ENDING HOMELESSNESS PERSON BY PERSON

Our approach to homelessness and rough sleeping

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King's Lynn &
West Norfolk

OUTLINE

- Background – where are we?
- Vision
- Values
- Key Strategy aims
- In practice: Housing First in West Norfolk

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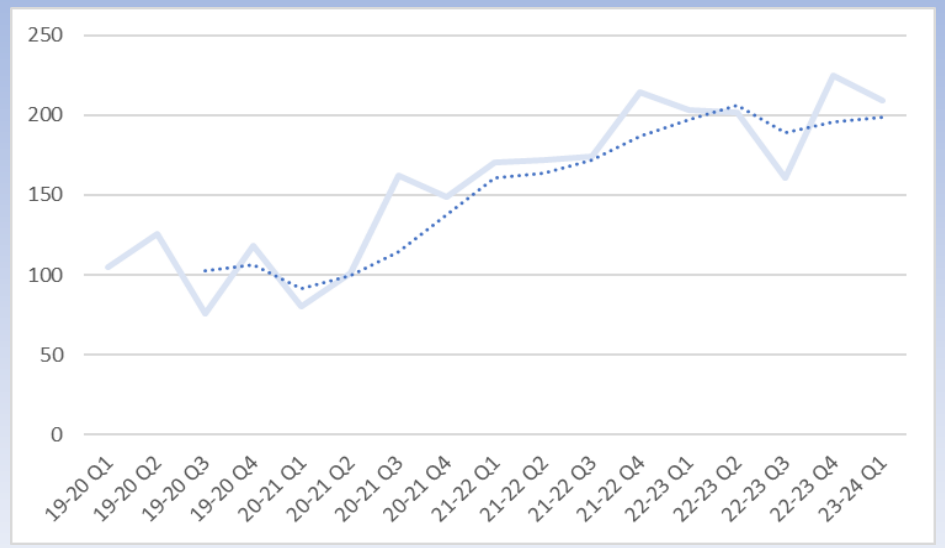
Homelessness Review – where are we?



Homeless approaches doubled per quarter between Q1 20/21 and Q1 22/23 and remained stable since.

Key changes:

- **End of PRS tenancy**
- **Domestic abuse**
- Reduction in relationship breakdown / family evictions
- Higher proportion of families (though TA dominated by single households)
- Higher proportion of people in employment

Relatively low levels of rough sleeping

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Strong work	But gaps and challenges
A clear focus on prevention	Effectiveness of the partnership appears to be ebbing away
A strong and varied “off-the-street” offer	Cost of accommodating homeless households
A clear impact of new services	Vulnerable to future reductions
Strong informal partnerships	A stronger “whole system” vision
Strong individual outcomes	“Communications gap” between key services and the people they serve

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STRATEGY DEVELOPED IN SPRING 2024. 118 contributors; at least 27 with lived experience

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VISION:

Ending Homelessness

(a horizon point towards which we point all services)

Person by Person

(We measure and acknowledge individual and incremental success)

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VALUES

COLLABORATION

We will work with each other to get the best results.

DIGNITY

We will treat people with dignity and compassion, in the light of current and past traumas.

EMPOWERMENT

We will enable people to engage in, shape, and benefit fully from the services they use.

TRANSPARENCY

We will be clear why we are doing things, what we're doing, what to expect, how it's going.

FLEXIBILITY

Where we can, we will work services flexibly around the needs of an individual.

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1. PREVENTION

Aims:

- Ensure that, wherever possible, a person at risk of homelessness does not become homeless.
- Identify at-risk groups and individuals as early as possible
- Support “universal” measures that will reduce the risk of homelessness for all residents.

Example: homelessness champion function (1.15)

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2. INTERVENTION

Aims:

- Ensure that people who are homeless are identified quickly and placed into suitable, cost-effective accommodation where necessary
- Avoid the use of Bed and Breakfast and nightly-paid accommodation. Ensure that support is provided to overcome barriers to accessing (and sustaining) emergency accommodation.

Example: A “by name” partnership for those who are furthest away from having their housing needs met (2.8)

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3. ACCOMMODATION

Aims:

- To ensure that safe affordable accommodation, suitable to their needs, is available to everyone who needs it.
- To ensure that people residing in short/medium term accommodation (such as hostels) are supported to move on in a timely and sustainable manner.

Example: Supported Housing Partnership to develop the effectiveness of the hostel pathway (3.2)

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4. RECOVERY

Aims:

- Ensure that nobody experiences homelessness more than once
- Empower formerly homeless people to thrive in the borough.

