

## Appendix A - Research & Engagement Plan

Overall Questions	EW	O	AW	FG	DR
How can WCC deliver a more efficient and cost-effective service through redesign and ensure people who need support get the right service at the right time?	✓	✓	✓	✓	✓
How can the HRS budget be reduced in a way that minimizes the impact on people with protected characteristics that use the current HRS services or might do in the future?	✓	✓	✓	✓	✓
<b>Primary</b>					
Do people support retaining separate accommodation-based and floating support services for young people and adults but with reduced budgets (with reduced funds being allocated in the same proportions as now)?	✓		✓		
If the floating support service for disabled people is rolled into the main service, how can we ensure the general services are inclusive for those customers?	✓		✓		
Will introducing more flexible, shorter interventions (e.g. early information and signposting, brief telephone or 1-2-1 support and 12-week floating services) create a more efficient service for customers that don't require long-term support?	✓	✓	✓	✓	
What will the effect be of reducing the maximum amount of time services can be offered?			✓	✓	
What are customers and potential customers experiences of accessing the HRS and other relevant support? What works well and what could be improved?		✓		✓	
<b>Secondary</b>					
What impact will incorporating a specialist service for disabled people into the general service have on the experience of disabled people accessing the HRS?	✓	✓	✓		
Do people support the idea of changing the name of the HRS to 'Supporting Independence Services'?	✓		✓		
What support do people need which is not currently being met and how could it be provided to meet their needs most efficiently?			✓	✓	

DR – Desk Research

CW – Consultation workshop

O – Outreach

AW – Ask Warwickshire

FG – Focus Group

## Appendix B – Who we heard from

All demographic data below relates to respondents from our outreach, the Ask Warwickshire survey and from easy-read survey responses. For other research strands including stakeholder sessions and focus groups, individual demographic data were not collected.

There were some differences in the way demographic data were collected via different outreach methods, as fewer characteristics were included and age bands were broader in the street focus groups compared to individual interviews. The charts below detail the demographic characteristics of participants. Chart labels indicate the data source and, for the outreach, whether they reflect street focus groups or individual interviews.

### Ask Warwickshire Survey

In this section, findings from the Ask Warwickshire Survey that was carried out online will be outlined. 129 responses were received in total.

#### What is your main reason for responding to this survey?

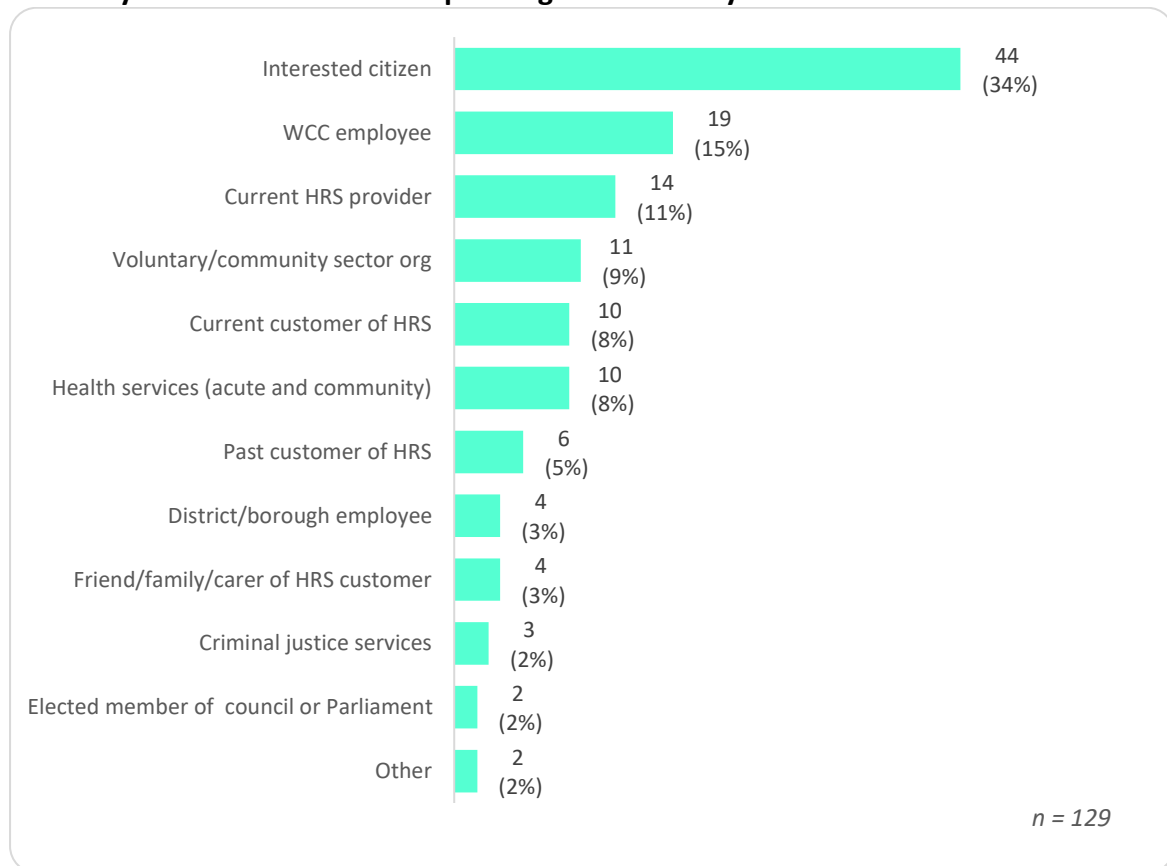


Figure 1 - Reason for responding to survey, Ask Warwickshire Survey

### Respondent location (live or work)

Please select the Warwickshire district or borough where you live or undertake your role

