



The **Norfolk Strategic Housing** Partnership

Norfolk Strategic Housing Partnership - Ten Commitments

- 1) To fully participate in the Norfolk Strategic Housing Partnership and the Norfolk Homelessness Solutions Forum and to prioritise ending homelessness at an organisational level with executive level commitment.
- 2) To work collaboratively with the partners to reduce homelessness and the likelihood of homelessness in the county.
- 3) To review our organisation's systems and procedures to ensure that they do not present a barrier to addressing homelessness.
- 4) To seek consistency of service delivery across Norfolk
- 5) Work with and listen to people with experience of our homelessness services in order to :-
 - Identify system improvements and opportunities to align our services.
 - Help find suitable housing solutions for people with complex needs.
 - Ensure all new policies are revised before implementation.
- 6) To share best practice and projects, including successes, failures, and learnings
- 7) To proactively engage with partners to help find sustainable housing solutions for people facing a range of barriers.
- 8) To align, where possible, our policies and procedures with other members of the Partnership and Forum so that service users experience a consistent and uncomplicated approach.
- 9) To actively engage in project work with other members of the Partnership and Forum when appropriate, aligning resources as required.
- 10) To regularly seek the views of others on the quality of the services we provide to improve the experience and outcomes for the people they are intended to assist.