ [No Response]	3.70%	--	2
Total	100.00%	100.00%	54

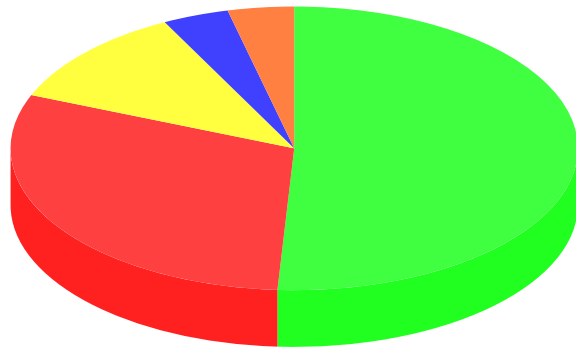
Table 16

Table 15

Ending of an assured short hold (private) tenancy

Offer incentives to Thurrock landlords who give longer tenancies

Question responses: **53 (98.15%)**



	% Total	% Answer	Count
■ Strongly agree	50.00%	50.94%	27
■ Agree	29.63%	30.19%	16
■ Disagree	11.11%	11.32%	6
■ Strongly disagree	3.70%	3.77%	2
■ No opinion	3.70%	3.77%	2
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

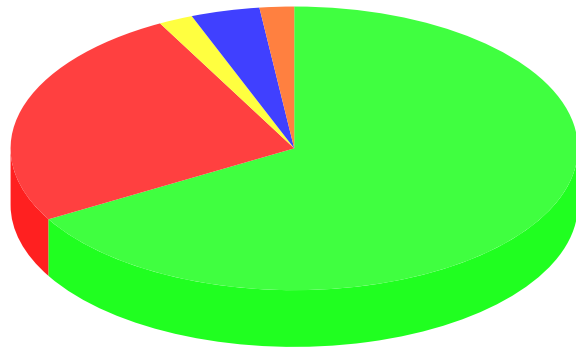
Table 18

Table 17

Ending of an assured short hold (private) tenancy

Encourage private landlords to offer reasonable rents

Question responses: **51 (94.44%)**



	% Total	% Answer	Count
■ Strongly agree	62.96%	66.67%	34
■ Agree	24.07%	25.49%	13
■ Disagree	1.85%	1.96%	1
■ Strongly disagree	3.70%	3.92%	2
■ No opinion	1.85%	1.96%	1
■ [No Response]	5.56%	--	3
Total	100.00%	100.00%	54

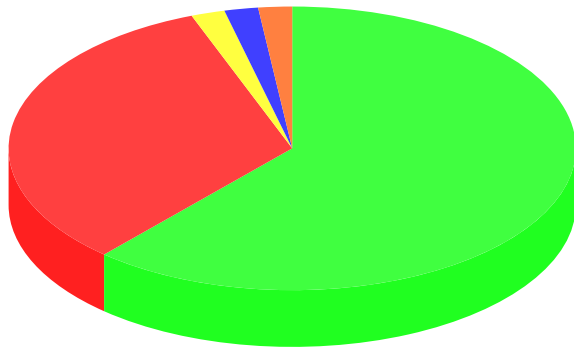
Table 20

Table 19

Ending of an assured short hold (private) tenancy

Build more affordable homes

Question responses: **52 (96.30%)**



	% Total	% Answer	Count
■ Strongly agree	59.26%	61.54%	32
■ Agree	31.48%	32.69%	17
■ Disagree	1.85%	1.92%	1
■ Strongly disagree	1.85%	1.92%	1
■ No opinion	1.85%	1.92%	1
■ [No Response]	3.70%	--	2
Total	100.00%	100.00%	54

Table 22

Table 21

Ending of an assured short hold (private) tenancy

Develop offers for home owners who are under occupying to rent out their homes on longer tenancies and move to smaller rented accommodation themselves

Question responses: **51 (94.44%)**

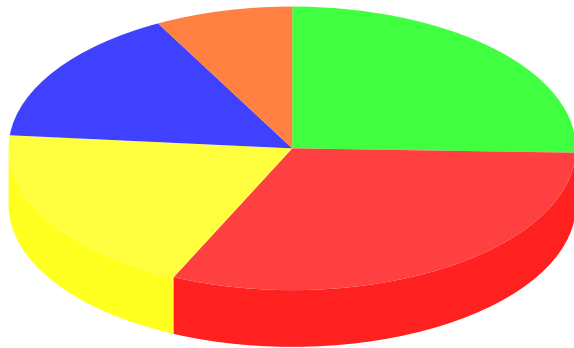


Table 23

	% Total	% Answer	Count
■ Strongly agree	24.07%	25.49%	13
■ Agree	29.63%	31.37%	16
■ Disagree	18.52%	19.61%	10
■ Strongly disagree	14.81%	15.69%	8
■ No opinion	7.41%	7.84%	4
■ [No Response]	5.56%	--	3
Total	100.00%	100.00%	54

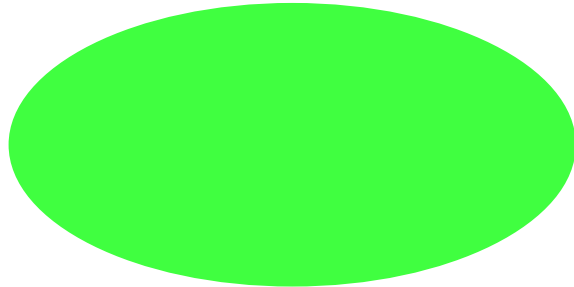
Table 24

Comments:

Comments:

Question responses: **5 (9.26%)**

Any other comments or ideas?



	% Total	% Answer	Count
<input checked="" type="checkbox"/> [Responses]	9.26%	100.00%	5
<input type="checkbox"/> [No Response]	90.74%	--	49
Total	100.00%	100.00%	54

Table 26

Table 25

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
14				Thurrock council should have its own letting agency free to use to Landlords to give private tenants more security and prevent the tenants being ripped off by unscrupulous lettings agencies.	26/06/15 14:18	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
19				LHA rates are so far behind private rents. I am on a 5 year tie in with Council due to having an empty homes grant, however I would not choose this route again. If I could ask for a top up from tenant that would be fine - just a reasonable top up - but I am unable to do this. The original procedure for the grant was far too slow, caused damage to exterior walls where we had to wait to repair gutter. Thus losing rent in the first instance and now being stuck in for another three years at low rents. In my case the grant was not worth it.	01/07/15 13:37	0.1	Submitted	web
29				We had Marston House some time ago which most of the residents in there looked after their property, maintained it until they were let go, unsightly and pulled down. Why does the council build then demolish waste of money. Surely it would be more cost effective to tidy up these properties and make sure people are aware that it is their responsibility to keep the home as tidy as possible. Checks should be made like estate agents who maintain properties. If this was put in place and they were NOT being looked after then they receive notice	02/07/15 08:40	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				to leave. We all have to take some responsibility for our properties.				
43				Build more TRULY affordable homes (not the definition of X% less than market rents - it should be linked to incomes) Although I agree the department's focus should be on vulnerable people and social housing, as a Thurrock Council employee on a reasonable salary I still cannot afford private rents or to save for a deposit. I currently rent a spare bedroom with a live-in landlord because that's all I can afford. I have explored 2nd hand shared ownership and but there's very limited on offer in Thurrock.	06/07/15 08:58	0.1	Submitted	web
49				Help those who are working and struggling to stay in their homes whether they are own their peoperty or council tenants this might help the homeless situation instead of only helping those who are out of work. I struggled for years trying to keep my home but was not allowed any help from the council because we worked and it was my own property. We have now lost our home seperated and homeless and relying on the council.	15/07/15 13:40	0.1	Submitted	web