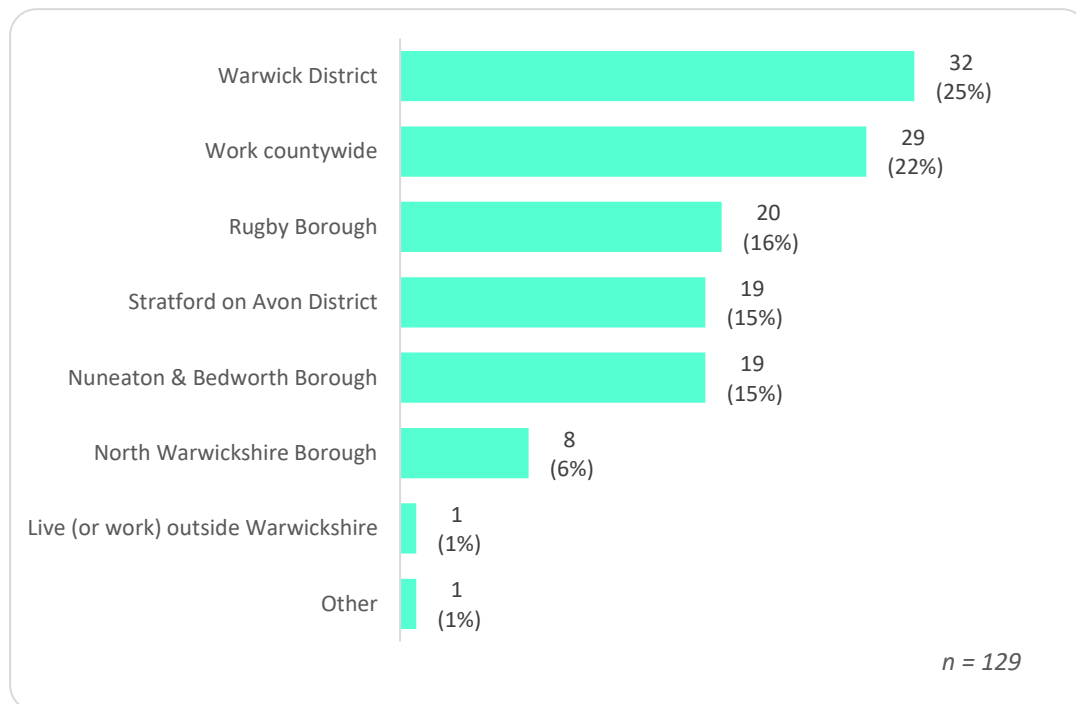


Figure 2 - Location, Ask Warwickshire Survey

### Age

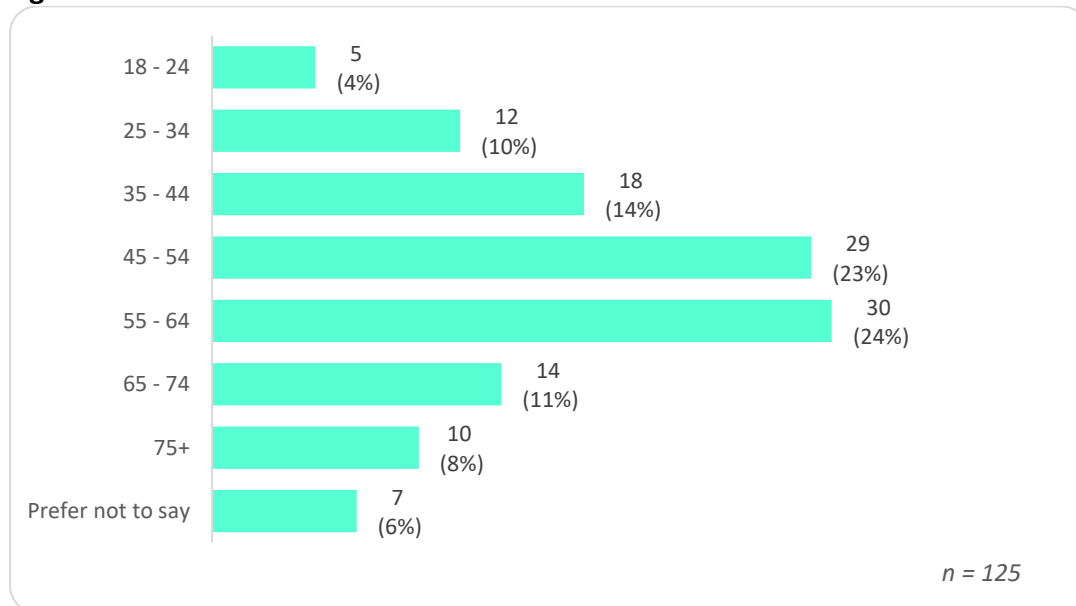


Figure 3 - Age, Ask Warwickshire Survey

## Gender

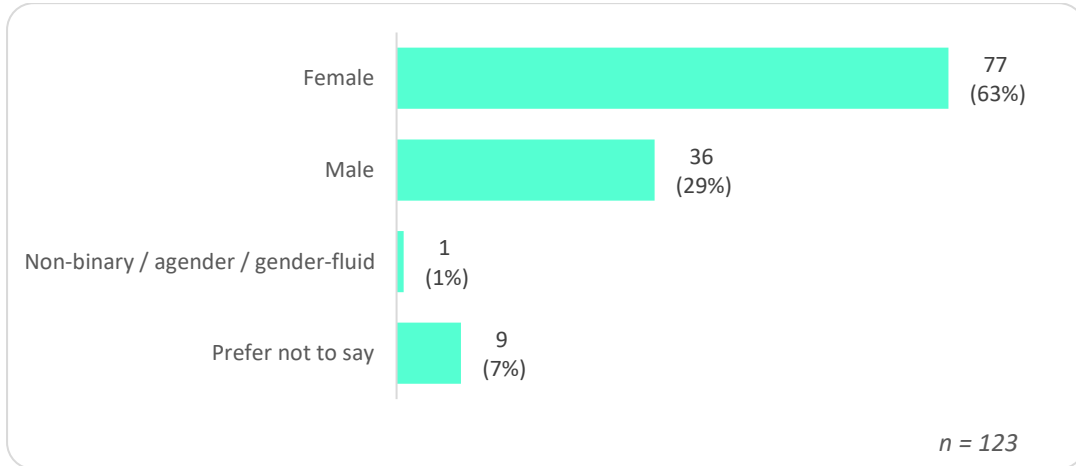


Figure 4 - Gender, Ask Warwickshire Survey

## Sexuality

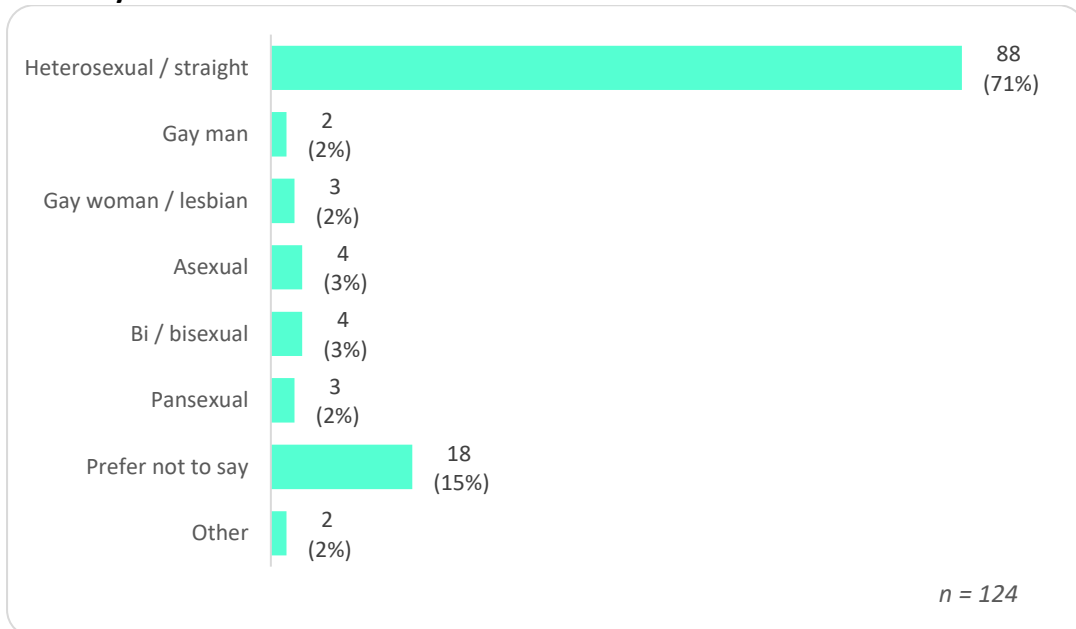


Figure 5 - Sexuality, Ask Warwickshire Survey

## Disability

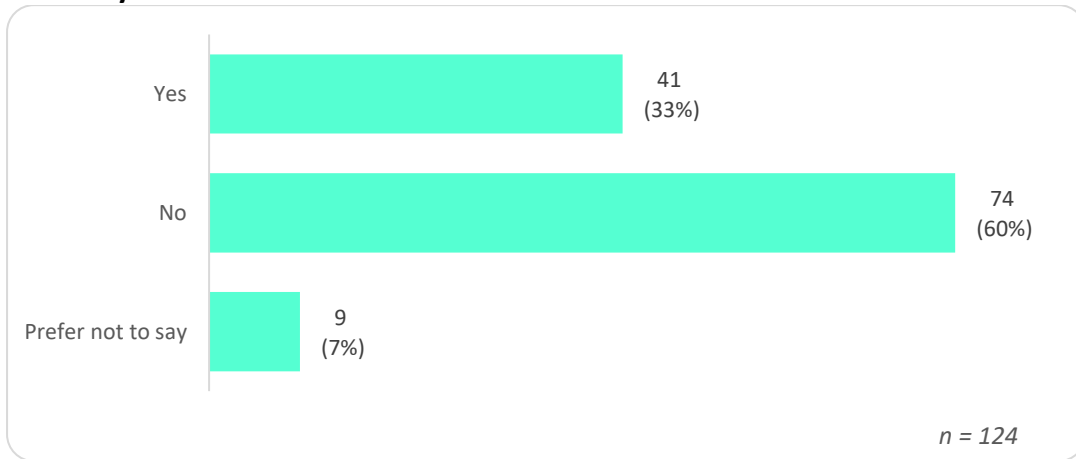


Figure 6 - Impairment, Ask Warwickshire Survey

## Ethnicity

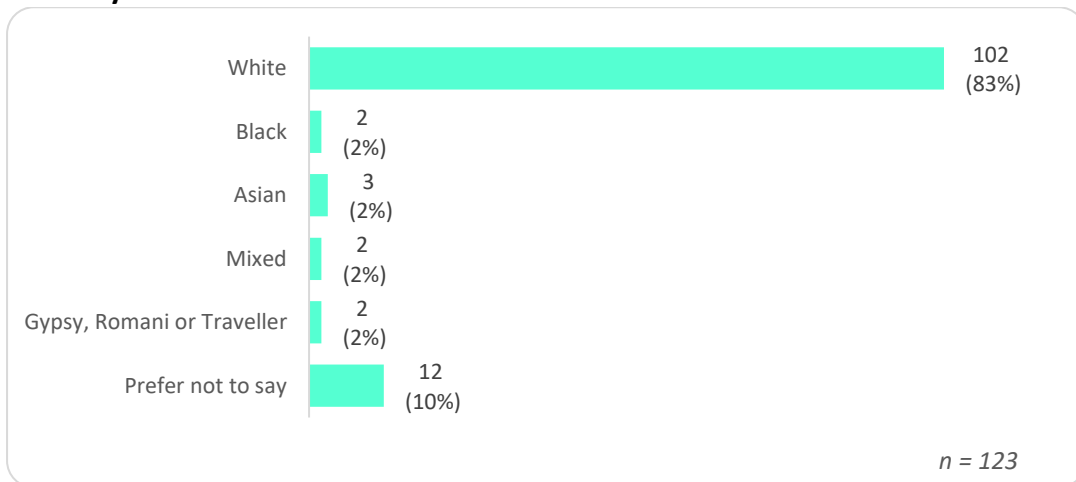


Figure 7 - Ethnicity, Ask Warwickshire Survey

## Religion

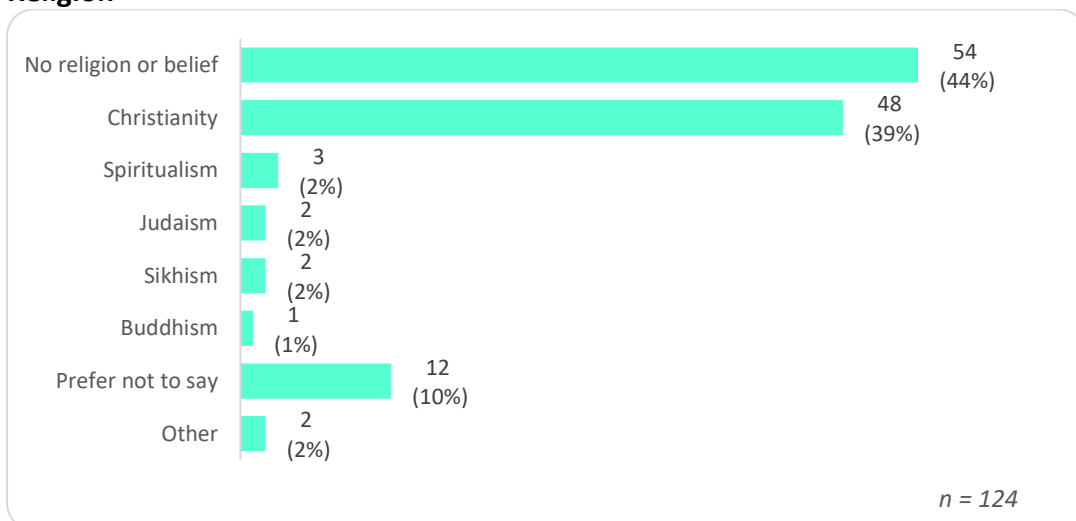


Figure 8 - Religion, Ask Warwickshire Survey

## Easy-read survey

The demographics of respondents to the easy-read survey are presented below.

