

Temporary Accommodation

Consultation Report

Report Date: 9 February 2018

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Introduction

The London Borough of Hackney directly operates a large number of hostels in the borough – which are used to provide temporary accommodation. Whilst they work hard to ensure the hostels are well managed, safe and secure, it is recognised that facilities are basic, with residents sometimes having to share facilities.

Due to a chronic shortage of affordable housing in London, households are now increasingly facing an extended stay in our hostels. The Council are therefore examining how they can improve resident's experience of living in their hostels, enhance facilities where possible, and create more of a sense of community.

Aim of the consultation

As part of this process, the Council are seeking residents' views about living in their hostels to discover what they are doing well, understand residents' main concerns, and to identify areas where things can be improved and changes made.

The results of the survey will be communicated to elected members, and shared with senior management and residents, and will help contribute to improvement of the service, and determine the priorities going forward.

Consultation approach

A paper survey was the most used method of carrying out the consultation in the hostels, with an online version available on Citizen Space.

Response rate

A total of 174 responses were received for this consultation. 171 were completed on the paper survey and 3 completed online. The paper surveys were then entered onto Citizen Space when the consultation closed.

Analysis

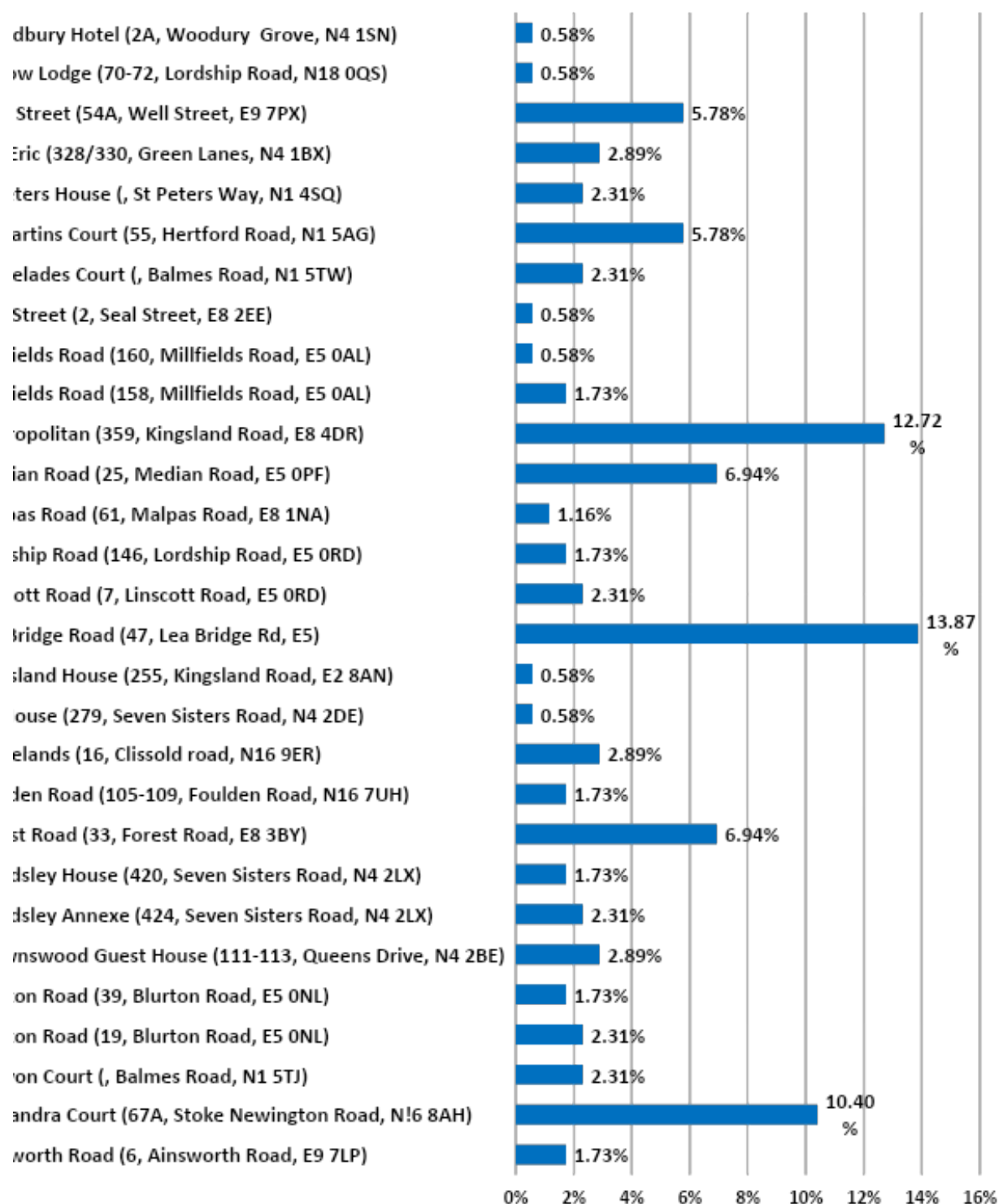
This report has been interpreted and analysed by the Research Analyst in the Consultation Team. The questionnaire consisted of 16 questions, plus an additional question about attending a focus group which has not been included in this analysis.

