

## **Introduction**

1. This paper sets out details on the 12-week public consultation, including how it was promoted, data on who responded and details of the feedback received.
2. As part of the consultation, a series of questions were asked about various aspects of the strategy, and whether respondents agreed with the identified outcomes and priorities.

## **Public consultation**

3. Following the development of the strategy, a twelve-week public consultation period was undertaken to gather feedback from service users, Members, City of London residents and service professionals on the identified outcomes and priorities.
4. The consultation was hosted on the City of London website and was open for a period of twelve weeks (12 December 2022 – 12 March 2023).
5. The consultation was promoted to various individuals and groups to provide the widest range of feedback. This included elected Members of the City Corporation, City of London business and resident groups, City Corporation staff, the voluntary and community sector, health and care, City of London Police, the Safer City Partnership and homelessness and rough sleeping services, such as hostels.
6. As well as promoting the consultation to individual groups, other forms of advertising the consultation was conducted. This included:
  - a. Resident, Member & estate newsletters
  - b. Full page advertisement in print copies of City Matters and City AM
  - c. Frequent social media posts of the City Corporation Twitter and LinkedIn pages

## *Consultation response data*

7. Over the course of the consultation period, page visits and the bounce rate of the consultation page were monitored on a weekly basis to provide analysis of the amount of people attempting to complete the survey. This provided evidence that promotion of the survey was having an impact on the number of people completing the survey, and if necessary, adjustments to the level of promotion could be made.
8. Page visits and engagement with the consultation remained good throughout the consultation period. At the end of the consultation period, over 80 unique hits to the consultation web page were registered, with 80% of page viewers engaging with the material displayed on the page.

## Homelessness & Rough Sleeping Strategy 2023-27 Consultation Responses

9. Over the 12-week consultation period, a total of 34 responses were received. Of these...
  - a. 62% (21) were residents of the City of London
  - b. 37% (13) were not residents of the City of London
10. The consultation asked respondents why the Homelessness and Rough Sleeping Strategy was important to them. Respondents were able to select more than one option. Of these, 50% (20) said because they were a resident of the City, 25% (10) said because they were a worker in the City, 5% (3) said because they had lived experience of homelessness and 20% (8) gave another reason.
11. Due to the discrepancy between page hits, the high percentage of individuals who engaged with the page content and the lower number of submitted responses, it can be assumed that most individuals who engaged with the proposed strategy had no further comment.

### *Consultation response*

12. The below sets out the questions asked during the consultation, as well as responses to each of the questions.
13. Question 1: What do you think is the biggest challenge facing people who are homeless or rough sleeping in the City of London today?
  - a. For those that rely on the private rented sector for their accommodation, the increasing cost of rent and the shortage of rented properties in London is having a negative affect on those who are already homeless or rough sleeping, or at risk of being homeless.
  - b. Issues around addiction and mental health
  - c. wider economic and national policies
  - d. Lack of local housing choice & provision locally to assist people rough sleeping, lack of employment opportunities and accessibility of drugs and physical and mental health issues
  - e. Availability of safe shelter
  - f. Secure, safe housing
  - g. Money
  - h. Access to secure affordable accommodation and support for mental health
  - i. Being homeless / sleeping rough
  - j. It will vary
  - k. how to find help from the various organisations they might think of turning to
  - l. Finding a safe place to sleep
  - m. Desire to come off and have a safe place
  - n. Lack of affordable accommodation
  - o. Multiple complex needs but only eligible for a TA offer
  - p. Multiple support needs - mental health, addiction and lack of suitable, affordable, housing
  - q. Lack of care by the UK's richest local authority