### Age

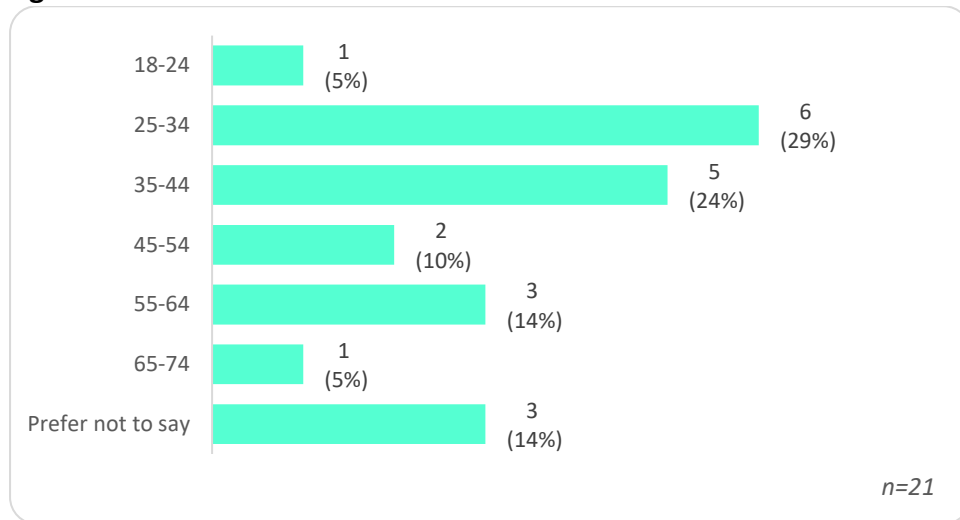


Figure 9 - Age, Easy-read surveys

### Gender

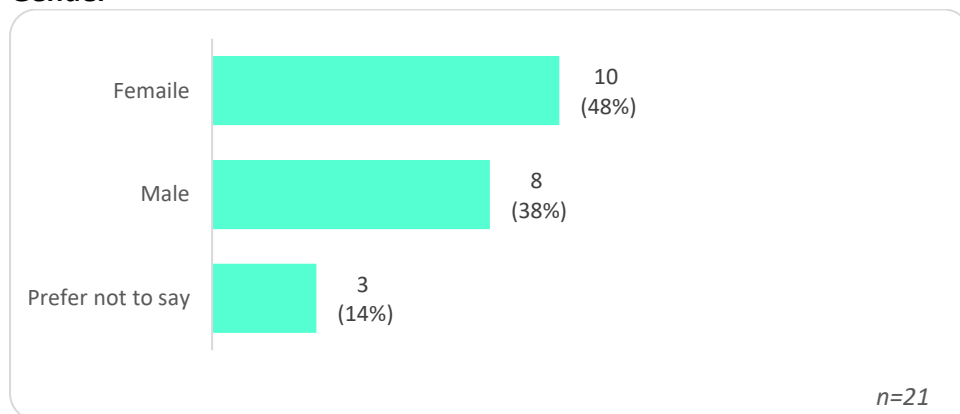


Figure 10 - Gender, Easy-read surveys

### Disability

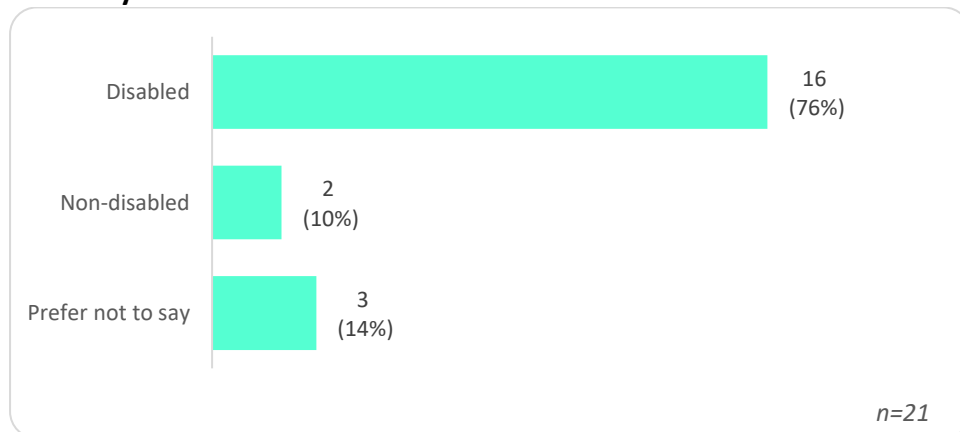


Figure 11 - Disability, Easy-read surveys

## Ethnicity

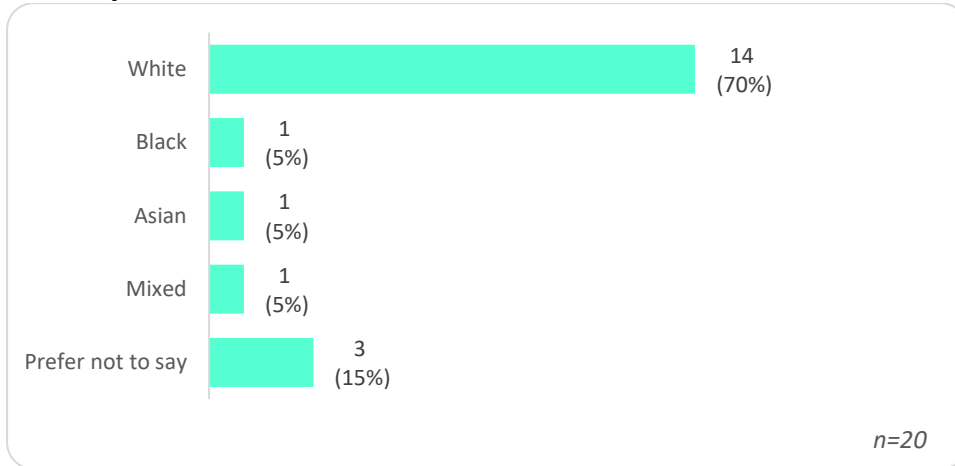


Figure 12 - Ethnicity, Easy-read surveys

## Sexuality

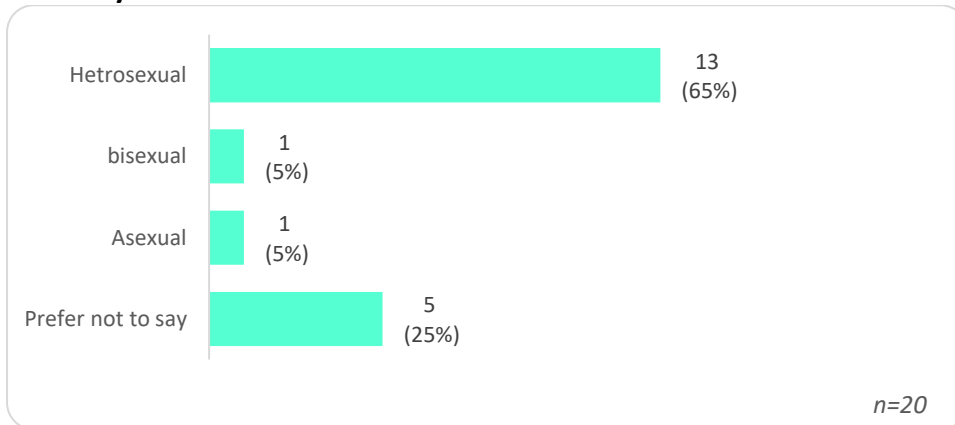


Figure 13 - Sexuality, Easy-read surveys

## Religion

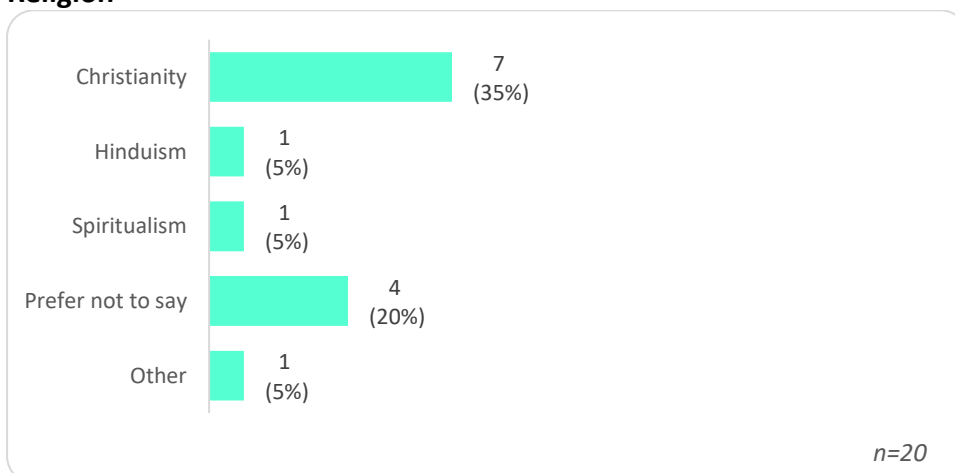


Figure 14 - Religion, Easy-read surveys

## Outreach

The charts below detail the demographic characteristics of individuals we heard from during the outreach.

### Age

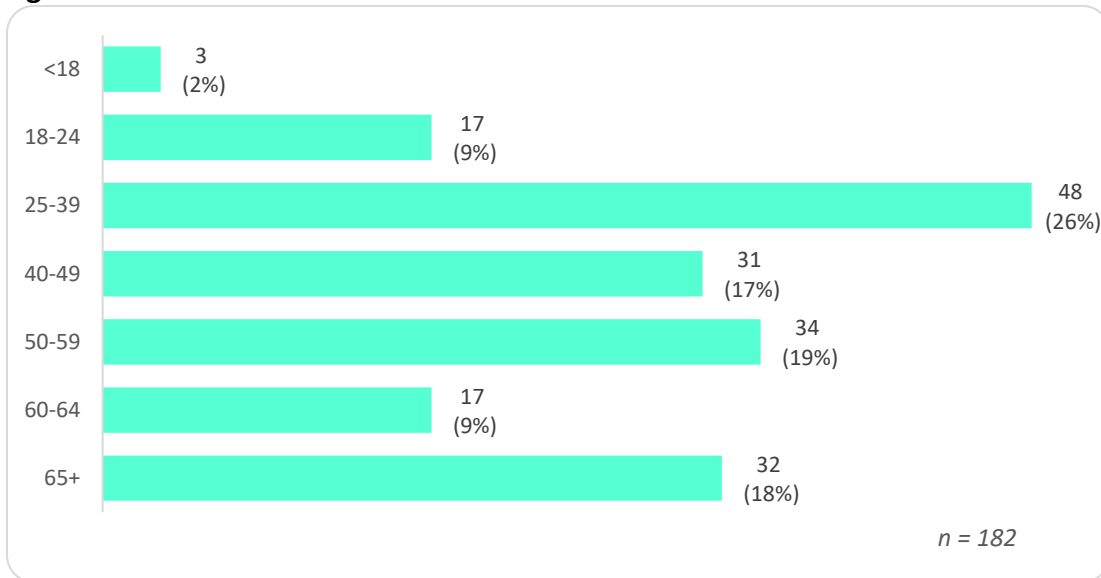


Figure 15 – Age, Outreach survey (individual interviews only)

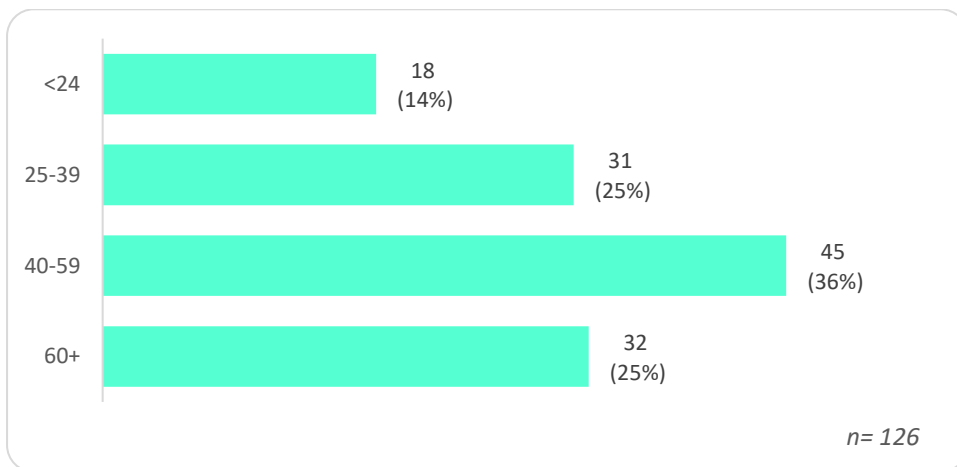


Figure 16 – Age, Outreach survey (Street Focus Groups)



## Gender

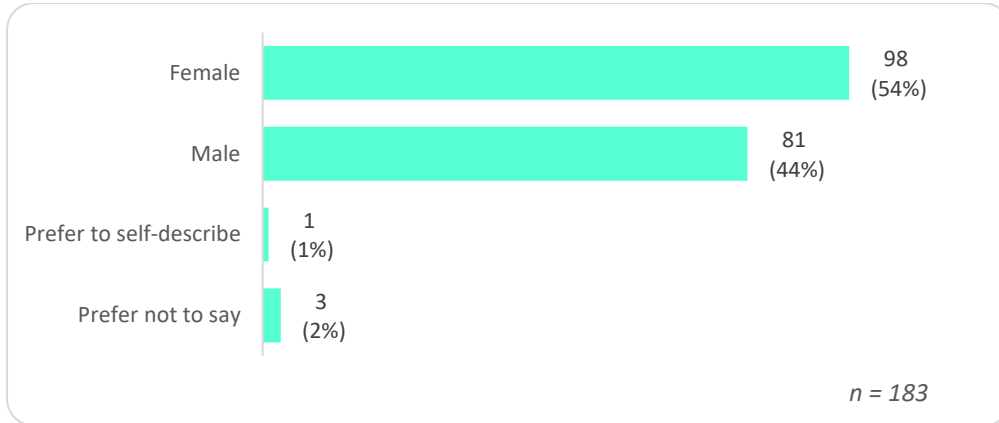


Figure 17 – Gender, Outreach survey (individual interviews only)

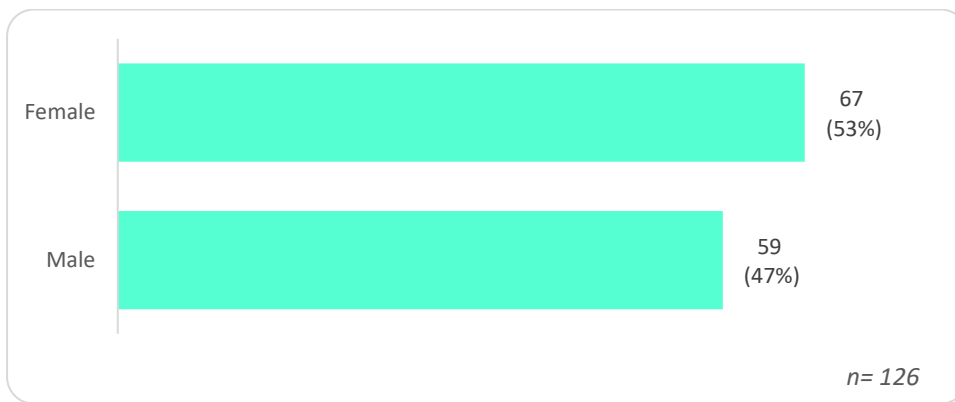


Figure 18 – Gender, Outreach survey (Street Focus Groups)

## Ethnicity



Figure 19 – Ethnicity, Outreach survey (individual interviews)