Table 27

Violence or harassment

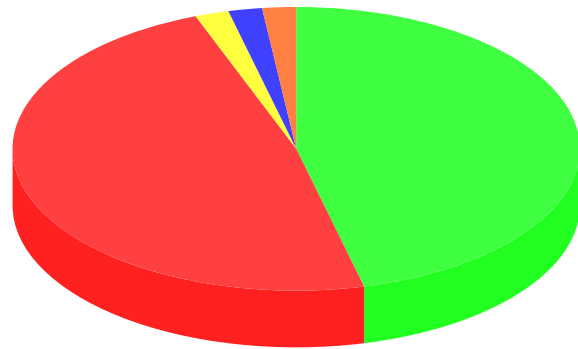
Violence or harassment

Question responses: **52 (96.30%)**

Violence or harassment is the 3rd highest reason for homelessness in Thurrock at 17%

Provide more accommodation for those fleeing violence or harassment e.g. refuges, safe houses

Question responses: **52 (96.30%)**



	% Total	% Answer	Count
Strongly agree	44.44%	46.15%	24
Agree	46.30%	48.08%	25
Disagree	1.85%	1.92%	1
Strongly disagree	1.85%	1.92%	1
No opinion	1.85%	1.92%	1
[No Response]	3.70%	--	2
Total	100.00%	100.00%	54

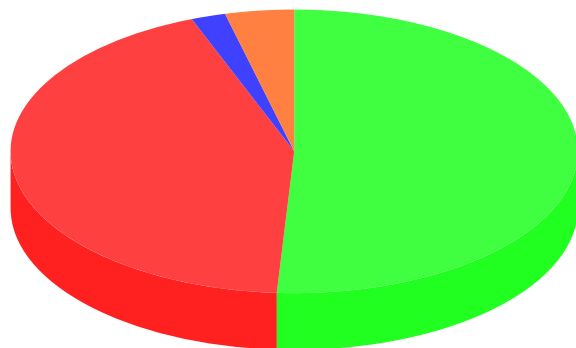
Table 29

Table 28

Violence or harassment

Promote the use of Sanctuary scheme –where safety measures are placed in the persons current home to make it safer

Question responses: **51 (94.44%)**



	% Total	% Answer	Count
Strongly agree	48.15%	50.98%	26
Agree	40.74%	43.14%	22
Disagree	0.00%	0.00%	0
Strongly disagree	1.85%	1.96%	1
No opinion	3.70%	3.92%	2
[No Response]	5.56%	--	3
Total	100.00%	100.00%	54

Table 31

Table 30

Violence or harassment

Improve working arrangements between the Council and other organisations supporting victims of violence or harassment

Question responses: **52 (96.30%)**

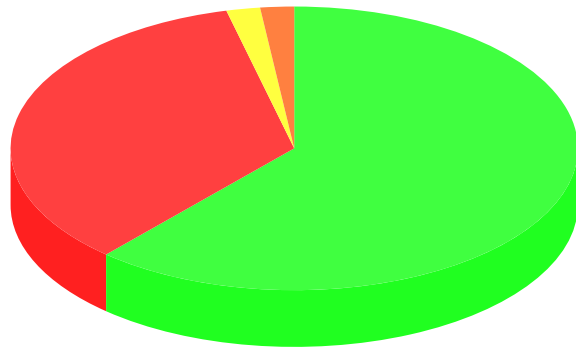


Table 32

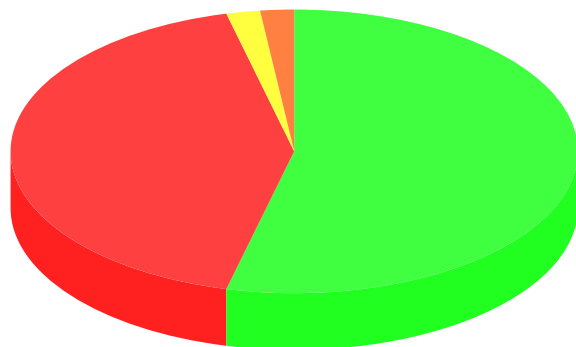
	% Total	% Answer	Count
■ Strongly agree	59.26%	61.54%	32
■ Agree	33.33%	34.62%	18
■ Disagree	1.85%	1.92%	1
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	1.85%	1.92%	1
■ [No Response]	3.70%	--	2
Total	100.00%	100.00%	54

Table 33

Violence or harassment

Provide more specialist refuges where the residents are offered support with drug, alcohol and mental health problems

Question responses: **52 (96.30%)**



	% Total	% Answer	Count
■ Strongly agree	51.85%	53.85%	28
■ Agree	40.74%	42.31%	22
■ Disagree	1.85%	1.92%	1
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	1.85%	1.92%	1
■ [No Response]	3.70%	--	2
Total	100.00%	100.00%	54

Table 35

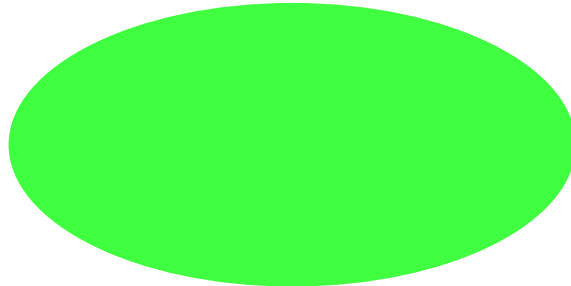
Table 34

Comments:

Comments:

Question responses: 4 (7.41%)

Any other comments or ideas?



	% Total	% Answer	Count
<input checked="" type="checkbox"/> [Responses]	7.41%	100.00%	4
<input type="checkbox"/> [No Response]	92.59%	--	50
Total	100.00%	100.00%	54

Table 37

Table 36

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
13				Needs to be support for the perpetrator as well with regards to drug / alcohol and MH probs so that they are able to remain in home violence free	26/06/15 10:54	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
14				A person fleeing violence is not safe in their home borough especially if they have children as it is too easy to find out what school they attend	26/06/15 14:18	0.1	Submitted	web
27				Work with other agencies such as police and courts to remove those who are causing the violence and harassment and apply sanctions. People who are victims should not be forced to leave their homes and communities due to the actions of others - these are the issues which need addressing, otherwise it is the victims who pay the penalty.	02/07/15 08:12	0.1	Submitted	web
29				Prevention is the key thing in this situation but all we seem to do as a council is cut the ground work.	02/07/15 08:40	0.1	Submitted	web

