

Summary of Consultation Feedback January 2018

Feedback	Response
<ul style="list-style-type: none"> Concern from professionals about the effectiveness of procedures in relation to vulnerable individuals with mental health needs accessing homelessness services 	<ul style="list-style-type: none"> The strategy and appendices outline what support is offered to all applicants including vulnerable individuals and those with mental health difficulties. The protocol between Housing Needs and CNWL (Mental Health Services) will be reviewed to improve existing procedures in place for individuals with mental health needs.
<ul style="list-style-type: none"> Concern from professionals about support offered to young people facing homelessness, 'hidden homeless', single homelessness people and rough sleepers 	<ul style="list-style-type: none"> The strategy and appendices outline what support is offered to all applicants including vulnerable individuals. The strategy and the appendices set out how the Council will help with family mediation and work with families to resolve issues that lead to young people being unable to remain at home. The Council has discretion in exceptional circumstances to offer assistance outside the policy. As part of the support offered individuals will be offered training in respect of the private rental sector and obtaining accommodation. The Council works in partnership with agencies to address homelessness, such as the Single Homeless Forum and Firm Foundation. A further meeting will be held with some of the organisations who responded to the consultation to discuss the services that they offer and their referral pathway.

<ul style="list-style-type: none">• Challenges of working with some Private Sector Landlords- including evicting tenants in order to charge higher rents, whether they will accept the voucher	<ul style="list-style-type: none">• The Council regularly holds a regular landlord forum in respect of landlords working with Help2Let.• Housing Services work closely with the Private Sector Residential Licensing and Enforcement teams, including quarterly liaison meetings.• The strategy and the appendices set out how the Council will help with negotiations with landlords to resolve issues that lead to households being unable to remain in their home.
<ul style="list-style-type: none">○ Digital exclusion of some vulnerable people at a time of digitalisation- access to an email address, a computer or the internet, credit on a smartphone.	<ul style="list-style-type: none">• Support is offered to residents by Access Harrow in the main reception where there is access to computers and the internet.• Learn Harrow offer a range of adult learning opportunities relating to using computers and accessing the internet.• Access is available to computers and to the internet in the community, including at libraries and in shopping centres.

<ul style="list-style-type: none">• Tenancy sustainment issues for some vulnerable people and/or those with complex needs	<ul style="list-style-type: none">• The Council commissions housing related support for people with different needs, including mental health, substance misuse, offending and older people (including Elderly Mentally Infirm).• Additional support is available from other agencies and from the voluntary and community sector, as is set out in the Homelessness Strategy.
<ul style="list-style-type: none">• Clarification requested concerning the publication of Financial Viability Assessments submitted to Planning by housing developers	<ul style="list-style-type: none">• Financial Viability Assessments submitted by housing developers are published in line with our Planning Application Requirements. These are published un-redacted unless the applicant demonstrates to the Council's satisfaction that a redacted version should be published for commercially sensitive reasons.