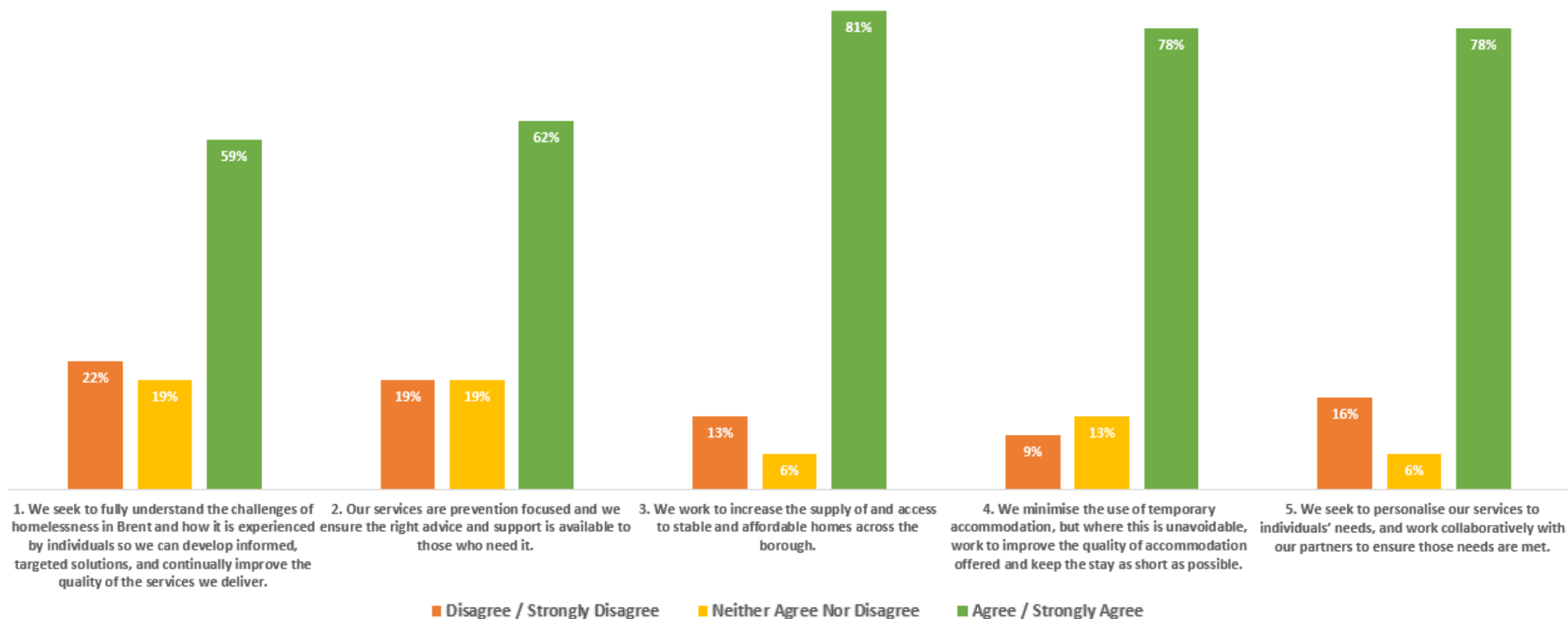


Appendix 2

Level of agreement that the commitments address the issues highlighted in the homelessness review

Those responding to the consultation were asked to indicate how far they agreed that the proposed commitments addressed the key issues highlighted as part of the homelessness review. The graphs below set out the results against each commitment.



Prioritisation of commitment actions

Those responding to the consultation were asked to prioritise the proposed actions under each commitment, indicating which areas the service should choose to focus on first.

Commitment 1	Priority Ranking	Action
<p>We seek to fully understand the challenge of homelessness in Brent and how individuals experience it so we can develop informed, targeted solutions, and continually improve the quality of the services we deliver.</p>	1	<p>Embed a culture of respect and empathy to reduce stigma and work with front-line officers to drive forward a person-centred approach to our services, improving the experience of those who need to access them.</p>
	2	<p>Build on analysis carried out as part of the homelessness review to fully understand the lived experience of individuals and design effective interventions for preventing and tackling homelessness.</p>
	3	<p>Review our approach to data collection and ensure data quality is maintained so we can monitor any changing trends and more effectively target resources.</p>
	4	<p>Develop mechanisms for gaining insight through surveys and complaints made to the service and ensure this is used to shape and drive improvements.</p>
<p>Commitment 2</p> <p>Our services are prevention focused and we ensure the right advice and support is available to those who need it.</p>		<p>1</p> <p>Get upstream of homelessness, enabling earlier and more effective prevention work, including utilising predictive analytics so we can identify risk factors for homelessness.</p> <p>3</p> <p>Ensure online advice and signposting information is accurate and up to date by developing a regular programme for reviewing web pages.</p> <p>2</p> <p>Identify opportunities to support homeless households to access employment so we can better address the issue of affordability.</p>

	4	Consult with central policy teams to consider the impact of Brexit and ensure officers are providing the right advice to those who may be affected.
Commitment 3		
We work to increase the supply of and access to stable and affordable homes across the borough.	1	Deliver our own new build programme, providing new affordable homes across the borough.
	4	Create the conditions that encourage Registered Providers to develop more homes in the borough.
	2	Maximise the supply of stable, affordable private rented accommodation through schemes such as Capital Letters and i4B.
	3	Drive up conditions in the private rented sector across Brent through licensing and enforcement processes and work together with local landlords through our Landlord forum to improve standards and access to stable homes.
Commitment 4		
We minimise the use of temporary accommodation, but where this is unavoidable, work to improve the quality of accommodation offered and keep the stay as stable and as short as possible.	1	Increase the supply of council-developed temporary accommodation so we can avoid placing households in Bed and Breakfast or other forms of nightly paid accommodation and to eradicate the need for multi moves households endure in temporary accommodation.
	2	Work with our providers and partners to improve the quality of temporary accommodation offered.
	3	Develop opportunities for temporary accommodation residents to give regular feedback and use this to inform improvements.

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Commitment 5		
<p>We seek to personalise our services to individuals’ needs, and work collaboratively with our partners to ensure those needs are met.</p>	1	<p>Provide additional staff training so officers feel equipped to provide tailored advice (e.g. family mediation, supporting LGBTQ individuals, sex workers, BAME households, Eastern European Rough Sleepers).</p>
	4	<p>Build on successful initiatives such as Brent Shelter of Sanctuary, working in partnership to find innovative ways to create focal points for holistic advice and support, improving health, wellbeing and access to employment.</p>
	3	<p>Consider how we can better share information across our partner organisations and our community hubs so we can deliver a more joined-up approach to providing support, ensure smooth handover of cases, and drive forward a single referral process.</p>
	2	<p>Work in partnership with our Homelessness Forum to develop a better understanding of those with complex needs and pilot an approach to supporting them more holistically.</p>