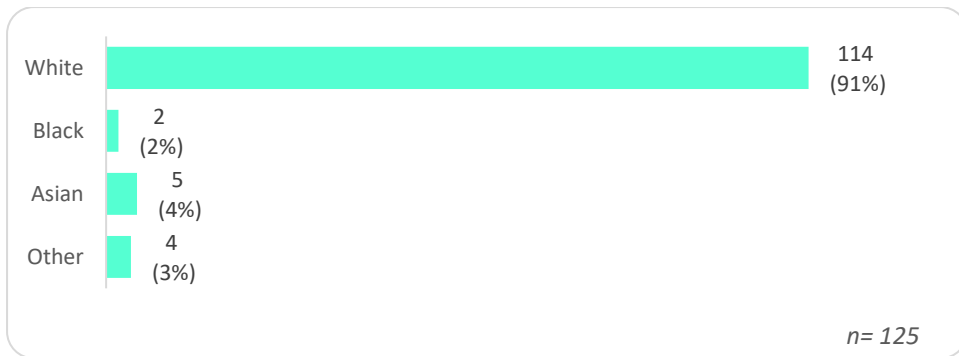


Figure 20 – Ethnicity, Outreach survey (Street Focus Groups)

### Employment

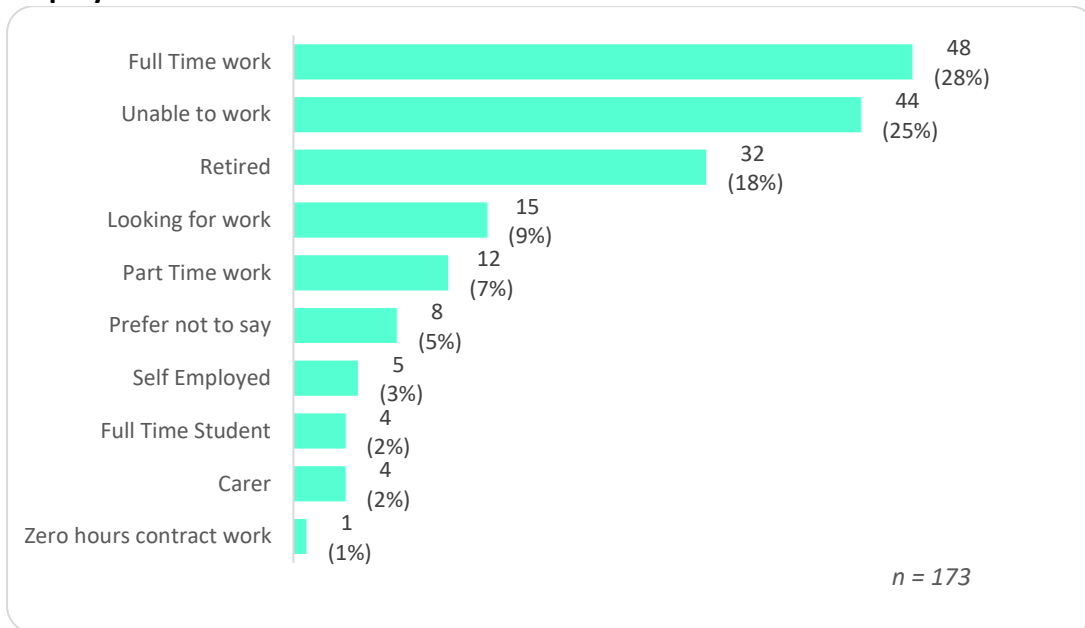


Figure 21 - Employment, Outreach survey (individual interviews)

### Housing

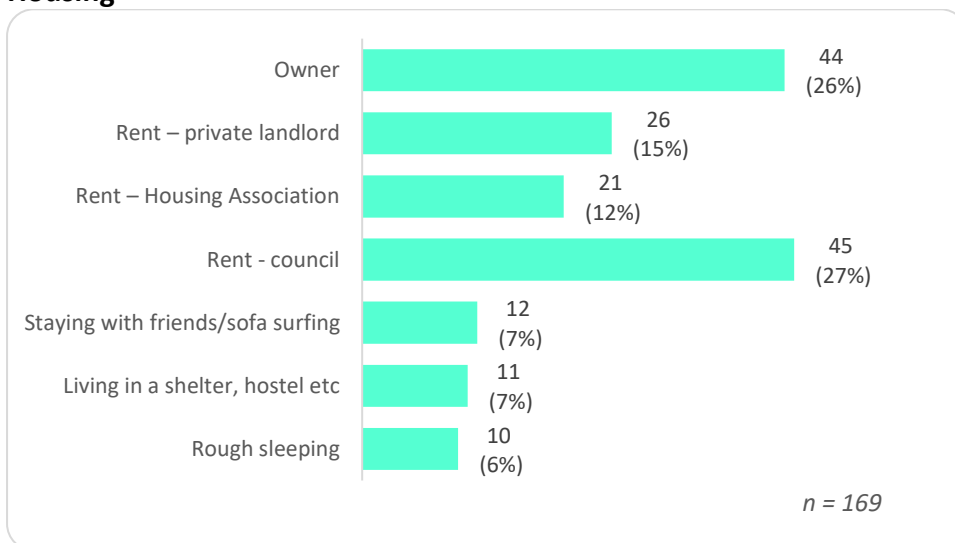


Figure 22 - Housing, Outreach survey (individual interviews)

## Area

The chart below indicates the location of interviews conducted in each area through the outreach and may or may not reflect the individual's place of residence.

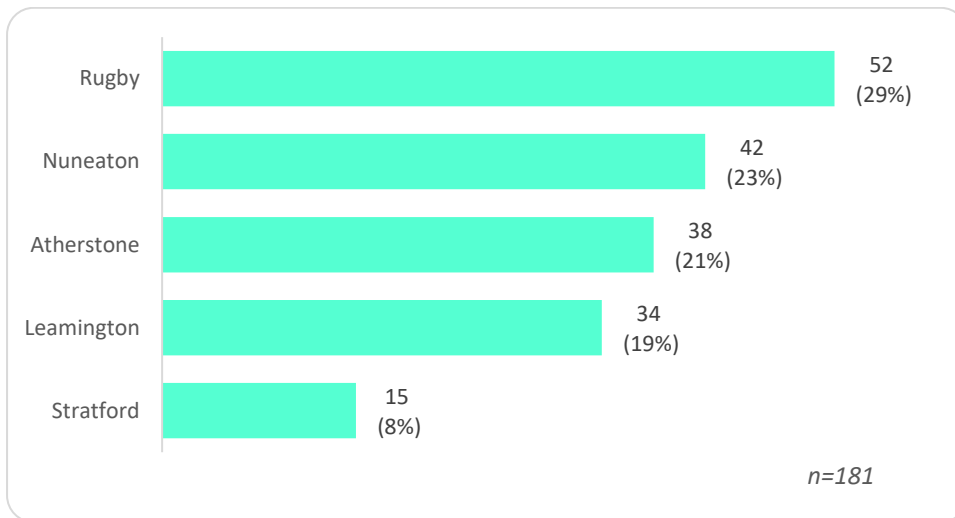


Figure 23 – Location, Outreach survey (individual interviews)

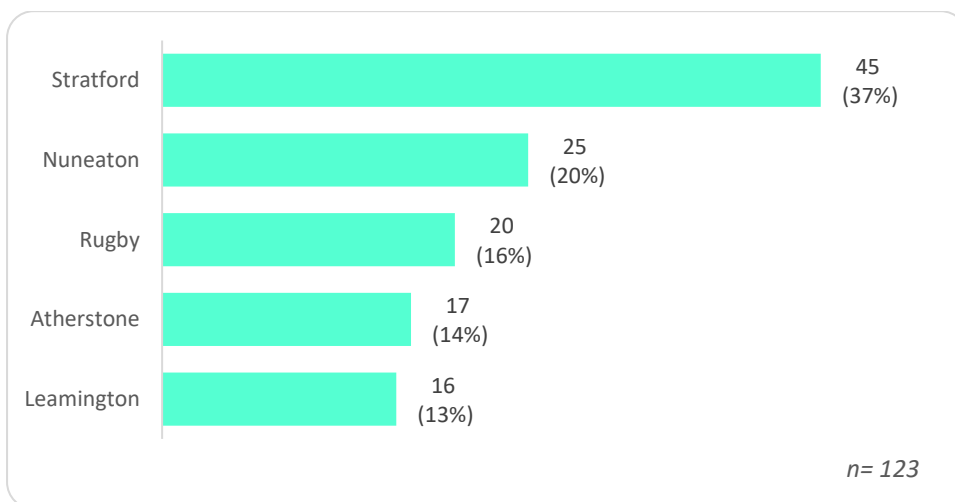


Figure 24 – Location, Outreach survey (street focus groups)

### What is your connection to the area?

171 of the 183 people who answered this question (92%) said they live in Warwickshire, whilst 14% are connected to the area through work.

Percentages total more than 100% as people were able to select multiple answers.

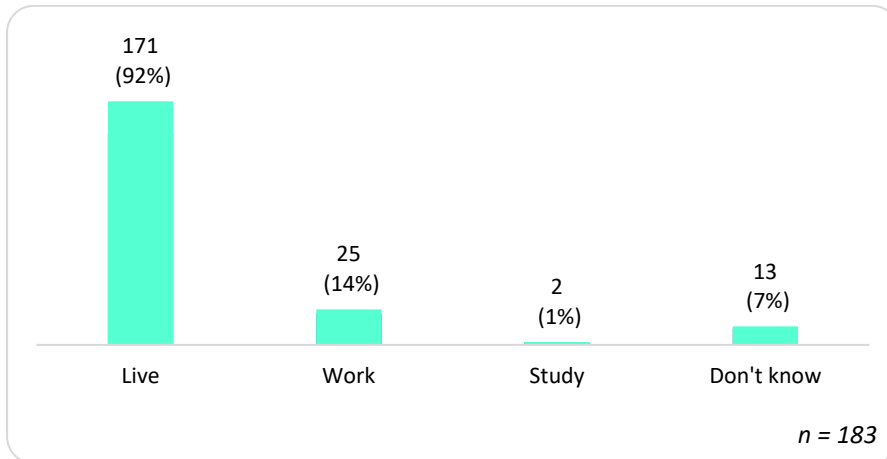


Figure 25 – Connection to area, outreach survey (individual interviews only)

### How many years have you had a connection to this area?

Most people (80%) reported having a 5–10-year connection to the area, whilst 10% had a 3-5 year connection and another 10% had a connection to the area of less than 3 years.

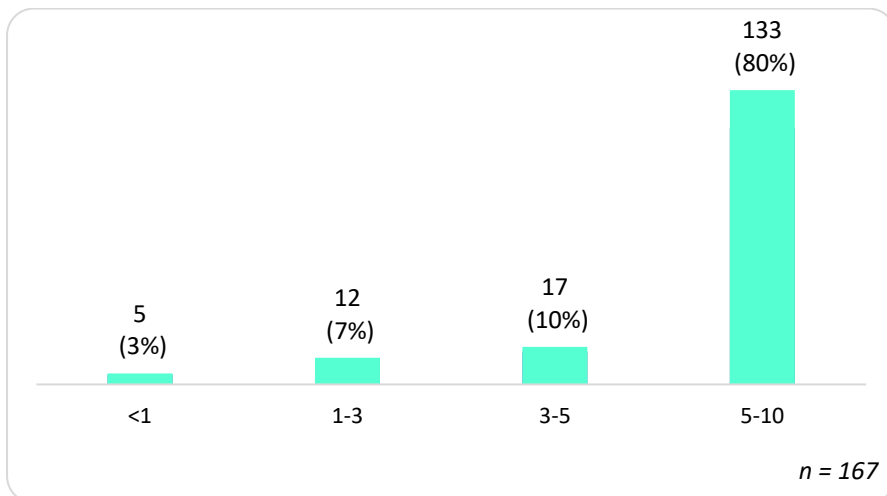


Figure 26 – Years of connection, outreach survey (individual interviews only)

## Appendix C – Ask Warwickshire Consultation Survey

1. How did you find out about this consultation? Please tick all options that apply.

- Local media (newspaper, radio or TV)  Social media (Facebook, Instagram, LinkedIn or Twitter)  Warwickshire County Council website  Warwickshire County Council newsletter  Email from Warwickshire County Council  Email from a local partner organisation  From Warwickshire County Council staff  Through working at Warwickshire County Council  Word of mouth  Local Councillor  Local Parish / Town Council  Other (please give details below):

Specify other:

2. What is your main reason for responding to this survey? (If more than one apply, please select the one most relevant to your response today).