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- r. Comprehensive support
- s. Affordability
- t. Demand exceeds supply of accommodation and associated services.
- u. Access to information
- v. Lack of any realistic prospect of obtaining housing at a reasonable price.
- w. Fear, mental health, addiction
- x. City of London does not wish to know, they have deliberately sold off housing within the Barbican, such as Blake Tower, Bernard Morgan House, anything to remove and or provide any social housing within the City of London boundary areas.
- y. Having a safe, secure place over their head
- z. Long term accommodation
- aa. Finding somewhere to live that is affordable.
- bb. Being treated with respect whilst being on the street and finding somewhere to live that is suitable
- cc. Being able to afford a property for rent in the private sector
- dd. Lack of resources, both statutory services and the charity sector are running on very limited means whilst being asked to do more and more. Funding is decreasing whilst demand is not only increasing but the approaches have more and more complex needs. Increasing suitable housing stock and appropriate support provision is impossible without more funding but also stronger collaboration and integration of services. Indeed now that the pandemic has “ended” we are back to a lack of robust links and communication between services, and lack a holistic approach in practice.
- ee. Getting access initially to appropriate assessments and intervention e.g. CMHT, palliative Care, GP and subsequently access to affordable Move on Accommodation.
- ff. Knowing how to access services and where they are
- gg. Increasing numbers and individuals have complex needs. Greater cost of living.
- hh. The transient nature of rough sleepers in the City of London, particularly in the square mile, makes it difficult to provide a health response throughout the day

### 14. Question 2: How do you think the Draft Strategy could be improved?

- a. An action plan is one is planned
- b. Outreach is the biggest challenge - eg. Responding to Street Link
- c. Include a more holistic approach to earlier support (skills development, mental health support) for young people to a) demonstrate a systems thinking approach and b) improve life chances for all so that their risk of future homelessness is reduced
- d. Words on paper do not necessarily become action without leadership and commitment- it's important this strategy and agenda continues to be championed, challenged and resourced

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- e. I didn't see any metrics / benchmarks etc... how do you measure what is good/success?
- f. Convert some empty offices into decent flats at capped social rents
- g. There is no description of HOW you will action your objectives. Its very open, and appears a standard document used by all local councils.
- h. Supplementing the objectives with quantified and time-specific commitments
- i. Actually remove homeless people / rough sleepers from public areas - it's to no-ones benefit to allow this
- j. Set more measurable objectives and make homelessness less attractive to the 38 per cent of those street homeless who have long term histories of rough sleeping, who remain very resistant to service offers and engagement
- k. specify location of help and let general public/police/social services/City clergy know of this ONE place or contact point that they can call
- l. Could say more about the abuse of homeless people. Trafficking - gangs - exploitation - cuckooing etc.
- m. I think this is the most important bit and should be maintained.. Open a dedicated Rough Sleeping Assessment Centre in the Square Mile to provide emergency accommodation, and a safe place of rapid intervention and assessment
- n. Making accommodation and benefit caps accessible to all
- o. More concrete detail on delivery
- p. Increase the amount of truly affordable rented accommodation in the City
- q. Not sure why the City needs public consultation on this - just tackle the issue
- r. Ensuring people with lived experience co-produce and feed into it
- s. We support various homeless charities active in and around the city. Why does your strategy make no reference to these? Or indeed to the facilities in neighbouring areas. Have you reviewed availability of public sector and charity-provided accommodation for the homeless who happen to stray into the square mile? Surely better liaison and sharing with these and better information for those affected would be preferable to setting up yet another homeless shelter within the City for such relatively small numbers. This might have the effect of increasing the numbers coming into the city boundaries which businesses and residents may not welcome.
- t. Would like to see the "everybody in" and "housing first" angle emphasised and foregrounded more strongly – where somebody is already homeless / rough sleeping, that needs to come first, everything else follows.
- u. Provide access to appropriate mental health support and how to sustain a home
- v. It is absolutely pointless having these consultations as the City of London NEVER listens to residents, I should know - as I have studied and lived within the City boundary areas for over 25 years! Office buildings owned by the City of London Corporation need to be rebuilt where possible with a mixture of real affordable social housing for residents, families and key

