

Rough Sleeping Addendum - Homelessness prevention strategy

SIFA Fireside client feedback September 2020

Clients surveyed 6 males, who have all experienced rough sleeping in Birmingham. This is feedback from questions 4-9, with additional comments added below:

Q4 Do you agree to the overall approach of the strategy?

All 6 clients answered **yes**

Comments

More funding needed for current services

Require more local hubs/drop in centres located around the city

Being on the street will make you go down, you should help before people become homeless.

Feels 'sick and tired' of the 'vicious cycle'.

Important to have the support with recovery and moving on.

Q5 Do you agree with our universal level approach and actions for preventing rough sleeping?

All 6 clients answered **yes**

Comments

Advertise services provided in the city on billboards

Raising public awareness- important for the public to be more helpful and 'less judgmental'

Helpful for the public to know who to contact in order to get help for homeless person

Be good if Sifa had a free number for clients to ring as the cards are given out but clients often do not have credit.

Q6 Do you agree with our targeted actions and approach to preventing rough sleeping?

All 6 clients answered **yes**

Comments

Re-introducing local neighborhood offices

My time in hostels was ok, I did my own thing, but I know some people struggle.

Be good to know who you are speaking to (whether its council/rough sleepers etc)

Possibly wearing more obvious clothing with name on.

Be good to have information available on all services – timetable, paperwork – not just be told verbally

Helpful to have specific person to meet with and learn about a service and what it does, booked appointments with specific people

Q7 Do you agree with our rough sleeping crisis response and actions?

All 6 clients answered **yes**

Comments

During COVID outbreak I spoke to somebody who was sleeping on the streets di not know the Council was accommodating everybody, I am not sure about the answer to the no recourse question. The navigator idea is a beautiful idea.

Be good for Sifa to provide overnight accommodation especially during cold weather

Navigators to be clear who they are and who they work for

Be helpful for services such as soup runs to have some staff for food and some staff specifically for managing behaviour and stopping fights etc. as sometimes does not feel safe

Support for no recourse – greater knowledge of food banks and which ones can access without tickets and where they are located

Q8 Do you agree with the approach to rough sleeping recovery and additional actions?

All 6 clients answered **yes**

Comments

Housing First is a good idea, but personally I had to wait 5 months for my benefits to start. If you do not qualify for benefits or there is a delay, what happens to your rent?

COVID 19 has made things harder and I agree about women, women have different needs.

Q9 Do you agree with the approach and priority actions for helping people to move on from rough sleeping?

All 5 clients answered **yes** 1 not sure

Comments

There should be other council sites around Birmingham. Some people cannot afford tickets or travel. Some people have mental health problems, they might not feel safe in hostels or shared houses.

Wraparound support needed to help you 'get back on your feet'

Not just about housing

Q10 Additional Comments

A van going around Birmingham, distributing leaflets advertising emergency services available within the City

Appreciate the services which SIFA provides over the last seven years

CI feels wellbeing and community centres should be linking in with rough sleepers

Q11 Age Group

25-34 3 Clients **35-59** 3 Clients

Q13 Ethnicity

White British- 4 Clients Asian Pakistani -1 Client White Other- 1 Client