Table 38

Mortgage or rent arrears

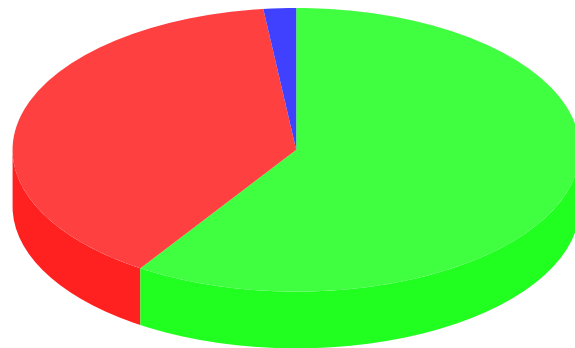
Mortgage or rent arrears

Question responses: **54 (100.00%)**

Mortgage or rent arrears are the 4th highest reason for homelessness in Thurrock at 8%

Increase access to debt advice and money management

Question responses: **54 (100.00%)**



	% Total	% Answer	Count
■ Strongly agree	59.26%	59.26%	32
■ Agree	38.89%	38.89%	21
■ Disagree	0.00%	0.00%	0
■ Strongly disagree	1.85%	1.85%	1
■ No opinion	0.00%	0.00%	0
Total	100.00%	100.00%	54

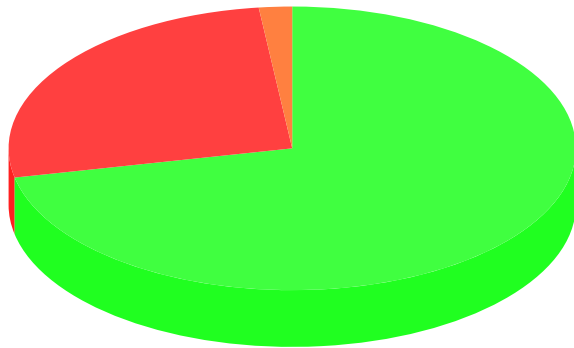
Table 40

Table 39

Mortgage or rent arrears

Increase awareness of benefits and the tenants responsibilities

Question responses: **53 (98.15%)**



	% Total	% Answer	Count
■ Strongly agree	70.37%	71.70%	38
■ Agree	25.93%	26.42%	14
■ Disagree	0.00%	0.00%	0
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	1.85%	1.89%	1
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

Table 42

Table 41

Mortgage or rent arrears

Provide a tenancy training programme to potential tenants before they start a new tenancy

Question responses: **53 (98.15%)**

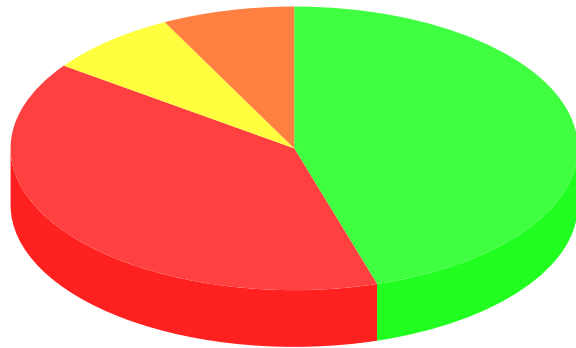


Table 43

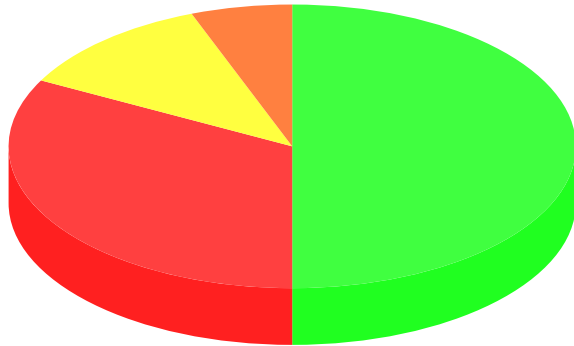
	% Total	% Answer	Count
■ Strongly agree	44.44%	45.28%	24
■ Agree	38.89%	39.62%	21
■ Disagree	7.41%	7.55%	4
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	7.41%	7.55%	4
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

Table 44

Mortgage or rent arrears

Increase the use of floating support for tenants who are failing in their tenancies

Question responses: **52 (96.30%)**



	% Total	% Answer	Count
■ Strongly agree	48.15%	50.00%	26
■ Agree	31.48%	32.69%	17
■ Disagree	11.11%	11.54%	6
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	5.56%	5.77%	3
■ [No Response]	3.70%	--	2
Total	100.00%	100.00%	54

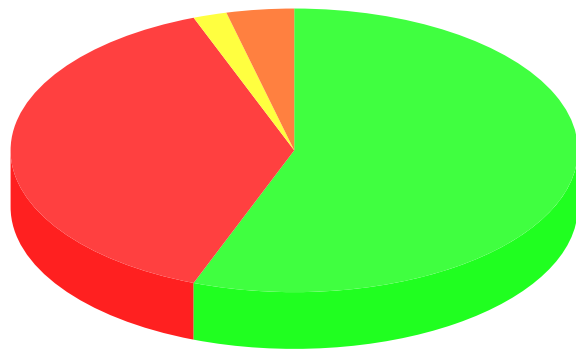
Table 46

Table 45

Mortgage or rent arrears

Increase awareness on the homelessness process and its effects on households

Question responses: **52 (96.30%)**



	% Total	% Answer	Count
■ Strongly agree	53.70%	55.77%	29
■ Agree	37.04%	38.46%	20
■ Disagree	1.85%	1.92%	1
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	3.70%	3.85%	2
■ [No Response]	3.70%	--	2
Total	100.00%	100.00%	54

Table 48

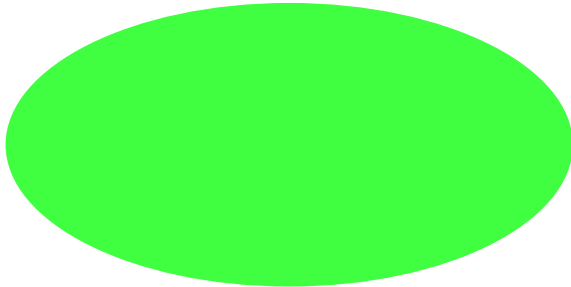
Table 47

Comments:

Comments:

Question responses: **6 (11.11%)**

Any other comments or ideas?



	% Total	% Answer	Count
<input checked="" type="checkbox"/> [Responses]	11.11%	100.00%	6
<input type="checkbox"/> [No Response]	88.89%	--	48
Total	100.00%	100.00%	54

Table 50

Table 49

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
19				Councils should work in support of the landlords who let their homes. At the moment they work in favour of tenants. Examples: As soon as tenants stop paying rent or part rent then Council	01/07/15 13:37	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				pay rent to landlord immediately - no delays. Sort out eligibility problems faster. Do not encourage tenants to stay in property and not pay rent, ie until bailiffs come.				
20				I would also consider recognising private landlords in some way who Provide a tenancy training programme to potential tenants before they start a new tenancy	01/07/15 14:33	0.1	Submitted	web
41				People need to know how bad homelessness is in the borough teach them to pay their rent on time	03/07/15 14:23	0.1	Submitted	web
47				Floating support for failing tenancies is a fantastic idea, supporting more people to maintain their homes, and stopping evictions, court orders.	13/07/15 07:32	0.1	Submitted	web
50				It needs to be clear that the Council will provide assistance to only to those who are vulnerable. Training should be provided so that people know that it is best for them to sort out their situation without the Council's intervention or assistance where possible.	15/07/15 13:53	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
54				Provide jobs that have a decent livable income, And ban landlords charging extortionate rates!	01/08/15 17:45	0.1	Submitted	web