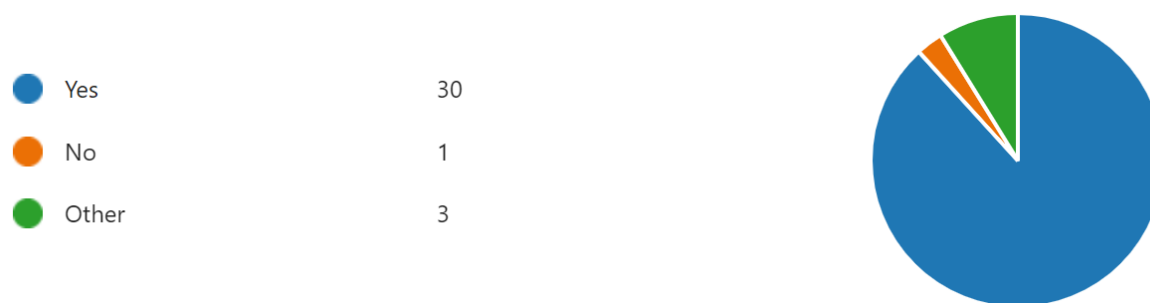
## Homelessness & Rough Sleeping Strategy 2023-27 Consultation Responses

workers. Demolish buildings that are decaying, such as the Golden Lane Estate, replacing with similar style but at least 5-10 stories increase in height on the same foot print. All other new office blocks, in the private sector within the City of London, should be compelled to have at least one floor of social housing, one to two floors of affordable housing to rent or for sale, a mixture is required. City of London should consider lands immediately abutting its boundary areas to increase its land mass and so then increase social housing. Install solar panels where possible on existing buildings, just look at the mass of flat roofs all over Golden Lane Estate, the electricity generated could reduce the bills for communal areas and or provided for free to the community buildings!

- w. Focus on housing first and then support after they are housed.
- x. good strategy and needs emphasis on long term accommodation - especially private rented sector
- y. set out how you are going to help people into stable accommodation
- z. I think it is good
- aa. This is hard to tell without an impact assessment of the old strategy or an up to date needs assessment. Add an outcome/action about how to address the lack of immediate safe spaces away from the street for all rough sleepers (be more transparent about gaps in service provision). Recognize that the City takes in Rough sleepers from all over london so they could play a bigger/influencer role pan london/regionally (lead by example), especially in terms of encouraging pan london funding to help all RS. An outcome or action on how the housing stock for move on accommodation and independent living needs to be amplified Explicit focus on health priorities Tackling problems of data sharing among support agencies : strategic approach to data and insight Ensuring services fit the individual, rather than expecting individuals to conform to services : person centric approach - trauma informed, accessible, timely and flexible support (e.g: peer led approach : advocacy, wellbeing, assertiveness)
- bb. The strategy is very clear and covers lots of the key challenges, I did not see anything in regards Palliative Care.
- cc. Details of how to publicise the service
- dd. I think it seems comprehensive
- ee. Strengthening system wide approaches should discuss the commissioning of services that sit in the City - there needs to be an understanding

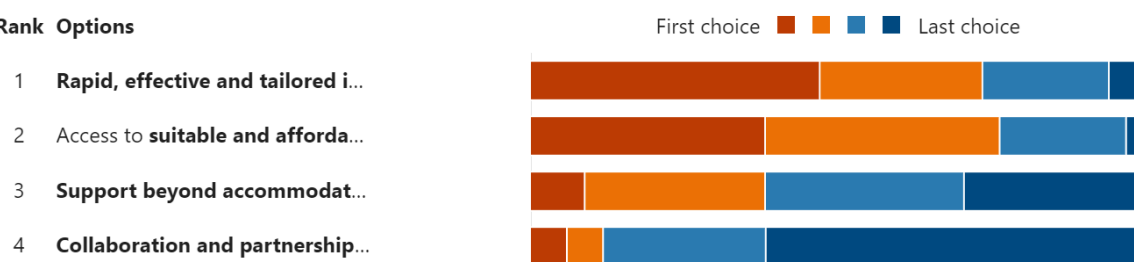
15. Question 3: Do you agree with our Outcomes?