- (Required)  Interested citizen  Current customer of Housing Related Support services  Past customer of Housing Related Support services  Friend/family/carer of current or past customer of Housing Related Support services  Current Housing Related Support Service provider  Elected member of a council or Parliament (including parish and town councils)  District/borough employee  WCC employee  Voluntary/community sector organisations  Health services (acute and community)  Criminal justice services  Other (please specify)

Please specify other

3. Please select the Warwickshire district or borough where you live or undertake your role.

- (Required)  North Warwickshire Borough  Nuneaton & Bedworth Borough  Rugby Borough  Stratford on Avon District  Warwick District  Live (or work) outside Warwickshire  Work countywide  Other (please specify below)

Specify other:

4. Are you providing a formal response on behalf of a group or organisation?

- (Required)  Yes  No I am providing my own views as an individual

Bottom of Form

Element 1 - Retain both Accommodation-based and Floating Support services for young people and adults by allocating the available budget in the same proportions as currently.

This would mean that while the money available is reduced by 1 million pounds, the proportions of the budget that we spend on each service area would be unchanged. Currently 49% of the total budget is spent on Accommodation-based Support services and 51% on Floating Support services.

Why we are proposing this change

The Council are making this proposal because it enables the Council to continue to provide the range of support services that have been offered since 2015 and does not disproportionality impact more on any one group of customers.

Top of Form

5. How strongly do you agree or disagree with this proposal?

- Strongly Disagree  Disagree  Neither agree nor disagree  Agree  Strongly Agree  
 Not sure/Don't know

6. Please explain the reason for your response

Please explain the reason for your response

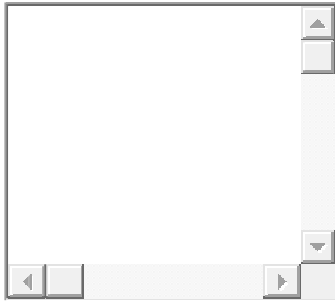


7. Please tell us how you think this proposal would impact on you.

Please tell us how you think this proposal would impact on you.



8. Please tell us how you think this proposal would impact on other people and/or organisations.



9. What could we do instead?

### **Service redesign proposals (Element 2) - Creating a redesigned inclusive Floating Support Service**

We have developed three service re-design proposals to enable us to improve the service and deliver it within the available budget and want to understand your views on these.

This page focuses on -

**Element 2 - Stop commissioning the separate Floating Support service for people with disabilities and meet those needs within redesigned inclusive Floating Support services, one for young people aged 16-25 and one for people aged 25+ years.**

We currently commission three Countywide Floating Support services, one for people with disabilities aged 16 and above (Together working for Wellbeing), one for young people aged 16-25 (St Basils), and a generic service for adults aged 25 + years (P3 - People, Potential, Possibilities).

We propose to stop commissioning the separate service for people with disabilities, they will instead be able to apply for support from the two re-designed services in the same way, and the two new services will be able to meet the same range of customers' needs as the current services.

We would commission:

- A Floating Support service for people aged 16-25
- A Floating Support service for people aged 25+

The proportion of the total budget that would have been spent on the separate service for people with disabilities will be added to the money spent on the two Floating Support services. Currently, 20% of customers in the specialist disability service are 16 - 25 years and 80% are 25 years and over. We have allocated the proposed budget to the young people and adult services to reflect this. This means the overall budget proposed for inclusive Floating Support changes to 25% for young people and 75% for adults.

## Why we are proposing this change

The current system can result in delays as people may be referred to the wrong service and after assessment will need to be referred on to a different provider and assessed again. This change will make it easier for people to access the right service to meet their diverse needs within an inclusive service, with teams able to meet the needs of those people with and without disabilities.

Our experiences since the start of the current arrangements in 2015 indicate that a single provider could deliver services that can be inclusive to meet the need of those with disabilities (including mental health problems) alongside support for those without disabilities. It is more costly to run two services compared to one as there are fixed costs involved in delivery and management of each contract. Reducing the number of contracts increases the proportion of our funding that is spent directly on support for people.

### Top of Form

10. How strongly do you agree or disagree with this proposal?

- Strongly Disagree  Disagree  Neither agree nor disagree  Agree  Strongly Agree
- Not sure/Don't know

11. Please explain the reason for your response

12. Please tell us how you think this proposal would impact on you.

13. Please tell us how you think this proposal would impact on other people and/or organisations.

14. What could we do instead?

### **Service redesign proposals (Element 3) - Flexible range of shorter interventions**

Next, we would like to know your thoughts about -

**Element 3 - Adding a flexible range of shorter interventions that respond to individual needs as efficiently as possible and give earlier, focused support for customers who do not need longer-term support.**

We propose to introduce a range of flexible services accessed through triage to determine level and urgency of need. It will include:

- Early information, advice, and signposting to relevant services.
- Brief interventions of 1-5 telephone and/or face-to-face support sessions.
- 12-week short-term transition/ resettlement/enablement floating services for those whose needs can be met in this time.



We propose this change for all services.

We will keep the option of both self-referral and referrals by other organisations.

### **Why we are proposing this change**

The demand for services can be high and we need to prioritise those in most need of support services.

Currently, people referred are added to a waiting list for assessment and then allocated a named support worker if they are eligible and need support services. Not everyone needs ongoing support. Some people just need brief advice to resolve their issues and remain independent. This change will improve people's journeys in getting the right service at the right time, so customers need to tell their stories only once.

The redesigned support service will continue to offer holistic and personalised support to meet needs, promoting wellbeing, safety, resilience, independence, recovery and reablement in order to prevent, reduce and/or delay an individual's need for ongoing care and support.

15. How strongly do you agree or disagree with this proposal?

- Strongly Disagree  Disagree  Neither agree nor disagree  Agree  Strongly Agree  
 Not sure/Don't Know

16. Please explain the reason for your response

17. Please tell us how you think this proposal would impact on you.

Please tell us how you think this proposal would impact on you.

18. Please tell us how you think this proposal would impact on other people and/or organisations.

19. What could we do instead?

### **Service redesign proposals (Element 4) - Reduce the maximum duration of services**

This page asks about -

#### **Element 4 - Reduce the maximum duration of services.**

We are proposing to reduce the maximum duration of a service intervention for an individual.

We propose to:

- Reduce the maximum duration of Floating Support for people aged 16-25 from 24 to 12 months

- Reduce the maximum duration of Floating Support for people aged 25+ from 12 months to 9 months
- Reduce the maximum duration of Accommodation-based Support from 24 months to 18 months

In exceptional circumstances the period of support may be extended with approval from Warwickshire County Council.

### **Why we are proposing these changes**

The demand for services can be high. To continue to support as many people as possible, we aim to increase the number of customers we can support by reducing the time a customer can receive the service. This will also ensure that our service providers deliver support that is focused on achieving outcomes as early as possible and preventing dependency on this support.

20. How strongly do you agree or disagree with this proposal?

- Strongly Disagree
  Disagree
  Neither agree or disagree
  Agree
  Strongly Agree  
 Not sure/Don't know

21. Please explain the reason for your response

22. Please tell us how you think this proposal would impact on you.

23. Please tell us how you think this proposal would impact on other people and/or organisations.

24. What could we do instead?

### **Service redesign proposals (Element 5) - A new name for the services**

#### **Element 5: A new name for the services.**

We are proposing to change the name of these services from 'Housing Related Support Services' to '**Supporting Independence Services**' and would like to know if you have any views on this.

25. If you have any views on this please share them here:

### **Service redesign proposals (Element 6) - Additional services**

The final redesign proposal we want to ask about in part one is –

#### **Element 6: Additional services.**

Additional services are those services that were not part of the specification the Council tendered.

P3 (People, Potential, Possibilities), the current provider of floating support services for people aged 25+, offered to provide Street Outreach services and 'Navigator' hubs in Nuneaton and Rugby in addition to the services required in the specification.

The Street Outreach service is countywide and offers support to rough sleepers to encourage and motivate them to engage with services including drug and alcohol treatment, healthcare, assistance with benefits, reconnection to their local area/country, and move into safe accommodation. This team also receives funding for work in Stratford-on-Avon and Warwick District Council areas, through the Department for Levelling Up, Housing and Communities - Rough Sleeping Initiative.

The 'Navigator' hubs are shop premises in Rugby and Nuneaton town centres. People can get advice or support and be helped to access other services to improve their situation or circumstances.

We are proposing not to include the Street Outreach and 'Navigator' hubs in the services that we ask providers to deliver.

#### **Why we are proposing this**

The reason we are proposing not to include Street Outreach and the Navigation hubs in the re-designed services is because there is no available Council budget to fund this. Potential providers bidding for the new services may decide to offer similar additional services, but this is not guaranteed.

26. How strongly do you agree or disagree with this proposal?

- Strongly Disagree  Disagree  Neither agree or disagree  Agree  Strongly Agree  
 Not sure/Don't know

27. Please explain the reason for your response

28. Please tell us how you think this proposal would impact on you.

29. Please tell us how you think this proposal would impact on other people and/or organisations.

30. What could we do instead?

#### **PART TWO- Equality Impact Assessment Summary**

An Equality Impact Assessment has been developed and is available for you to view.

This identifies that the proposals have the potential to have some negative impacts on people with protected characteristics and that careful consideration needs to be given to these.

Our assessment suggests:

#### **For all services**

With services being reduced it may increase the number of individuals at risk of homelessness, made homeless or continuing to be homeless which may then negatively impact on their health. People experiencing socio-economic disadvantage will be negatively impacted as they may not be able to access support services if they require them due to reduced provision.

Mitigation: The Council will ensure good signposting is in place to support people to access other sources of advice and support and ensure all key partners are kept up to date with ongoing service activity.

There are some differences between the percentages of people in the general population and the service users identifying as Black or Asian. These will be considered when redesigning services.

Whilst an overall reduction in service provision may impact on these specific groups of vulnerable people, the specification (the document that sets out the requirements of providers delivering the service and forms part of the contract) will clearly state that providers are to be inclusive and non-discriminatory towards customers. We will highlight that we expect services to be accessible for all.

#### **For Floating Support**

We are proposing to stop commissioning a separate disability Floating Support service.

Mitigation: We expect both the young people's 16-25 years and adults 25+ Floating Support services to offer an inclusive service and meet the needs of people with disabilities as part of their contract. All providers' staff will be expected to be adequately trained to support the diverse needs of all people requiring support services including specialisms around supporting people with disabilities to reduce the impact of this change.

The overall reduction in the service offer will have an impact on all customers as well as those with protected characteristics.

#### **For Accommodation-based Support**

There is currently a mother and baby hostel and a dedicated provision for young families. With service reduction the number of mothers and young families supported may decrease, negatively impacting the number of mothers and babies and young families accessing the service. For adult Accommodation-based Support services single males and those who have

experience of the criminal justice system tends to be a higher percentage of customers and consequently this group could be disproportionately impacted.

Mitigation: The Council will ensure that all service specifications require providers to be inclusive and non-discriminatory towards customers. We will highlight that we expect services to be accessible for all. The specification will also define training requirements to ensure providers' staff have sufficient knowledge to support the wide range of potential customers of support services. Service specifications will promote equality and diversity, with clear expectations around monitoring, training and quality of services.

### Your views

We would like to know whether you think the proposals will create inequalities or other impacts we have not identified, and if so, what these might be and how you think they will affect you or other people.