Executive Summary

- The highest percentage of respondents are currently staying at the Lea Bridge Road Hostel (24)
- The highest percentage of respondents stated that they had lived at their current hostel for over a year (75)
- The highest percentage of respondents stated that they had spent 12-24 months (50) in temporary accommodation
- The majority of respondents agreed with the statements regarding their arrival at the hostel. The highest percentage related to being fully informed about the hostel rules (141)
- The majority of respondents agreed with the statements regarding the condition of their hostel. The highest percentage related to being happy with the cleanliness of the communal areas (108)
- The highest percentage of respondents were happy that the level of security is appropriate for their hostel (115)
- The majority of respondents stated that they have needed to report a repair (122)
- The highest percentage of respondents stated that they reported their repair in person to the hostel manager (59)
- The majority of respondents gave a positive response to the outcome of their repair (65)
- The majority of respondents all disagreed with the statements regarding the facilities in their hostel, i.e. laundry, safe area for children to play and a room for residents to get together.
- The majority of respondents agreed that the location was well situated for them to get to shops, leisure facilities and public transport (149)
- There was a fairly even mix of responses with a slightly higher percentage stating that they do know about One Support (90)
- A slightly higher percentage of respondents stated that they have used One Support (63)
- The majority of respondents stated that they did not receive all the support/guidance they needed from One Support (63)
- Of the suggested classes, the most popular choice was regarding “finding a job and improving employment skills”
- There was an even mix of responses with 71 stating they are likely to attend and 68 stating they are likely not to attend.

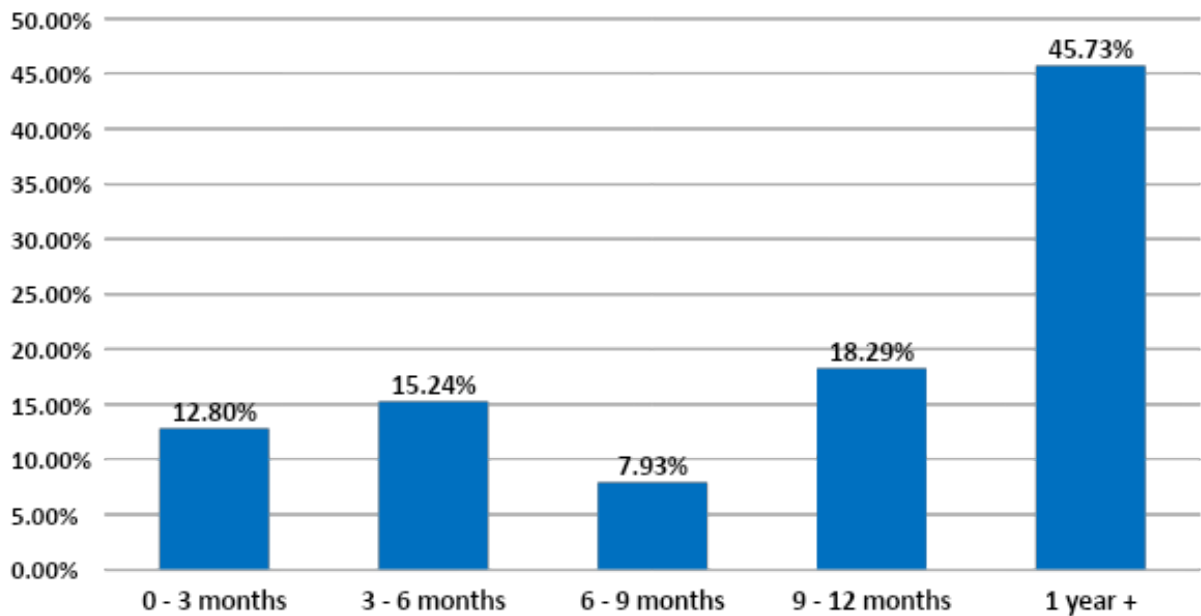
Overview of Results

Which hostel are you currently staying at? (Base – 173)