Table 51

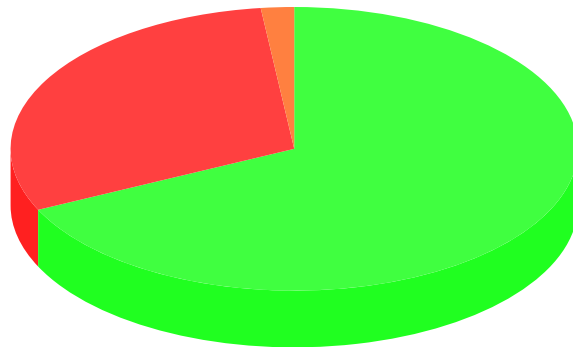
Working in partnerships

Working in partnerships

Question responses: **53 (98.15%)**

Working in partnerships with other services is very important in the prevention of homelessness

We need to develop “housing pathways” so that all partners understand how people can be housed and who is given priority

Question responses: **53 (98.15%)**

	% Total	% Answer	Count
■ Strongly agree	66.67%	67.92%	36
■ Agree	29.63%	30.19%	16
■ Disagree	0.00%	0.00%	0
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	1.85%	1.89%	1
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

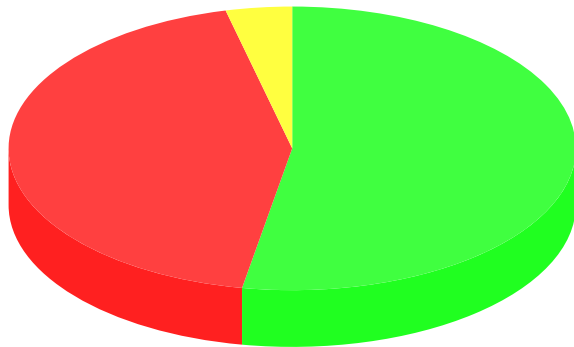
Table 53

Table 52

Working in partnerships

We need to ensure that people in supported housing are moved on to independent living when they are ready, so that supported housing is freed up for those who need it most

Question responses: **53 (98.15%)**



	% Total	% Answer	Count
■ Strongly agree	51.85%	52.83%	28
■ Agree	42.59%	43.40%	23
■ Disagree	3.70%	3.77%	2
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	0.00%	0.00%	0
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

Table 55

Table 54

Working in partnerships

A homelessness forum should be set up to drive forward the strategy action plan

Question responses: **53 (98.15%)**

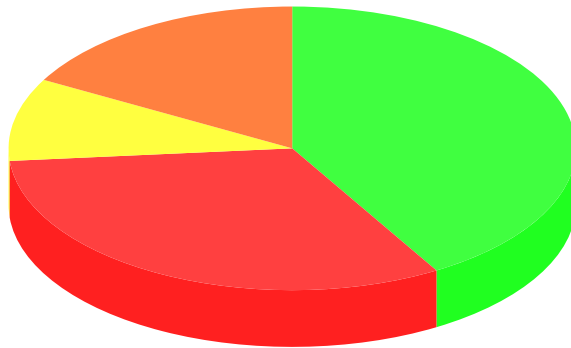


Table 56

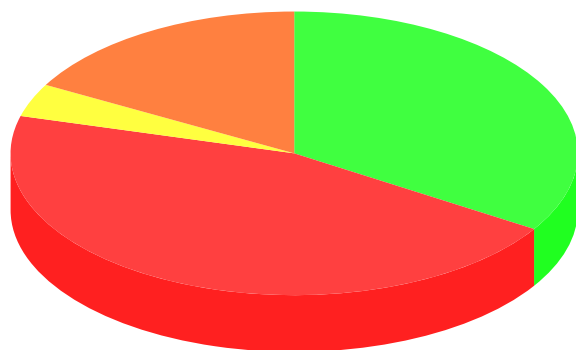
	% Total	% Answer	Count
■ Strongly agree	40.74%	41.51%	22
■ Agree	31.48%	32.08%	17
■ Disagree	9.26%	9.43%	5
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	16.67%	16.98%	9
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

Table 57

Working in partnerships

The use of multi-disciplinary case reviews amongst partners should be increased

Question responses: **53 (98.15%)**



	% Total	% Answer	Count
■ Strongly agree	33.33%	33.96%	18
■ Agree	44.44%	45.28%	24
■ Disagree	3.70%	3.77%	2
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	16.67%	16.98%	9
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

Table 59

Table 58

Working in partnerships

There should be more opportunities for joint working, shadowing and joint training

Question responses: **53 (98.15%)**

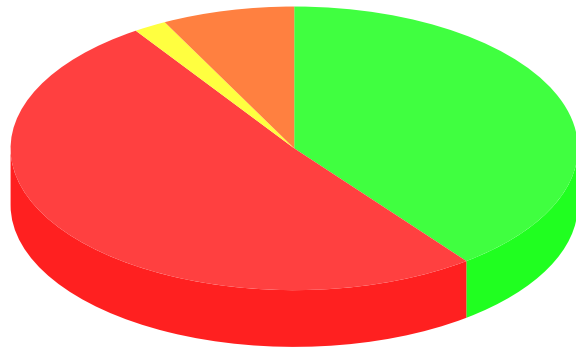


Table 60

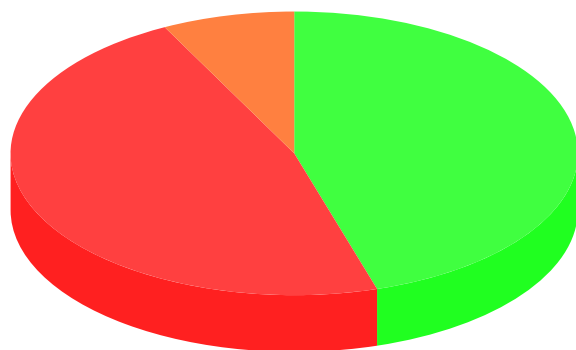
	% Total	% Answer	Count
■ Strongly agree	38.89%	39.62%	21
■ Agree	50.00%	50.94%	27
■ Disagree	1.85%	1.89%	1
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	7.41%	7.55%	4
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

Table 61

Working in partnerships

Members should be offered more specialised training around housing and homelessness

Question responses: **53 (98.15%)**



	% Total	% Answer	Count
■ Strongly agree	44.44%	45.28%	24
■ Agree	46.30%	47.17%	25
■ Disagree	0.00%	0.00%	0
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	7.41%	7.55%	4
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

Table 63

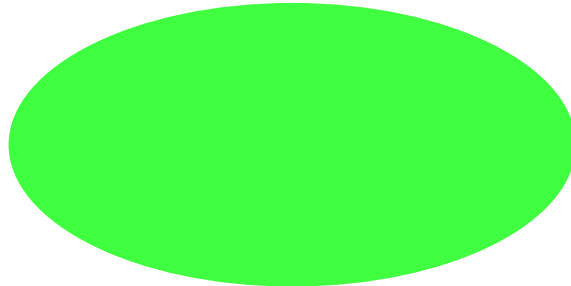
Table 62

Comments:

Comments:

Question responses: 8 (14.81%)

Any other comments or ideas?