## Homelessness & Rough Sleeping Strategy 2023-27 Consultation Responses



16. Question 4: What do you think is the most important outcome for supporting those at risk of, or experiencing homelessness and rough sleeping?

Rank Options



17. Question 5: What gaps do you think there are in the outcomes?

- None x10
- People leaving hostels/returning to the streets
- Yes the gaps/weaknesses above is the risk of seeing the intervention as a graded list of importance. They are all equally vital for a successful outcome in each individual case. It's the mix and timed intervention of each one that will be different, and will be key to an individual's success.
- I do think this should be a 'fluid' strategy... there will always be gaps but that's ok as this will need to be adopted as work commences
- Recognise that a return to the last area they lived in might have been abusive
- Collaboration with other areas. There should be a GLA joined up service across all of London. A one place shop, who coordinates across these invisible boundaries. This would then support specialist staff.
- Quantified and time-specific commitments
- You seem to accept homelessness / rough sleeping as a legitimate choice - in fact it is incredibly anti-social
- None of these deal with 38 per cent of those street homeless have long term histories of rough sleeping, who remain very resistant to service offers and engagement
- Co-production - a strengths based approach
- I think it's a good start
- Time to build social and affordable PRS housing
- Update planning strategy to prevent further depletion in social housing in the City

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- n. Just give these people a home
- o. Continuing support to stop it reoccurring
- p. It includes collaboration and partnership but not co-production with people with lived experience
- q. The outcomes are fine but the strategy makes little reference to partnership with charities and neighbouring areas that already have provision
- r. There are no gaps, exactly. But it would be good to start with something like "A housing-first, everybody-in approach is implemented, coming as close to eliminating rough sleeping as is possible without coercion".
- s. Tailored help to meet individual needs
- t. The biggest gap which has widened is that the City keeps on selling off much needed housing stock within the City boundary areas. More health funding for the Neaman Practice. Have Lay Member Seats on your housing committee.
- u. The main gap with be enough housing provision
- v. support within accommodation
- w. Not gaps as such but a real focus required on improving the health outcomes to our clients and addressing the inequality of access to health services. Dealing with complex trauma should also include assessments for brain Injury
- x. More detail of the accommodation available and who heads the service
- y. Outcomes are good. I'm interested to see how progress will be measured.

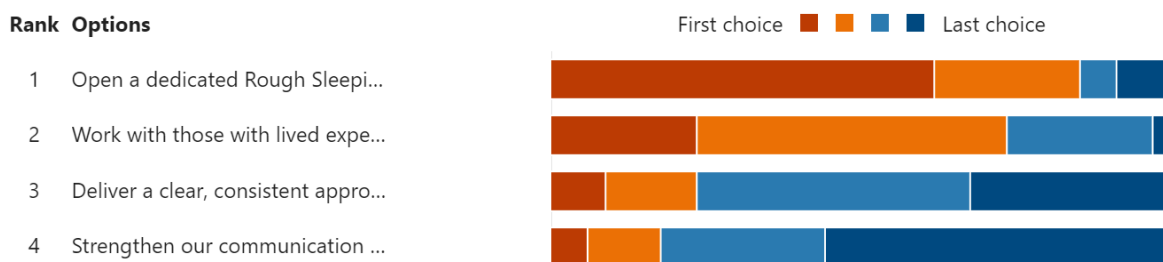
### 18. Question 6: What improvements would you make to the outcomes?