We would also like you to tell us if you have any ideas on how we could overcome or reduce these impacts.

The Equality Impact Assessment will be updated after the consultation taking account of the feedback we receive.

31. Do you think this Equality Impact Assessment identifies the impacts of these proposals?

Yes  No  Not sure/Don't know

32. Do you think there is anything missing from the Equality Impact Assessment?

33. Do you have any ideas about how we can reduce the impact on people with protected characteristics that use the current Housing Related Support services or might use services in the future?

### Final comments

34. Are there any other comments you wish to make?

### Equalities Monitoring

How old are you? Please tick box

Under 18  18 - 24  25 - 34  35 - 44  45 - 54  55 - 64  65 - 74  75+  
 Prefer not to say

Do you consider yourself to have a disability, long term health condition or learning difference?

Under the Equality Act 2010, a person is considered to have a disability 'if they have a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities'.

Yes  No  Prefer not to say

How do you describe your ethnic background?

Arab  Asian or Asian British - Bangladeshi  Asian or Asian British - Indian  Asian or Asian British - Pakistani  Asian or Asian British - Chinese  Other Asian Background  Black or Black British - African  Black or Black British - Caribbean  Other Black Background  Mixed - Asian and White  Mixed - Black African and White  Mixed - Black Caribbean and White  Other Mixed Background  White British  White Irish  Gypsy, Romani or Traveller  Other White background  Prefer to self-describe (please state if you wish)  Prefer not to say

If you prefer to self-describe please do so here

How do you describe your gender?

Female  Male  Non-binary / agender / gender-fluid  Prefer to self-describe (please state)  Prefer not to say

If you prefer to self-describe please do so here

Do you identify as trans/transgender?

Yes  No  Prefer not to say

How do you describe your religion/belief?

Buddhism  Christianity  Hinduism  Islam  Judaism  Sikhism  Spiritualism  Any other religion or belief (please state if you wish)  No religion or belief  Prefer not to say

Other religion

Which of the following best describes your sexual orientation?

- Asexual  Bi / bisexual  Gay man  Gay woman / lesbian  Heterosexual / straight  
 Pansexual  Other (please state if you wish)  Prefer not to say

If you prefer to self-describe please do so here



# Consultation on the Redesign of Housing Related Support Services

This Easy Read Format was produced by Grapevine  
on behalf of Warwickshire County Council.





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# Introduction

This easy read explains the plans for redesigning housing related support services in Warwickshire.

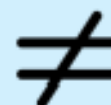


It outlines:

- What support is currently offered to people
- What the Council's suggested changes are
- Why changes need to be made
- What the impact of these changes might be



These changes will make the services very different from how they are now.



The redesign will have a big impact on lots of people in the future who access support services.



The Council would like to hear everyone's views on their suggested changes, including:

- People who use these services now
- People who might use these services in the future



There are questions in this easy read for you to answer. Please take some time to fill them out.



Your opinions are important and can make a difference to the changes that will be made to housing related support services.



# Types of support

There are two types of housing-related support which help people gain the skills to live independently.



These two types of support are available to anyone over the age of 16 with support needs:

**16+**




## 1. Accommodation-based support





## 2. Floating support



### Accommodation-based support:

- People are offered a house or place to live for the short-term 
- People are offered short-term support to help them to live more independently 
- People can only get this support whilst they are living somewhere that is not their own home
  - E.g. Temporary housing 
- People can have this type of support for up to **2 years**

### Floating support:

- People are offered short-term support to help them to live more independently 
- People can get this support whilst they are living in either:
  - Their own home 
  - Temporary housing
- People under 25 years old can have this type of support for up to **2 years**
- People over 25 years old can have this type of support for **1 year**

# Current offer - floating support services

There are three different floating support services offered in Warwickshire.



## 1. Floating Support Service

### Who is the floating support for?

People with disabilities who are 16 years old and above.



### Which provider runs the service?

Together Working For Wellbeing



## 2. Floating Support Service

### Who is the floating support for?

Young people who are between 16 and 25 years old.

16-25

### Which provider runs the service?

St Basils



## 3. Generic Floating Support Service

### Who is the floating support for?

Adults who are 25 years old and above.

25+

### Which provider runs the service?

People, Potential, Possibilities P3



# Current offer - accommodation based support services

There are three different accommodation based services offered.



## Accommodation-Based Support Service

**Who is the accommodation support for?**  
Young people who are between 16 and 25 years old.

**16-25**

2 providers run accommodation-based support for young people.

### 1. Accommodation based

**Which provider runs the service?**

People, Potential, Possibilities P3



**Where is this service offered?**

North Warwickshire  
Nuneaton and Bedworth  
Rugby



### 2. Accommodation based

**Which provider runs the service?**

St Basils



**Where is this service offered?**

Stratford  
Warwick



### 3. Accommodation-Based Support Service

**Who is the accommodation support for?**  
Homeless people, including ex-offenders, who are 25 years old and over.



**Which provider runs the service?**  
People, Potential, Possibilities P3



**Where is this service offered?**  
In the whole of Warwickshire.



# Current offer - extra services

The current provider of housing related support services for people over 25 years old are called People, Potential, Possibilities P3.



People, Potential, Possibilities P3 decided they wanted to provide some more support for people.



They chose to provide extra support, which was more than what they were asked to do by the council.



## What extra support do they currently offer?

### Street outreach services

This service offers support to rough sleepers.



It also encourages rough sleepers to get help from other services.

### Navigator hubs (in Nuneaton and Rugby)

The hubs are shops in Rugby and Nuneaton town centre.



People can get advice, support and information about other services at these hubs.



# Examples of how housing related support services help people

Housing support services help people to:



- Have a home and develop skills



- Stay safe at home and in the community



- Manage their money and pay for their bills



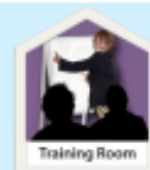
- Look after their health and wellbeing



- Find paid or voluntary work opportunities



- Take part in training and education



# Why are changes being made to housing related support services?

In Warwickshire, the County Council have a lower budget for housing related support services from April 2025.



This means Warwickshire County Council has less money to spend on these services.



Warwickshire County Council have decided to re-design the services.



This means there are going to be changes to the way housing related services work in Warwickshire.



They want to redesign the services to:

- Work with the lower budget
- Make services more efficient
- Make services more effective



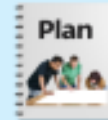
However, they have said they want to continue to focus on and help the people in the greatest need.





# Who has helped to plan the suggested changes?

To help the Council plan which changes to make to housing related support services, they:



- Listened to what is important to people who need housing related support services



- Asked people, services and organisations to complete a survey



## Which organisations were involved?

The different organisations and services who were involved included:

- Different charities
- Housing teams within local councils
- Warwickshire Probation Service
- Warwickshire County Council Adult Social Care
- Children and Families Service



Organisations and services then attended workshops to plan what changes could be made.



# What did the Warwickshire County Council do next?

## What did the Council find out from the workshops?

People and organisations wanted all housing related support services to be continued.



Currently people might not always receive support for the right amount of time.



Stopping any of the housing related support services might mean more people:

- become homeless
- need more social care support



## What happened after the workshops?

The workshops helped the Council to plan 6 suggested changes to housing related support services.



Now the Council want to know what you think of these changes.



# What changes are the council suggesting?

The next 15 pages tell you more about the 6 changes:



Change 1: Accommodation-based support and floating support services will continue but both service areas will be given less money from the Council.



Change 2: The separate floating support service for people with disabilities will end.



Change 3: Flexible and short term support options will be added to all services so that people can be offered different levels of support that last for different amounts of time.



Change 4: The maximum time someone can be involved with a service will be shorter.



Change 5: The new name for this group of services will be 'Supporting Independence Services'.



Change 6: The Council will not ask providers to deliver the extra support services (the street outreach and community hub services).



# Change 1

Change 1: Accommodation-based support and floating support services will continue but both service areas will be given less money from the Council.



## What happened before the change?

Money from the Council was split between the two services areas:

- Accommodation-based support
- Floating support



## What will happen after the change?

Accommodation-based support and floating support will still be funded by the Council.



There will be less money given to fund these housing-related services.



The money will be split between the two service areas in the same proportion as before.



But the services may not be able to support as many people and some people may have to wait longer for support.



## Why are the Council suggesting this change?

People will be able to access the same types of services as they do now.



This change will not unfairly impact one group of people more than another group of people.



# Your thoughts about Change 1

Questions



Change 1: Accommodation-based support and floating support services will continue but both service areas will be given less money from the Council.



**How do you feel about this change? (Please circle one)**



Strongly disagree



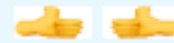
Disagree



Neither agree nor disagree



Agree



Strongly agree

**Explain why you agree or disagree in the box below.**



**How do you think this change might affect you?**  
Please write in the box below.



# Your thoughts about Change 1

Questions



Change 1: Accommodation-based support and floating support services will continue but both service areas will be given less money from the Council.



**How do you think this change would affect other people?**  
Please write in the box below.



**What could the Council do differently?**  
Please write in the box below.





# Change 2

Change 2: The separate floating support service for people with disabilities will end.



## What happened before the change?

There was a separate floating service to support people with disabilities to live more independently.



People have sometimes had to wait longer for support if:

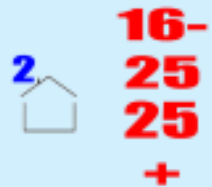
- They are referred to the wrong service
- They need to be referred to a different service and assessed again



## What will happen after the change?

There will be 2 floating support services:

- A service for young people aged 16 to 25 years old
- A service for adults who are 25 years and older



People with and without disabilities will access the same floating support services.



They will add the money that would have been spent on the separate service for people with disabilities to the 2 floating support services.



The Council has said these services will be changed so that they can meet the needs of people with and without disabilities.



# Change 2

Change 2: The separate floating support service for people with disabilities will end.



## Why are the Council suggesting this change?

It is more expensive to run separate services compared to one service that includes everyone.



The Council believe that one provider could deliver services that are inclusive and meet the needs of:

- People with disabilities
- People with mental health problems
- People without disabilities



People won't be referred to the wrong service as there will only be one service for each age group.



The Council can spend more money on the 2 floating support services if they take away the separate support for people with disabilities.



This means people with disabilities may get different support to the support they get now.





# Your thoughts about Change 2

Questions



Change 2: The separate floating support service for people with disabilities will end.



**How do you feel about this change?** (Please circle one)



Strongly disagree



Disagree



Neither agree nor disagree



Agree



Strongly agree

**Explain why you agree or disagree in the box below.**



**How do you think this change might affect you?**

Please write in the box below.



# Your thoughts about Change 2

Questions



Change 2: The separate floating support service for people with disabilities will end.



**How do you think this change would affect other people?**  
Please write in the box below.



**What could the Council do differently?**  
Please write in the box below.



# Change 3

Change 3: Flexible and short term support options will be added to all services so that people can be offered different levels of support that last for different amounts of time.



## What happened before the change?

The current services add people to a waiting list for assessment.



If their assessment suggests they need support services, they are given a support worker.



## What will happen after the change?

All housing-related services will be changed so that they assess people to find out:

- What type of support they need
- How quickly they need support



Once this assessment has been done, services will be able to decide:

- Who could be helped quickly by short term support or signposting
- Who has a higher level of need and will need support for longer



Some people will get offered support that lasts for a short amount of time.



All housing-related support services will be changed to include these short term support options:

- Information, advice and signposting to other services
- Between 1 and 5 brief support sessions on the phone or face to face
- Short term support that lasts for 12 weeks



# Change 3

Change 3: Flexible and short term support options will be added to all services so that people can be offered different levels of support that last for different amounts of time.



## Why are the Council suggesting this change?

There can be a lot of people who need housing support services.



This can mean it is hard for housing related services to support everyone.



The services will be working with less money because there is less funding for housing related services, so it will be even harder to support everyone.



This change means that the services will prioritise people in the most need for support.



Some people might need shorter support and brief advice to help them. Other people might need longer support.