	% Total	% Answer	Count
<input checked="" type="checkbox"/> [Responses]	14.81%	100.00%	8
<input type="checkbox"/> [No Response]	85.19%	--	46
Total	100.00%	100.00%	54

Table 65

Table 64

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
19				Give landlords free training to enhance their Accreditation. Training easily accessible and free. Because rents we have to take are well below private rents. The council require that	01/07/15 13:37	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				landlords do this training and yet many landlords probably already are aware and do not need the training offered, but they are forced to take it and pay for it. Perhaps you could ask landlords what training they require and maybe landlords themselves can offer the training to other landlords.				
27				For residents in supported living, it needs to be very clear for them that they will be working towards increasing their independence skills and will move on - this is particularly important for people with learning disabilities. The right levels of support to increase skills and independence should be in place too and a person-centred care plan should be agreed by all and worked towards.	02/07/15 08:12	0.1	Submitted	web
29				If you had the properties to move them on too, start building affordable housing not keep giving planning permission to private tenants. The only people getting rich in this instance are the property owners. Perhaps it would be a way of the council making money for once.	02/07/15 08:40	0.1	Submitted	web
30				i didnt understand what was meant by teh term "members" in the final question above. Did you mean	02/07/15 09:44	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				"elected members" or "partnership members"?				
36				There are voluntary organisations who all ready have this training in your borough and could help and there by save you money on training with a little investment to the third sector.	02/07/15 15:54	0.1	Submitted	web
37				Joint working and shadowing between agencies is a good idea to increase understanding.	03/07/15 07:47	0.1	Submitted	web
47				Homeless forum should be open to any practitioner who works in the community with individuals.	13/07/15 07:32	0.1	Submitted	web
50				There is no need for a homelessness forum as the work can either be carried out by the Tenancy Panel or the Housing Scrutiny Committee. Social accommodation should be temporary, issued with a specific deadline and then the need reassessed. If there is still a need, then renew the tenancy, if not, the person moves out which frees up the property for someone else with a greater need.	15/07/15 13:53	0.1	Submitted	web

Table 66

Customer service

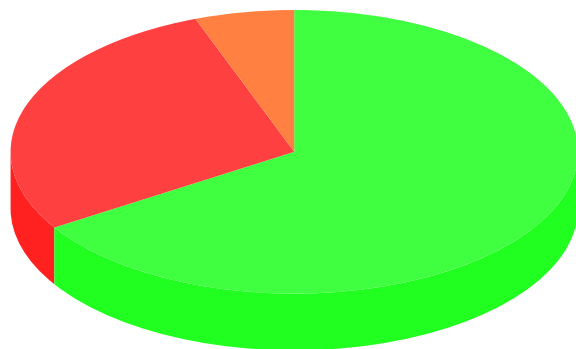
Customer service

Question responses: **54 (100.00%)**

The Council undertook a survey of service users as part of the homelessness review and identified a number of areas for improvement

Officers should manage the expectation of customers better by explaining in more detail the outcomes they can expect

Question responses: **53 (98.15%)**



	% Total	% Answer	Count
■ Strongly agree	64.81%	66.04%	35
■ Agree	27.78%	28.30%	15
■ Disagree	0.00%	0.00%	0
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	5.56%	5.66%	3
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

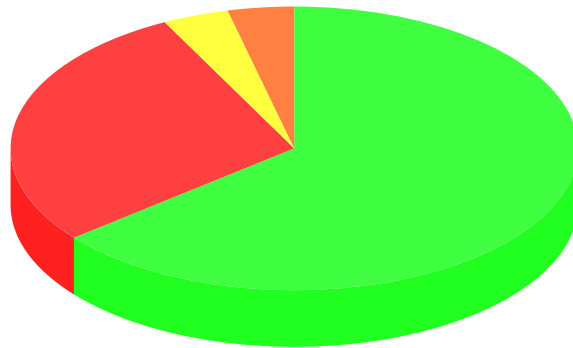
Table 68

Table 67

Customer service

Officers should communicate better with customers and provide written confirmation of the advice given at the first interview

Question responses: **53 (98.15%)**



	% Total	% Answer	Count
■ Strongly agree	62.96%	64.15%	34
■ Agree	27.78%	28.30%	15
■ Disagree	3.70%	3.77%	2
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	3.70%	3.77%	2
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

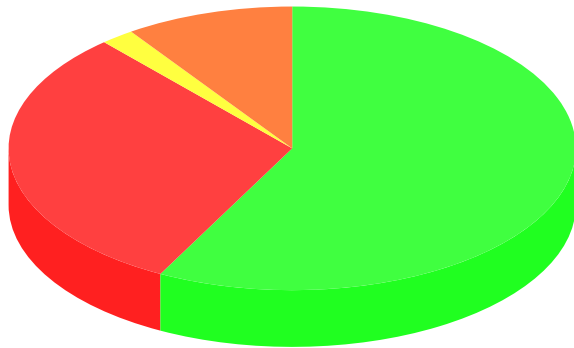
Table 70

Table 69

Customer service

Officers should communicate with partners better

Question responses: **52 (96.30%)**



	% Total	% Answer	Count
■ Strongly agree	55.56%	57.69%	30
■ Agree	29.63%	30.77%	16
■ Disagree	1.85%	1.92%	1
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	9.26%	9.62%	5
■ [No Response]	3.70%	--	2
Total	100.00%	100.00%	54

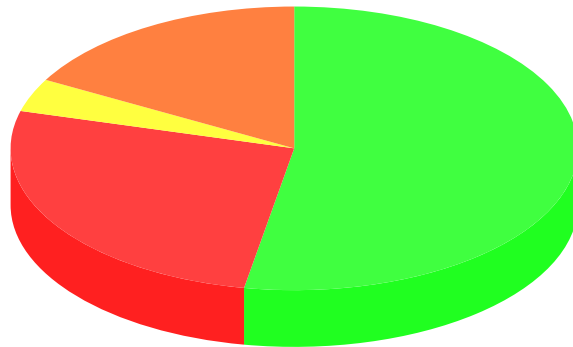
Table 72

Table 71

Customer service

The HED online advice service should provide advice which is easier to understand and access

Question responses: **53 (98.15%)**



	% Total	% Answer	Count
■ Strongly agree	51.85%	52.83%	28
■ Agree	25.93%	26.42%	14
■ Disagree	3.70%	3.77%	2
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	16.67%	16.98%	9
■ [No Response]	1.85%	--	1
Total	100.00%	100.00%	54

Table 74

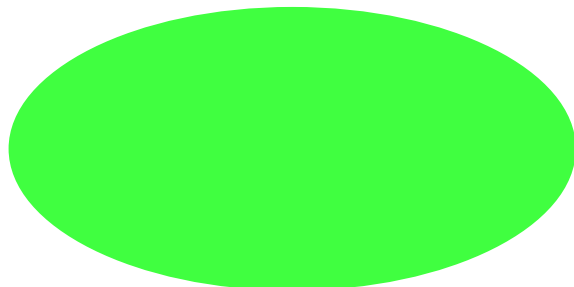
Table 73

Comments:

Comments:

Question responses: 10 (18.52%)

Any comments or ideas?