Example: Recovery offer for people seeking to address alcohol dependency (4.2)

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5. SYSTEMS SUPPORT AND SERVICE CULTURE

Aims:

- To work as one borough to achieve prevention, intervention, accommodation and recovery aims, designing services with service users and in line with the values of the partnership.

Example: A co-production group comprising individuals with lived experience of homelessness (5.5)

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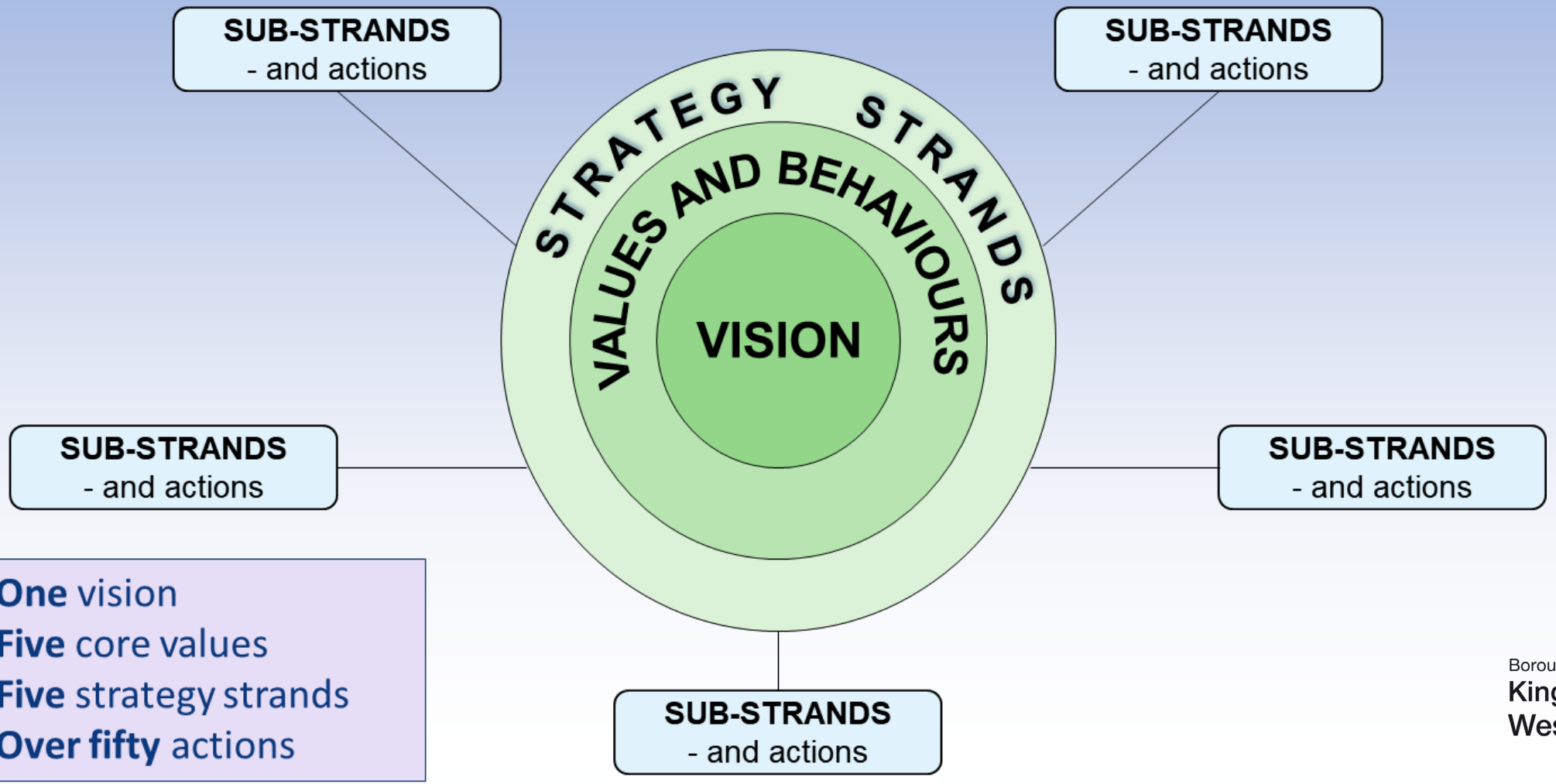
A flexible framework for the next five years*

*Subject to Local Government Reorganisation



- **One** vision
- **Five** core values
- **Five** strategy strands
- **Over fifty** actions

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IN PRACTICE – HOUSING FIRST

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Yeah

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IN PRACTICE – HOUSING FIRST

Jess Mitchell – Home Group

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THANK YOU FOR LISTENING!

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