

## Feedback from Consultation Temporary Accommodation Focus Groups

Purpose of consultation:	<p>To gather feedback from residents of TA and those recently re-housed from TA about:</p> <ul style="list-style-type: none"> <li>▪ The customer experience when first approaching the council's Prevention &amp; Options (formerly Homeless Persons) service.</li> <li>▪ The quality of accommodation and management service provided through temporary accommodation.</li> <li>▪ How the service might be improved.</li> </ul>
Methodology:	<ul style="list-style-type: none"> <li>▪ Independent consultants, Solon Community Network, were commissioned to recruit and run two focus groups, with each group meeting twice.</li> <li>▪ A total of 40 users attended the four sessions, approx 20 in the first session, with numbers reducing to 12-15 attendees in the second.</li> <li>▪ Customers were drawn from current residents of TA and recently re-housed from TA, with contact details provided by Strategic and Community Housing Services.</li> </ul>
Findings:	<p>There was a great deal of information provided through the focus groups. However, the principal findings were as follows:</p> <ol style="list-style-type: none"> <li>1. Satisfaction levels with the services to those presenting themselves as homeless were low, with a lack of clear information about housing priority and options available.</li> <li>2. There was little or no follow-up service for those accepted as homeless</li> <li>3. There were low levels of understanding of the Choice Based Letting system</li> <li>4. TA residents were unhappy with their accommodation</li> <li>5. TA residents were unhappy with the management service they received particularly in relation to repairs</li> <li>6. TA residents had unrealistic expectations of their likelihood of receiving permanent council housing</li> </ol>
What does this mean for us?	<p>As participants were not selected as random, these findings can only be considered indicative of the issues across TA.</p> <p>The findings have implications for the Strategic and Community Housing Service both for the service delivered and how it is delivered. In particular, the service needs to consider how it communicates with residents in TA and how it transmits a much more realistic assessment of applicants re-housing chances. This in turn affects applicants' willingness to consider other re-housing options.</p> <p>The survey findings will be reviewed by the communications service improvement group, to develop improvement plans by April 08.</p> <p>Results to be included in Homelessness Review.</p>
How were	

results communicated ?	Summary included on Strategic and Community Housing web pages. May be included in Moving On newsletter.
For further information, please contact:	Rupert Brandon at <a href="mailto:rupert.brandon@haringey.gov.uk">rupert.brandon@haringey.gov.uk</a>
Dates of consultation:	15 <sup>th</sup> and 22 <sup>nd</sup> November 2007
Ward/ neighbourhood affected?	Entire borough