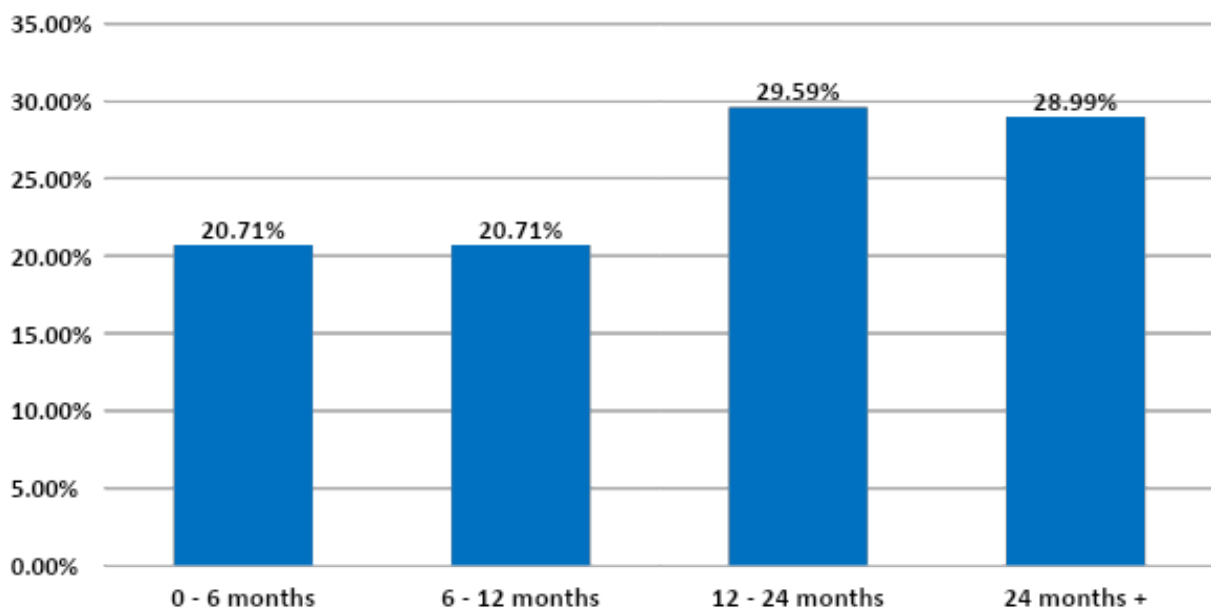
The highest percentage of respondents are currently staying at the Lea Bridge Road Hostel (24). This is followed by Metropolitan (22), Alexandra Court (18), Forest Road and Median Road (12 each), and Well Street and St Martins Court (10 each). All others accounted for a much smaller percentage.

How long have you lived at your current hostel? (Base – 174)



The highest percentage of respondents stated that they had lived at their current hostel for over a year (75). This was followed by 9-12 months (30), 3-6 months (25), 0-3 months (21) and 6-9 months (13).