The Council have said this change will:

- Help people to access the right type of support at the right time for them
- Stop people from having to repeat their story



# Your thoughts about Change 3

Questions



Change 3: Flexible and short term support options will be added to all services so that people can be offered different levels of support that last for different amounts of time.



How do you feel about this change? (Please circle one)



Strongly disagree



Disagree



Neither agree nor disagree



Agree



Strongly agree

Explain why you agree or disagree in the box below.



How do you think this change might affect you?

Please write in the box below.



# Your thoughts about Change 3

Questions



Change 3: Flexible and short term support options will be added to all services so that people can be offered different levels of support that last for different amounts of time.



**How do you think this change would affect other people?**  
Please write in the box below.



**What could the Council do differently?**  
Please write in the box below.





# Change 4

Change 4: The maximum time someone can be involved with a service will be shorter.



Floating support for young people (aged 16 - 25 years old)



**16-25**

Before the change:

- Services could work with a young person for up to 24 months

**24 months**

After the change:

- Services will work with a young person for up to 12 months

**12 months**

Floating support for adults over 25



**25+**

Before the change:

- Services could work with adults for up to 12 months

**12 months**

After the change:

- Services will work with adults for up to 9 months

**9 months**

Accommodation-based support



Before the change:

- Services could work with people for up to 24 months

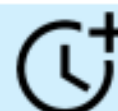
**24 months**

After the change:

- Services will work with people for up to 18 months

**18 months**

It might be possible for people in certain situations to get longer support than what is written above.



# Change 4

Change 4: The maximum time someone can be involved with a service will be shorter.



## Why are the Council suggesting this change?

There are lots of people who are interested in getting support from housing related support services.



This means it is hard for the service providers to help everyone.



If services work with people for less time, they will be able to support more people.

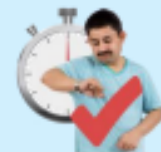


But, people won't be able to work with a service for as long as they did before.



The Council hope that this change will mean that service providers focus on:

- Helping people to achieve goals quickly
- Helping people to work towards being independent, instead of them relying on a service





# Your thoughts about Change 4

Questions



Change 4: The maximum time someone can be involved with a service will be shorter.



How do you feel about this change? (Please circle one)



Strongly disagree



Disagree



Neither agree nor disagree



Agree



Strongly agree

Explain why you agree or disagree in the box below.



How do you think this change might affect you?

Please write in the box below.



# Your thoughts about Change 4

Questions



Change 4: The maximum time someone can be involved with a service will be shorter.



**How do you think this change would affect other people?**  
Please write in the box below.



**What could the Council do differently?**  
Please write in the box below.



# Change 5

Change 5: The new name for this group of services will be 'Supporting Independence Services'.



## Before the change

At the moment, the group of services that help people with housing and independence are called the 'Housing-Related Support Services'.



## What will happen after the change?

In April 2025, there will be new contracts for the delivery of the housing-related services.



Different providers can apply to deliver the services through a tender process.



When all of the housing-related services have gone through this tender process, they will be known as the 'Supporting Independence Services'.



## Why are the Council suggesting this change?

The Council would like this group of services to have a new name to show that the services will be focusing more on helping people to be independent and preventing homelessness.



They hope that encouraging independence will mean less people need other care and support (for example social care).



# Your thoughts about Change 5

Questions



Change 5: The new name for this group of services will be 'Supporting Independence Services'.



Please write your views about change 5 in the space below.



# Change 6

Change 6: The Council will not ask providers to deliver the extra support services (the street outreach and community hub services).



## What happened before the change?

The current providers chose to offer this extra support, which was more than what they were asked to do by the Council.



These extra support services were the street outreach and community hub services.



## What will happen after the change?

Providers who want to deliver housing related support services in the future will not be asked to deliver these extra support services.



They may decide to offer these extra services, but the Council will not be expecting them to.



## Why are the Council suggesting this change?

The Council do not have enough money in the housing budget to pay for any extra services.



This means they will pay providers to deliver floating services and accommodation based services, but not any extra services.



# Your thoughts about Change 6

Questions



Change 6: The Council will not ask providers to deliver the extra support services (the street outreach and community hub services).



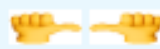
**How do you feel about this change?** (Please circle one)



Strongly disagree



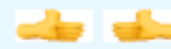
Disagree



Neither agree nor disagree



Agree



Strongly agree

**Explain why you agree or disagree in the box below.**



**How do you think this change might affect you?**  
Please write in the box below.





# Your thoughts about Change 6

Questions



Change 6: The Council will not ask providers to deliver the extra support services (the street outreach and community hub services).



**How do you think this change would affect other people?**  
Please write in the box below.



**What could the Council do differently?**  
Please write in the box below.



# Equality Impact Assessment

An Equality Impact Assessment has been developed for the redesign of housing related support services.



Equality Impact Assessments are a tool used to investigate how policies or schemes might unfairly affect a particular group of people.



Equality Impact Assessments check whether there is discrimination in the way something is designed, developed and delivered.



The Equality Impact Assessment for this redesign found that the changes which are being suggested could have negative impacts on people with protected characteristics.



Having protected characteristics means that people have a right not to be treated unfairly or discriminated against because of a characteristic.



Protected characteristics include:

- Age
- Disability
- Race
- Religion or belief
- Sex
- Sexual orientation
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity



# Impacts

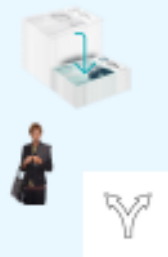
## What are the impacts of the suggested changes?

The proposed changes mean that all services will be reduced.



This means service providers will:

- Have less money to work with
- Not be able to support as many people
- Still be delivering floating and accommodation based support services, but in a different way



This also means there will be:

- Shorter support times for people
- No separate services for people with disabilities
- No extra services provided



The Equality Impact Assessment suggests there will be a negative impact on people with and without protected characteristics because of all services being reduced.



# Impacts

## What are the suggested changes?

All of the current services will be reduced and extra services may not be provided.



## What are the impacts?

The Equality Impact Assessment suggests these changes will mean that:

- The number of people who are homeless and at risk of being homeless will increase
- People who are already homeless will have a higher risk of staying homeless
  - Being homeless may negatively impact on people's health
- People who are socio-economically disadvantaged may not be able to access support services



Being socio-economically disadvantaged can mean that someone has a worse housing, social and financial situation than other people in the same society.



An example of socioeconomic disadvantage is someone living in poverty.

## What is the Council's response?

The council said they will:

- Make sure there is good signposting to other support
- Keep all partners up to date with information about different services, so they can signpost people well



# Impacts

The Equality Impact Assessment suggests there are differences between:

- The percentages of people in the general population who identify as Black or Asian

and

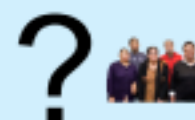
- The service users who identify as Black or Asian



This could mean that not enough Black and Asian people are accessing these services.



It is important to understand why more Black and Asian people aren't accessing these services currently.



It is also important to make sure that services are redesigned in a way that encourages more Black and Asian people to access them.



## What is the Council's response?

The council said they will consider this difference when they are redesigning the services.



# Floating support impacts

The proposed changes mean that separate disability floating support will be stopped.



This will have an impact on disabled people.

These services will no longer offer specialist support for disabled people.



The Council have said they expect young people's and adult services to:

- Offer an inclusive service
- Meet the needs of people with disabilities



The Council have also said they expect all providers' staff to be well trained in:

- Supporting anyone who needs support
- The diverse needs of all people
- Supporting people with disabilities



The Equality Impact Assessment suggests there will be a negative impact on people with and without protected characteristics because of services being reduced.



Protected characteristics include:

- Age
- Disability
- Race
- Religion or belief
- Sex
- Sexual orientation
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity



# Accommodation-based support impacts

## The impact on mothers, babies and young families:

The proposed changes mean that a hostel for mothers and babies will not be able to offer as much support as it does now.



This means that less mothers and babies and less young families will access the service.



The Equality Impact Assessment suggests this will have a negative impact on many mothers and young families as less of them will be able to get support.



## Other impacts:

The proposed changes mean that certain groups of people who use accommodation based services more will be negatively impacted.



The groups who access adult accommodation based services the most are:

- Single males
- People who have experience of the criminal justice system



The Equality Impact Assessment suggests that these groups of people may be negatively impacted more than other groups.



# The Council's response to the impacts

The Council have said they will add to the specification document for providers to try to make these negative impacts for people smaller.



The specification document tells providers what they need to do when delivering the service.



The Council have said they will add these things to the specification document:

- Providers need to be inclusive
- Providers can't discriminate against customers
- The Council expects services to be accessible for everyone



The Council have said they will also outline these things in the specification document:

- What the training requirements are for providers' staff
- Clear expectations about training
- Clear expectations about how service equality is monitored



# About the Consultation

The next page of questions relates to the Equality Impact Assessment.



The Consultation Questionnaire asks for your views on the impacts that the Council's changes might have on people.



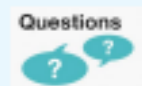
The Council have said they will update the Equality Impact Assessment based on the answers to this questionnaire.



They would really like your feedback. Please take the time to answer the questions in this easy read.



You can find all the question pages by looking for this symbol in the top right hand corner of the page:



Once you have answered the questions, please:

1. Put your responses in the stamped, addressed envelope that you received with this easy read.
2. Put the envelope in a post box to send it to the Council.



# Consultation Questionnaire

Questions



This Consultation Questionnaire asks for your views on the impact that the Council's 6 changes could have on people.



**Do you think the Equality Impact Assessment accurately identifies the impacts of the 6 changes?** (Please circle one)



Yes



No



Not sure /  
I don't know

**Do you think there is anything missing from the Equality Impact Assessment?**

Please write in the box below.





# Consultation Questionnaire

Questions



This Consultation Questionnaire asks for your views on the impact that the Council's 6 changes could have on people.



**How can we make the impact smaller for people with protected characteristics that use these services?**  
Please write in the box below.



**How can we make the impact smaller for organisations that support people with protected characteristics?**  
Please write in the box below.



Having protected characteristics means that people have a right not to be treated unfairly or discriminated against because of a characteristic.



Protected characteristics include:

- Age
- Disability
- Race
- Religion or belief
- Sex
- Sexual orientation
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity

# Consultation Questionnaire

Questions



This Consultation Questionnaire asks for your views on the impact that the Council's 6 changes could have on people.



**Please write any other comments you want to make about the Council's consultation in the box below.**



# Consultation Questionnaire

Questions



Extra space to write more if needed



A large, empty light blue rectangular area intended for providing additional information or answers.

# Consultation Questionnaire

Questions



Extra space to write more if needed



Large empty light blue area for writing answers.

# The Council's next steps

The Council will collect all the responses from the impact questionnaire and the questionnaires from each of the suggested 6 changes.



They will use the responses to help design future support services in Warwickshire.



The Council will share their report, your responses and the new changes with the members of their cabinet.



In December 2023, the Council's cabinet will either approve or not approve the changes.



If the Council's cabinet approve the changes:

- The 6 changes will be made to housing related support services
- The council will create a 'You said - We did' report
- The housing related services will be known as the Supporting Independence Services
- The new Supporting Independence Services will go out for tender in 2025



Going out for tender means that providers can apply to deliver these services.



# More about you



We want to treat everyone the same and make sure no group or community is left out. To do this we ask people a bit more about themselves.

We keep this information very private and don't use anyone's names anywhere.

**You do not have to answer these questions**, but it helps us make sure we are hearing from different groups of people.



Please answer these questions if you are happy to.

If you are not happy to answer, please tick 'I'd rather not say'.

We will follow the Law to keep any information about you safe and private.