	% Total	% Answer	Count
<input checked="" type="checkbox"/> [Responses]	18.52%	100.00%	10
<input type="checkbox"/> [No Response]	81.48%	--	44
Total	100.00%	100.00%	54

Table 76

Table 75

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
13				HED ?	26/06/15 10:54	0.1	Submitted	web
14				The HED advice service is very clear, what is not clear to the tenant is what happens next	26/06/15 14:18	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
18				Communication and advise is given at tenancy start up - this info is clear	01/07/15 10:20	0.1	Submitted	web
19				As a landlord I would like to see . . . Better rents if possible to landlords who give better homes. ie. not a one size fits all rent, so that they get closer to what they can achieve privately. I am well aware that we probably have less vacant periods by working with council and for the most part our rent is there and on time, so a bit of a reduction is fine. faster resolution of issues, ie. my empty homes grant took too long to process, my property suffered as a result of waiting to do repairs, and also income severely suffered. I felt that Council did not consider the landlord's loss of income at all. ALSO faster resolution of issues when HB is stopped for any reason.	01/07/15 13:37	0.1	Submitted	web
20				The HED online advise service should be so easy to use that, as a homeless person, I can get access to it direct or via staff at community hubs, libraries, CVS, CAb, Age Concern, Mind, etc. It should be considered as part of teh adult social care self-help portal too.	01/07/15 14:33	0.1	Submitted	web
27				Written communications should also be appropriately written and in easy-read for those residents with	02/07/15 08:12	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				learning disabilities. Again, the same should apply to the HED service and also it should be understood that not everyone has access to online advice or this may be unsuitable to access using public emails systems.				
29				Partnership agreement whereby the person understands what is expected of them and perhaps we need to change our attitude towards these people.	02/07/15 08:40	0.1	Submitted	web
30				I dont know what the acronym HED stands for.	02/07/15 09:44	0.1	Submitted	web
36				For some people the internet is not an option and they need to be able to talk to a real person without going through a list of phone options. If your resident does not read or has a speech impediment you need to be able to address their needs, there are also charities that can assist you with this type of advocacy, and have had years of experience and know most of the vulnerable residents in your area.	02/07/15 15:54	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
50				There needs to be a clear, joined up approach to social housing in which all the partners are on par. Partners should not be promising people social housing or encouraging them to apply to the council where the person has alternate accommodation.	15/07/15 13:53	0.1	Submitted	web

Table 77

Strategic planning

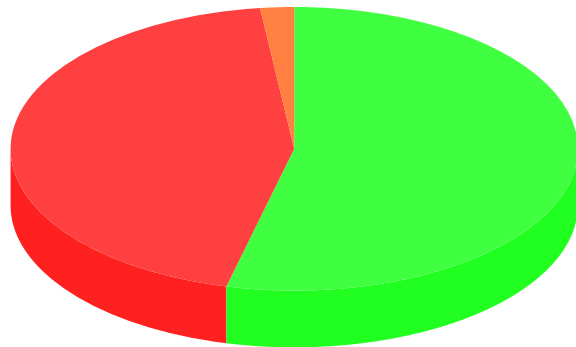
Strategic planning

Question responses: **52 (96.30%)**

The Council needs to take a long term view of how it tackles homelessness.

The Council must explore the long term effects of welfare reform on privately renting households

Question responses: **52 (96.30%)**



	% Total	% Answer	Count
■ Strongly agree	51.85%	53.85%	28
■ Agree	42.59%	44.23%	23
■ Disagree	0.00%	0.00%	0
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	1.85%	1.92%	1
■ [No Response]	3.70%	--	2
Total	100.00%	100.00%	54

Table 79

Table 78

Officers need to investigate all funding streams to ensure effective use of funds for homeless prevention

Question responses: **52 (96.30%)**

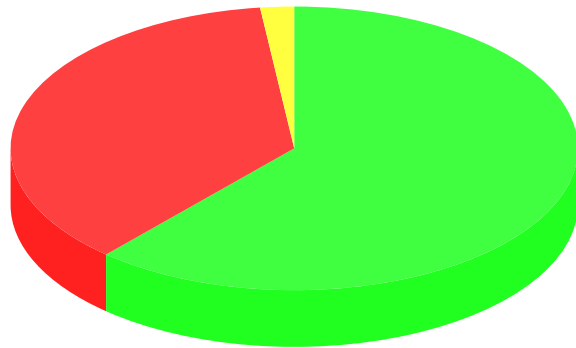


Table 80

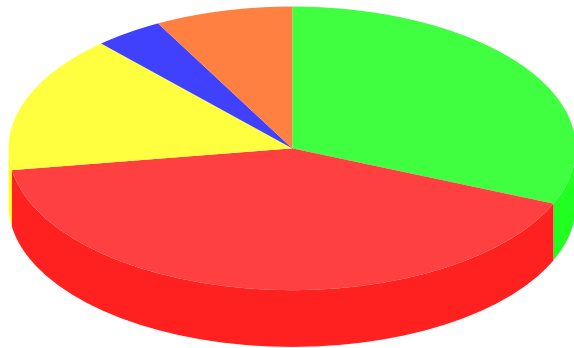
	% Total	% Answer	Count
■ Strongly agree	59.26%	61.54%	32
■ Agree	35.19%	36.54%	19
■ Disagree	1.85%	1.92%	1
■ Strongly disagree	0.00%	0.00%	0
■ No opinion	0.00%	0.00%	0
■ [No Response]	3.70%	--	2
Total	100.00%	100.00%	54

Table 81

Strategic planning

The council should tackle under-occupation across all tenures

Question responses: 51 (94.44%)



	% Total	% Answer	Count
■ Strongly agree	29.63%	31.37%	16
■ Agree	38.89%	41.18%	21
■ Disagree	14.81%	15.69%	8
■ Strongly disagree	3.70%	3.92%	2
■ No opinion	7.41%	7.84%	4
■ [No Response]	5.56%	--	3
Total	100.00%	100.00%	54

Table 83

Table 82

Officers need to continue to monitor equality strands against local and national data to ensure no specific group is impacted adversely

Question responses: **52 (96.30%)**

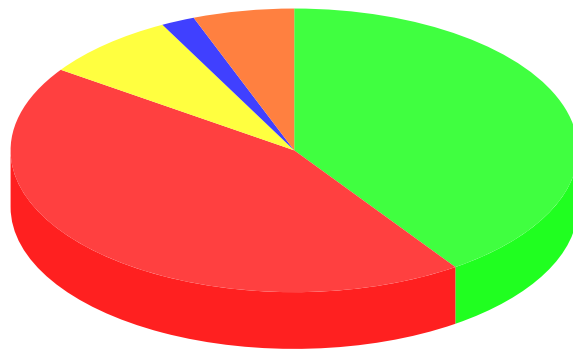


Table 84

	% Total	% Answer	Count
■ Strongly agree	38.89%	40.38%	21
■ Agree	42.59%	44.23%	23
■ Disagree	7.41%	7.69%	4
■ Strongly disagree	1.85%	1.92%	1
■ No opinion	5.56%	5.77%	3
■ [No Response]	3.70%	--	2
Total	100.00%	100.00%	54

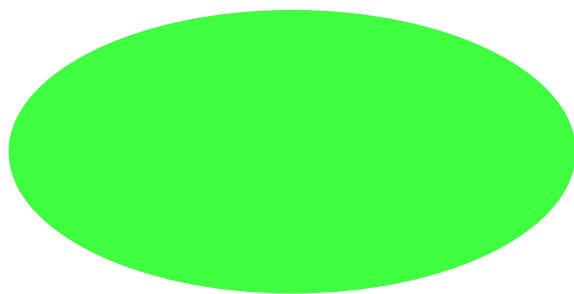
Table 85

Comments:

Comments:

Question responses: 4 (7.41%)

Any comments or ideas?