- a. None x8
- b. Moving onto more stable accommodation asap
- c. Include influencing gov policy
- d. Dealing with drug accessibility, better early drug support and interventions, working with the police to tackle drug selling. Reducing anti social behaviour sometimes connected with begging and tough sleeping. Improved communication with our community on what the City does to assist and how the City residents & businesses can assist.
- e. No human being is on the streets beyond 1 night
- f. It all comes down to cost benefit.
- g. Be more specific as to the timing and concrete elements to be achieved eg as to how, how many and how quickly secure, affordable homes are to be provided
- h. Prioritise removal of rough sleepers from public areas - no tolerance
- i. Make the City of London less attractive to the 38 per cent of those street homeless have long term histories of rough sleeping, who remain very resistant to service offers and engagement
- j. More person centred - building on the strengths and outcomes of the homeless person
- k. Strategies to get people back into employment
- l. Bring legislation and benefits up to date
- m. How you're going to deliver them
- n. More social housing in the City
- o. Just give them a home

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- p. That people who have been helped before can be fast tracked for support if the feel things are starting to go wrong ie before it happens.
- q. Include co-production and focus more on prevention rather than interventions after homelessness has occurred. Focus on the root causes of homelessness and preventing it.
- r. The outcomes are fine but the strategy for achieving them is flawed especially the proposal to set up a dedicated sleep centre within the City without evidence that there is overall inadequate provision that could be accessed through better signposting and cooperation with other providers
- s. They are all a bit too vague and woolly. Obviously any amount of increased access to suitable and affordable accommodation is good so far as it goes. But it would be possible to increase that access by a very small amount and claim to have met the outcome. It would be better to say stronger and more definite things.
- t. Support should last as long as needed and let people keep their dogs
- u. Convert City of London offices to mixed offices and social housing. Buy office buildings on Goswell Road from Islington Council to convert to social housing for City residents and homeless persons. Where the City owns Victorian housing buildings, the foundations are strong enough to add at least two extra floors to the buildings, this should be done asap to allow increased heights with increased social housing.
- v. Ensure enough funding for partnerships.
- w. Add post tenancy support to outcome 2
- x. It is hard to judge outcomes without an impact assessment of the prior strategy and a proposed action plan for the new strategy.
- y. Use the legal Acts to support in raising Safeguarding alerts and getting the appropriate interventions.
- z. Include details of how residents can refer others to the services
- aa. Develop an action plan with timescales and some form of measurement.

19. Question 7: Please put these objectives into order from most important to least important



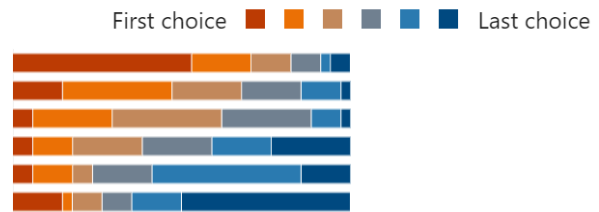
20. Question 8: Please put these objectives into order from most important to least important



# Homelessness & Rough Sleeping Strategy 2023-27 Consultation Responses

## Rank Options

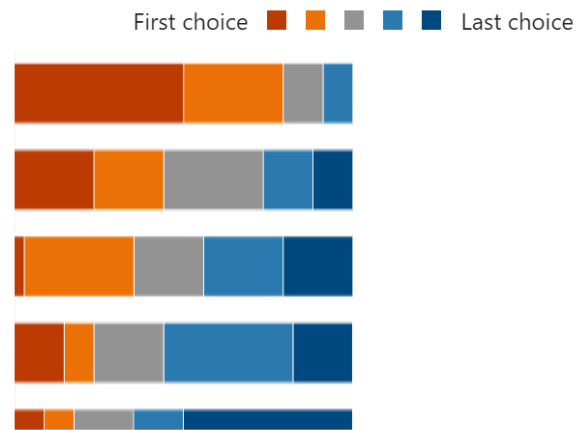
- 1 Increase access to safe and suitable...
- 2 Develop a temporary accommodo...
- 3 Mobilise the high support hoste...
- 4 Deliver an attractive and suppor...
- 5 Expand the City's Housing First ...
- 6 Develop new affordable home...