## How old are you?



- Under 18 years old
- 18 - 24 years old
- 25 - 34 years old
- 35 - 44 years old
- 45 - 54 years old
- 55 - 64 years old
- 65 - 74 years old
- 75 +
- I'd rather not say

## Do you have a disability?



- Yes
- No
- I'd rather not say



**Are you?**



- A girl / woman
- A boy / man
- Other
- I'd rather not say

**What is your sexuality? This means who you fancy.**



- Gay or Lesbian (Gay means a man who likes other men. Lesbian means a woman who likes other women.)
- Heterosexual or straight (A woman who likes men or a man who likes women.)
- Bisexual (You like both men and women.)
- Asexual (This means you don't fancy men or women.)
- Other.
- I'd rather not say.



## How do you describe your ethnic background?



- Arab
- Asian or Asian British - Bangladeshi
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Chinese
- Other Asian Background
- Black or Black British - African
- Black or Black British - Caribbean
- Other Black Background
- Mixed - Asian and White
- Mixed - Black African and White
- Mixed - Black Caribbean and White
- Other Mixed Background
- White British
- White Irish
- Gypsy or Traveller
- Other White background
- I describe myself another way (please state if you wish)
- I'd rather not say

## How do you describe your religion / belief?



- Christianity
- Hinduism
- Islam
- Judaism
- Sikhism
- Spiritualism
- Any other religion or belief  
(say if you wish)
- I do not have a religion or belief
- I'd rather not say

# Privacy Notice



This Easy Read privacy notice will explain what information we will ask about you and how we will look after it.



In this survey we ask questions about your age, gender and the area you live. We do not ask for your exact address.

This information cannot identify you. You do not have to share this information if you do not want to.

Please do not write any personal information, such as your name in any of your answers.

Please tell us if there are any of your answers that you want us to keep private.



## Why we have asked for your personal information?



### About you

Questions about you help us understand what groups of people are responding to the survey and if there are any groups missing that we need to hear from.



### Where you live

We ask this question so that we can see if we have heard from people who live in different parts of Warwickshire.



### How we use the information

This information will only be used as numbers in the consultation report.

If you write any comments, we may use them in our consultation report.

If we use them, no one will know they were written by you.



### How we use the information

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If we use them, no one will know they were written by you.



### Storing information

All information is kept safe. Warwickshire County Council follows the laws around data protection.

### Contact Us



If you want to know more about what we do with your information you can contact us.



#### Email

[dataprotectionofficer@warwickshire.gov.uk](mailto:dataprotectionofficer@warwickshire.gov.uk)



**Telephone 01926 410410**



## How to give us your feedback

Thank you for your answers.



You can answer these questions and send this back to us.



If you need help to answer the questions or need the questions in an alternative format, call 01926 410410.



If you don't want to answer questions you can tell us what you think by sending an email to [peoplestrategyandcommissioning@warwickshire.gov.uk](mailto:peoplestrategyandcommissioning@warwickshire.gov.uk)

Or write to us at...



Housing Related Support Consultation  
Shire Hall  
Market Place  
Warwick  
CV34 4SP

The consultation ends on **Friday 11 August 2023**.

Please make sure you send this back to us before this date.

## Appendix E – Outreach survey individual interviews

### WCC housing related support consultation – outreach survey

1. What is your connection to the area: Live " Work " Study " Another connection "

2. How many years have you had a connection to this area? <1 " 1-3 " 3-5 " 5-10 "

3. Have you ever been worried that you might have significant difficulty in paying your rent or having a place to live, whether due to debts, money problems, loss of income, health problems, being harassed, addiction, abusive relationships etc?

Yes – in the past " Yes – currently " No "

4. Have you ever tried to access, or ever received help or support, around your housing (including help to find somewhere to live, keep you in your current home or move to a more suitable place)?

*[This doesn't need to be specifically about your housing, but could include broader things that help you secure or sustain your housing]* Yes " No (skip to Q15) " Don't know "

5. Did you get help finding somewhere to live (Accommodation- based support) and/or support where you already lived (Floating Support)?

Yes " No " Not yet " \_\_\_\_\_

6. What sort of support did you get? [refer to HRS services doc]

Floating Support (Disabled adults) " Floating Support (Young People) " Generic floating support (adults) " Accommodation-based support (young people) " Accommodation-based support (adults) " None "

7. Can you tell me about your experience of getting support/trying to get support? *[What sorts of things did you get help or support with? What organisations, if any, did you receive support from?]*

8. How easy did you find it to access the support you wanted?

Very hard " Hard " Neither hard or easy " Easy " Very easy "

***For the next few questions, please think about your most recent experience of getting/trying to get support:***

9. How long did it take for you to get the support you wanted?

Within a week/straight away " Less than a month " 1-3 months " 3-6 months " More than 6 months " I never got the support I wanted "

10. How useful was the support you received?

Very helpful " Helpful " Somewhat helpful " Unhelpful " Not at all helpful " NA "

**Why do you say this?**

11. What worked well about your experience of accessing support?

12. What things, if any, got in the way of you getting the support you needed? Were there things which made it hard to get the support you needed?

13. What would have made the service or support better for you?

*[What would have made the experience better? Were there any additional services or support that would have been helpful but weren't available?]*

14. Were there other things you did to try and get the support you needed? *[Eg: ask friends and family, local charities, contact helplines, approach the council, housing association]*

15. Is there any kind of support or help would be of use to you right now?

**16. The Council are thinking about making some changes to services. Please tell us to what extent you agree or disagree with these proposals:**

*a) To keep providing services to support people who are homeless and need help finding somewhere to live, and services for people that need support to prevent them becoming homeless*

Strongly Agree " Agree " Neither " Disagree " Strongly Disagree " Don't know "

*b) To have a single inclusive service for disabled people and those without disabilities, rather than separate services*

*[There would still be separate services for young people and adults]*

Strongly Agree " Agree " Neither " Disagree " Strongly Disagree " Don't know "

**Can you explain why you think this?**

## **ABOUT YOU**

**17. Age** <18" 18-24" 25-39" 40-49" 50-59" 60-64" 65+" PNTS"

**18. Do you consider yourself to have a disability, long term health condition or learning difference?**

Yes " No " Prefer not to Say "

**19. How do you describe your gender?**

emale" Male" Non-binary/Agender /Gender-fluid"

Prefer to Self Describe" \_\_\_\_\_ Prefer not to Say "

**20. Which ethnicity do you feel best describes you?** \_\_\_\_\_ I'd rather not say "

**21. Do you have any dependents or caring responsibilities? [Tick all that apply]**

Children under 18" Children over 18" Parent(s)" Partner" Other family members"

Friends" No dependents or caring responsibilities"

Other (please specify) \_\_\_\_\_

**22. Which of these best describes what you're doing at present?**

Full Time work" Part Time work" Retired" Self Employed" Zero hours contract work" Full Time Student" Carer" Looking for work" Unable to work" Prefer not to say "

**23. Which of these best describes the home you live in?**

Own it outright/buying with a mortgage" Rent - council" Rent – Housing Association"

Rent – private landlord" Shared Ownership" Student Accommodation" Staying with friends/sofa-surfing" Living in a shelter, hostel or other temporary accommodation" Rough sleeping"

**24. Is there anything else you would like to say?**

**25. Would you be interested in participating in further research/sharing views as part of the project?** Yes" No"



## Appendix F – Outreach survey (Street Focus Groups)

### WCC housing related support consultation – Street Focus Groups

**1. Have you ever been worried that you might have significant difficulty in paying your rent or having a place to live, whether due to debts, money problems, loss of income, health problems, being harassed, addiction, abusive relationships etc?**

Yes – in the past \_\_\_ Yes – currently \_\_\_ No \_\_\_

**2. Have you ever tried to access or ever received help or support around your housing (including help to find somewhere to live, keep you in your current home or move to a more suitable place)?**

*[This doesn't need to be specifically about your housing, but could include broader things that help you secure or sustain your housing]*

Yes \_\_\_ No (skip to Q7) \_\_\_ Don't know \_\_\_

**3. Can you tell me about your experience of getting support/trying to get support? [What sorts of things did you get help or support with? What organisations, if any, did you receive support from?]**

**4. What worked well in your experience of accessing support?**

**5. What things, if any, got in the way of you getting the support you needed? Were there things which made it hard to get the support you needed?**

**6. What would have made the service or support better for you? [What would have made the experience better? Were there any additional services or support that would have been helpful but weren't available?]**

**7. Is there any kind of support or help would be of use to you right now?**

**8. The Council are thinking about making some changes to services. Please tell us to what extent you agree or disagree with these proposals:**

**a) To keep providing services to support people who are homeless and need help finding somewhere to live, and services for people that need support to prevent them becoming homeless**

Strongly Agree \_\_\_ Agree \_\_\_ Neither \_\_\_ Disagree \_\_\_ Strongly Disagree \_\_\_ Don't know \_\_\_

**b) To have a single inclusive service for disabled people and those without disabilities, rather than separate services**

*[There would still be separate services for young people and adults]*

Strongly Agree \_\_\_ Agree \_\_\_ Neither \_\_\_ Disagree \_\_\_ Strongly Disagree \_\_\_ Don't know \_\_\_

**Can you explain why you think this?**

**9. Is there anything else you would like to say?**

## **Appendix G – Social Engine Focus Group discussion guide**

WCC Consultation Focus Group – Young People

### Warm-up/Icebreaker

1. Can you describe the area where you live?
2. Can you summarise your experience accessing housing related support in 2 words?

### Accessing support

1. When/how did you know you were in need of support?
2. How easy or difficult did you find it to access support? What made it easy or difficult for you?
3. How did you access information about support?
4. What do you think are barriers specific to young people in accessing support?

### Meeting needs/case management

1. To what extent do you feel like your needs were understood from the start? Did you have to explain your situation just once or more than once?
2. How useful did you find the support you received? Why?
3. Were there any aspects that you felt were designed for younger people? What were they?
4. How long were you in receipt of support? Did you know how long from the outset? Could it have been delivered in a shorter time frame? What would have needed to change? How might that have fitted with your needs?
5. Do you think your support needs as a young person are different from someone older? In what way?
6. What sorts of things mean that the services are not as good as they could be?
7. What housing related support do you need that is not currently being provided? What would help you in your lives now?
8. Is there anything you wanted to raise that we haven't covered?

## **Appendix H – List of formal responses to Ask Warwickshire survey on behalf of organisations**

- Citizens Advice South Warwickshire (with a remit to represent Citizens Advice across the county)
- Coventry Cyrenians
- CWPT NHS Trust - Community Mental Health and Homeless Team
- Doorway
- IAR Ltd
- St Basils
- South Warwickshire University NHS Foundation Trust
- Together for Mental Wellbeing
- Warwickshire County Council Public Health

A formal response was also received jointly from the District and Borough Heads of Housing by email.

## **Appendix I – List of participating organisations in Engagement Workshop**

- Barnardo's
- Citizens Advice South Warwickshire
- Coventry and Warwickshire Partnership NHS Trust
- Doorway
- Helping Hands Charity
- Hope 4
- Keyring
- Ministry of Justice
- Nuneaton and Bedworth Borough Council
- P3
- Refuge
- Rugby Borough Council
- South Warwickshire University NHS Foundation Trust
- St Basils
- Stratford District Council
- Together for Mental Wellbeing
- Turning Point
- Warwick District Council
- Warwickshire County Council

## Appendix J – Location of outreach

The outreach team visited locations across each District to engage local residents and conduct interviews.

They spent time on the streets within each locality as well as visiting a number of services which support homeless and vulnerably housed people and those experiencing poverty and hardship more broadly.

District	Location
<b>Leamington</b>	Helping Hands
	Food bank
	Leamington Spa Wellbeing Hub
	St Basil's Youth Hostel
<b>Stratford</b>	Fred Winter Centre
	Food bank
	Wellbeing Hub
<b>Rugby</b>	P3 Hub
	Hope4
	Benn Partnership Centre
<b>Nuneaton</b>	P3 Hub
	Wellbeing Hub
	CHESS Centre
<b>Atherstone</b>	P3 Young People's Hostel
	Atherstone Veterans Hubs
	North Warwickshire Community Wellbeing Hub