	% Total	% Answer	Count
<input checked="" type="checkbox"/> [Responses]	7.41%	100.00%	4
<input type="checkbox"/> [No Response]	92.59%	--	50
Total	100.00%	100.00%	54

Table 87

Table 86

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
13				Need to plan for the migration from London into London boro owned home and the impact that thsi will have after 2 years. Thurrock council needs to reduce no. of homes owned by	26/06/15 10:54	0.1	Submitted	web

Comments:

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				London Boroughs and use these for themselves to address local homeless issues				
27				Although there may need to be some work on under-occupation, residents should not be penalised if no other smaller accommodation is available.	02/07/15 08:12	0.1	Submitted	web
29				If a person has been living at their home for a number of years, bringing up their family in their family home why are we tackling under occupation. Put yourself in their shoes and this is where sometimes I feel we go wrong we are good and giving advice but do not understand the person sitting at the other end of the table.	02/07/15 08:40	0.1	Submitted	web
36				Resident who pay full rent for their property should be entitled to choose under occupancy if they wish, if that rent is being subsidised then I think that the council has a say in how much therapy for under occupancy and whether or not that resource should be used elsewhere. I don't think strands of equality national can help Thurrock as a unitary borough, I think you need to focus on the immediate environments cause and effect.	02/07/15 15:54	0.1	Submitted	web

Table 88

Your role

Your role

Question responses: **51 (94.44%)**

Please indicate which area your role sits in

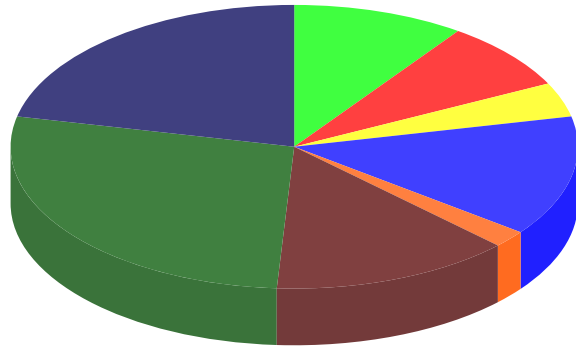


Table 89

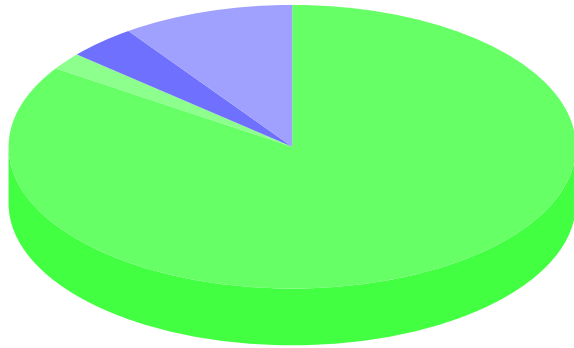
	% Total	% Answer	Count
Adult Social Care	9.26%	9.80%	5
Childrens Social Care	7.41%	7.84%	4
Public Health	3.70%	3.92%	2
Support services	12.96%	13.73%	7
Local Councillor / MP	1.85%	1.96%	1
Housing Options / Homelessness	12.96%	13.73%	7
Housing - Other	25.93%	27.45%	14
Other	20.37%	21.57%	11
[No Response]	5.56%	--	3
Total	100.00%	100.00%	54

Table 90

Ethnicity

EthnicityQuestion responses: **51 (94.44%)**

What is your ethnic group, choose ONE and tick the appropriate box



	% Total	% Answer	Count
White			
<input type="checkbox"/> English / Welsh / Scottish / Northern Irish / British	79.63%	84.31%	43
<input type="checkbox"/> Irish	1.85%	1.96%	1
<input type="checkbox"/> Gypsy or Irish Traveller	0.00%	0.00%	0
<input type="checkbox"/> Any other White background	0.00%	0.00%	0
Mixed			
<input type="checkbox"/> White and Black Caribbean	0.00%	0.00%	0
<input type="checkbox"/> White and Black African	0.00%	0.00%	0
<input type="checkbox"/> White and Asian	0.00%	0.00%	0
<input type="checkbox"/> Any other Mixed background	0.00%	0.00%	0
Asian or Asian British			
<input type="checkbox"/> Indian	0.00%	0.00%	0
<input type="checkbox"/> Pakistani	0.00%	0.00%	0

Ethnicity











	% Total	% Answer	Count
 Bangladeshi	0.00%	0.00%	0
 Chinese	0.00%	0.00%	0
 Any other Asian background	0.00%	0.00%	0
Black or Black British			
 Caribbean	3.70%	3.92%	2
 African	9.26%	9.80%	5
 Any other Black background	0.00%	0.00%	0
Other ethnic group			
 Arab	0.00%	0.00%	0
 Prefer not to say	0.00%	0.00%	0
 Any other ethnic group	0.00%	0.00%	0
 [No Response]	5.56%	--	3
Total	100.00%	100.00%	54

Table 92

Table 91

Other ethnicity

Other ethnicityQuestion responses: **0 (0.00%)**

The above ethnic groups are those categories used on the 2011 census. If you feel that these categories do not represent your ethnicity please use your preferred description here e.g. Polish

If you selected other, please write in your ethnic group in the box below

	% Total	% Answer	Count
<input type="checkbox"/> [Responses]	0.00%	0%	0
<input type="checkbox"/> [No Response]	100.00%	--	54
Total	100.00%	0%	54

Table 94**Table 93**

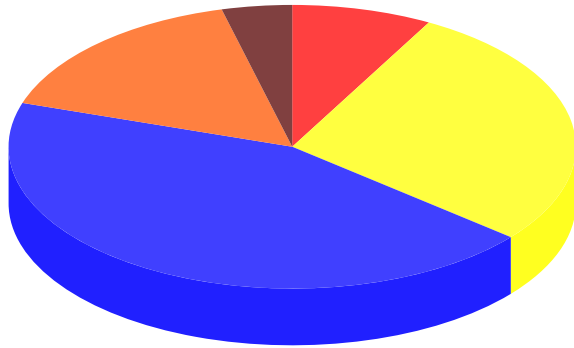
There is no data to display for this question

Age

Age

Question responses: 50 (92.59%)

Please specify your age group



	% Total	% Answer	Count
17 or under	0.00%	0.00%	0
18-24	7.41%	8.00%	4
25-44	25.93%	28.00%	14
45-59	40.74%	44.00%	22
Over 60 years	14.81%	16.00%	8
Prefer not to say	3.70%	4.00%	2
[No Response]	7.41%	--	4
Total	100.00%	100.00%	54