21. Question 9: Please put these objectives into order from most important to least important

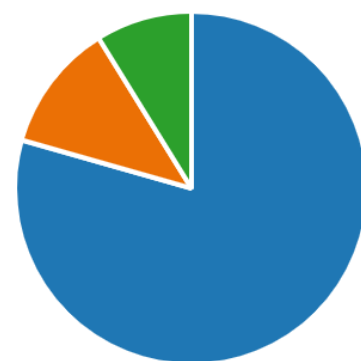
## Rank Options

- 1 Secure a clinical space providing...
- 2 Enhance the scale and reach of t...
- 3 Unlock the potential in the City ...
- 4 Utilise pan-London services to s...
- 5 Strengthen and widen feedback ...



22. Question 10: Do you agree with our Objectives?

- Yes 27
- No 4
- Other 3



23. Question 11: What gaps do you think there are in the Objectives?

- a. None x11
- b. Identify and support those with increased risk factors at an earlier age
- c. Developing strategies and interventions to assist people staying in accommodation, to stop the revolving door senerio.
- d. Secure, sustainable housing

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- e. You can't fix all the problems, aim for 60% and drop the rest.
- f. Quantification and specifics
- g. There should be no acceptance of rough sleeping in the Square Mile
- h. Physical health need
- i. Work with employers to establish ready routes to work
- j. Housing legislation, lack of social and affordable PRS, benefits do not adequately support clients
- k. Practical delivery
- l. More social housing in the City
- m. Communicating progress successes and failures with council tax payers
- n. Co-production opportunities from the outset/ to prevent and focusing on prevention
- o. the emphasis should be more on working with others outside the City not replicating things
- p. They seem quite comprehensive.
- q. I'm not convinced the private sector will provide
- r. Build more social housing, stop selling social housing, where foundations allow build one to two additional floors on top of the existing buildings - private developers are doing this, as are other councils, why is the City not doing this? The new Law Courts - there should have been an element of social and key workers housing within the new complex.
- s. Difficult to tell until the programme is up and running
- t. More developed and clearer on how to prevent homelessness. There is no mention of working with education, employment services or the private rental sector to prevent homelessness
- u. Strategy for publicising services
- v. It may be too granular; however, under Collaboration and Partnership - something about training for staff

### 24. Question 12: What improvements would you make to the objectives?

- a. None x15
- b. More facilities for women
- c. Provide more accommodation for rough sleepers who have animals so they can keep their pets with them
- d. Ask the homeless
- e. Need a cost benefit analysis
- f. Add quantification and specific time-defined goals (also helping future assessment of progress in achieving the objectives)
- g. Zero tolerance for rough sleeping - it is in everyone's interests that this not be tolerated / allowed
- h. Include an/some objectives to reduce the 38 per cent of those street homeless have long term histories of rough sleeping, who remain very resistant to service offers and engagement
- i. Bring legislation and benefits up to date
- j. Practical delivery
- k. Milestones and progress reports
- l. Make two outcomes focused on prevention and 2 outcomes on intervention

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- m. The objective should be to work with and enhance provision of services by charity partners and other nearby local authorities - not try to replicate services within the square mile which risks attracting more homeless people to come into a predominantly business area with inevitably limited public sector services which is not conducive to their needs either environmentally or socially
- n. I'd like to see more definite concrete commitments.
- o. Have City residents as Lay Committee members on all housing committees. STOP selling off social housing blocks. Buy offices on adjoining streets to the City, and convert them to social housing.
- p. prioritise private sector solutions for both homeless families and rough sleepers
- q. Mention more partners, homelessness and rough sleeping are cross cutting, there should be mention of early intervention, the importance of community to stay in housing (how to create a sense of community in the City, how to help someone create social capital).
- r. These are focused and realistic
- s. Include a strategy for making services widely known
- t. As a subset of the strategy - clear action plan.