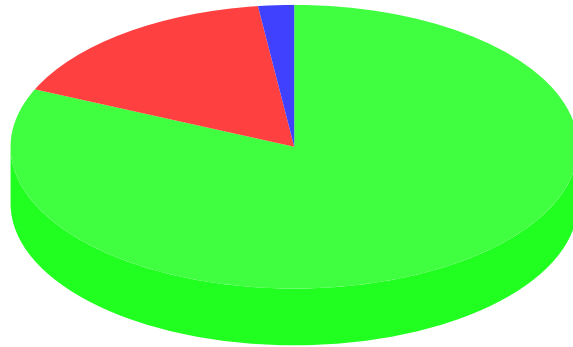
Table 96

Table 95

Gender

Question responses: **49 (90.74%)**

Please specify your gender



	% Total	% Answer	Count
■ Female	74.07%	81.63%	40
■ Male	14.81%	16.33%	8
■ Transgender	0.00%	0.00%	0
■ Prefer not to say	1.85%	2.04%	1
■ [No Response]	9.26%	--	5
Total	100.00%	100.00%	54

Table 98

Table 97

Sexual orientation

Sexual orientation

Question responses: 48 (88.89%)

How would you define your sexual orientation?

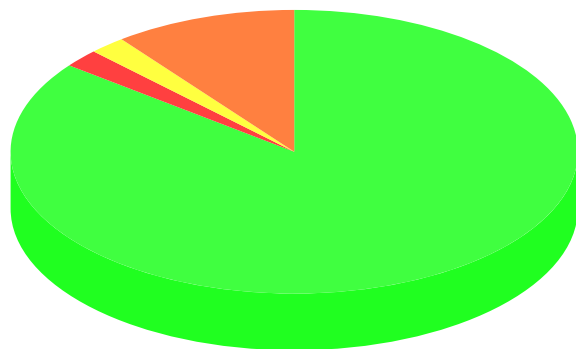


Table 99

	% Total	% Answer	Count
■ Heterosexual	75.93%	85.42%	41
■ Gay	1.85%	2.08%	1
■ Bisexual	1.85%	2.08%	1
■ Lesbian	0.00%	0.00%	0
■ Prefer not to say	9.26%	10.42%	5
■ [No Response]	11.11%	--	6
Total	100.00%	100.00%	54

Table 100

Religious belief

Religious beliefQuestion responses: **50 (92.59%)**

What is your religion?

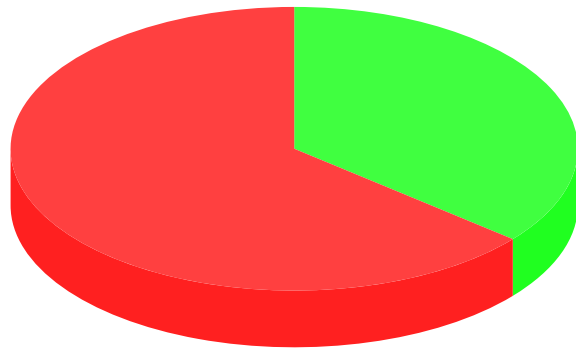


Table 101

	% Total	% Answer	Count
■ No religion	33.33%	36.00%	18
■ Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	59.26%	64.00%	32
■ Buddhist	0.00%	0.00%	0
■ Hindu	0.00%	0.00%	0
■ Jewish	0.00%	0.00%	0
■ Muslim	0.00%	0.00%	0
■ Sikh	0.00%	0.00%	0
■ Any other religion	0.00%	0.00%	0
■ [No Response]	7.41%	--	4
Total	100.00%	100.00%	54

Table 102

Other religion

Other religionQuestion responses: **0 (0.00%)**

If you selected other, please write in your religion below

	% Total	% Answer	Count
<input type="checkbox"/> [Responses]	0.00%	0%	0
<input type="checkbox"/> [No Response]	100.00%	--	54
Total	100.00%	0%	54

Table 104**Table 103**

There is no data to display for this question

DisabilityQuestion responses: **50 (92.59%)**

Do you consider yourself to be a disabled person?

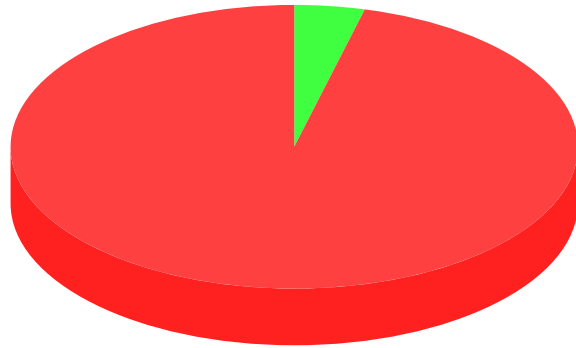


Table 105

	% Total	% Answer	Count
<input type="checkbox"/> Yes	3.70%	4.00%	2
<input type="checkbox"/> No	88.89%	96.00%	48
<input type="checkbox"/> [No Response]	7.41%	--	4
Total	100.00%	100.00%	54

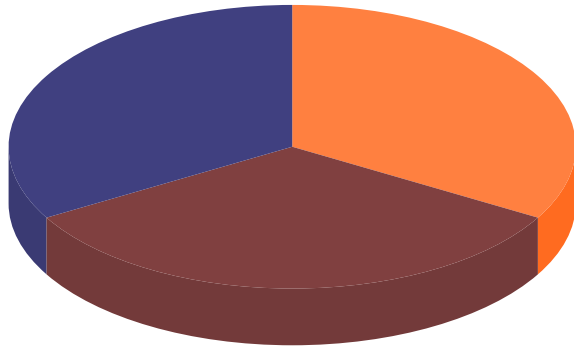
Table 106

Impairment

Impairment

Question responses: 2 (3.70%)

If you are disabled, how would you describe your disability? (tick all that apply)



	% Total	% Answer	Frequency	Count
<input type="checkbox"/> Visual impairment	0.00%	0.00%	0.00%	0
<input type="checkbox"/> Speech impairment	0.00%	0.00%	0.00%	0
<input type="checkbox"/> Hearing impairment	0.00%	0.00%	0.00%	0
<input type="checkbox"/> Mobility (a wheelchair user)	0.00%	0.00%	0.00%	0
<input type="checkbox"/> Mobility (not a wheelchair user)	1.82%	33.33%	1.85%	1
<input type="checkbox"/> Mental health condition	1.82%	33.33%	1.85%	1
<input type="checkbox"/> Long term medical condition	0.00%	0.00%	0.00%	0
<input type="checkbox"/> Learning disability	1.82%	33.33%	1.85%	1
<input type="checkbox"/> Hidden impairment	0.00%	0.00%	0.00%	0
<input type="checkbox"/> Other	0.00%	0.00%	0.00%	0
<input type="checkbox"/> [No Response]	94.55%	--	96.30%	52

Impairment

	% Total	% Answer	Frequency	Count
Total	100.00%	100.00%	0%	55

Table 108**Table 107**

Impairment other

Impairment other

Question responses: 0 (0.00%)

Please specify disability

	% Total	% Answer	Count
<input type="checkbox"/> [Responses]	0.00%	0%	0
<input type="checkbox"/> [No Response]	100.00%	--	54
Total	100.00%	0%	54

Table 110

Table 109

There is no data to display for this question