### 25. Question 13: What do you see as the biggest opportunity for the City of London Corporation to tackle issues around Homelessness and Rough Sleeping?

- a. Reduction of pressures on multiple services, such as health
- b. Better outreach and response to Street Link
- c. Government policies
- d. National Political consensus to eradicate homelessness & rough sleeping - City needs to make hay whilst this sunshine period lasts.
- e. Collaboration across the whole business area
- f. If the City is successful they can use their experience can be used in City property
- g. Stop making the city so safe. You create the problem.
- h. The City's wealth enabling direct funding and provision of accommodation, services, training and employment
- i. Reduce crime and anti-social behaviour
- j. Demonstrate some progress compared with the apparent stasis of the last 15 years.
- k. provide a beacon for other local authorities to inspire them
- l. Small LA can be focused, nimble and reactive
- m. Remove the problem from the Streets making it better for all
- n. Build more accommodation
- o. Increase social housing by repurposing office accommodation
- p. Residents and workers support an active strategy that supports people who find themselves on the streets
- q. Partnerships
- r. working more effectively - financially and in other ways- with other service providers (public private and charity sector) to enhance information about and access to existing services outside the City boundaries
- s. The will to make it happen. I've been told by a community police officer that all beggars have a home to go to!

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- t. Build real social housing within the City boundary areas. Employ homeless persons within the Corporation, compel ALL City companies to employ as a priority City residents.
- u. Preventative measures are the easiest and cheapest interventions, then everything becomes more expensive
- v. City has relatively few homeless households which gives the best opportunity to solve the presenting issues
- w. see less people sleeping rough on the streets
- x. Helping people who are homeless to get off the street
- y. The CoL leads by example in many areas and this could be one of them. We could demonstrate greater joint working between social care, health and housing in order to have a truly holistic approach in practice; we could find a space for the provision of clinical services for rough sleepers in the Square mile, creative ideas for increasing the City's housing stock, and the City could foster a greater sense of community.
- z. A clear direction, providers who are flexible in their approach and all with objectives to improve the outcomes for Rough Sleepers and those at risk of being homeless.
  - aa. The extra funding
  - bb. I think working in partnership is key; both with partners within the Square Mile but those in NEL and other neighbouring LA's.
  - cc. Have a clinical health hub in the square mile - will make a big difference

### 26. Question 14: What other comments do you have on the strategy?

- a. We have a lot to celebrate as numbers are low and outcomes are good already
- b. Ensure the strategy has enough flexibility to always remain dynamic - The City should be trailblazers.
- c. A rich country should not have anybody homeless or in poor or dangerous housing
- d. It would benefit from a firm deadline for achievement of its objectives
- e. Good initiative, I hope it is not short term
- f. I'm impressed
- g. Equality Impact assessments to ensure representation of service users and co-production
- h. Look forward to seeing the final draft.
- i. See previous comments to the effect that the strategy should not be setting out to replicate within the City boundaries services that the City has neither space nor experience to provide and which risk attracting more homeless people into the square mile. The City should be facilitator and financier but not a provider
- j. Educate people about the real causes and needs of street homeless
- k. Examine ALL Corporation owned buildings within the City that require demolition, demolish and build mixed schemes with offices, shops, and REAL social housing.
- l. Understanding the prior strategy is difficult without an impact assessment. The process and evidence/data used to arrive at the objectives and outcomes is unclear. A draft proposed action plan against which progress for this strategy will be monitored would be helpful. Unclear if any

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consideration has been given to the NEL strategic priorities on homelessness and health inequalities.

- m. It is very clear, accessible to a variety of audiences and the objectives are realistic and achievable
- n. It needs to be widely publicised
- o. It's useful to see where the strategy sits with in the Corporation.

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