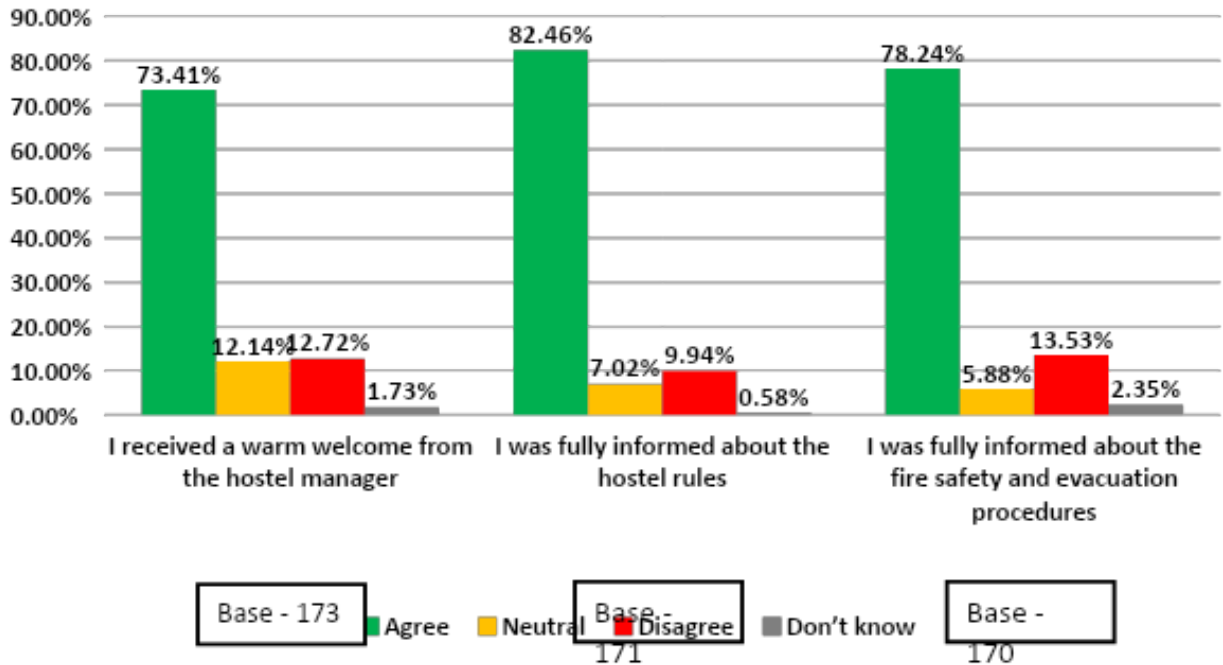
How long have you spent in Temporary Accommodation in total? (Base – 174)



The highest percentage of respondents stated that they had spent 12-24 months (50) in temporary accommodation, very closely followed by 24 months or more (49). The same number of respondents stated 0-6 and 6-12 months (35 each).

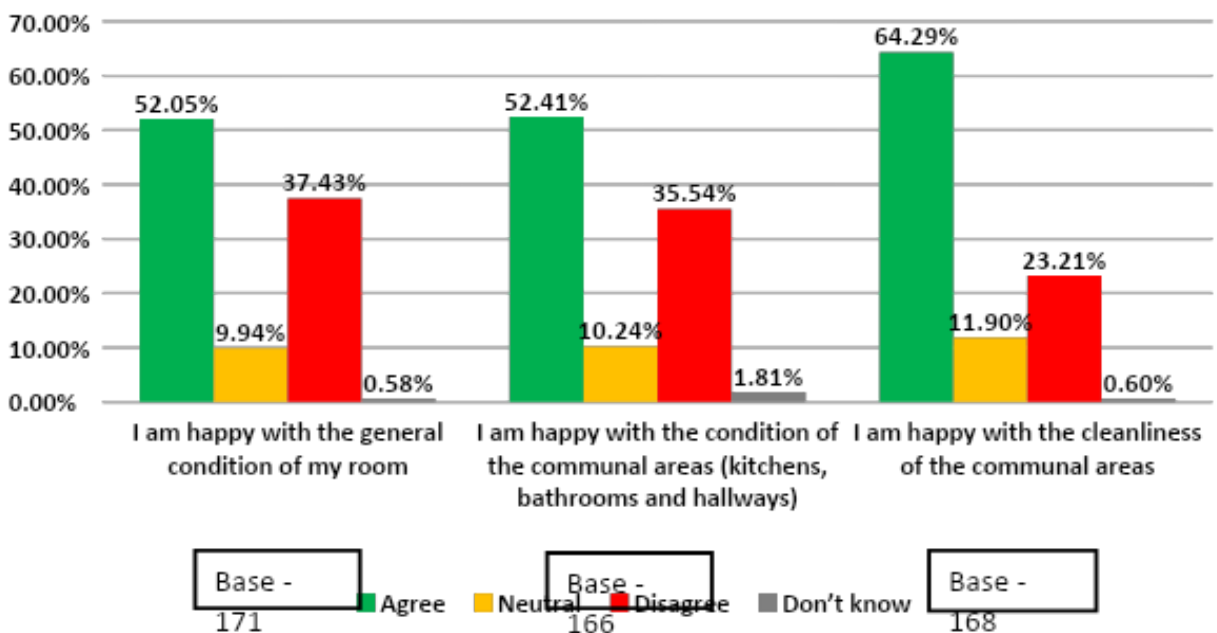
To what extent do you agree or disagree with the statements below:

Arrival at hostel



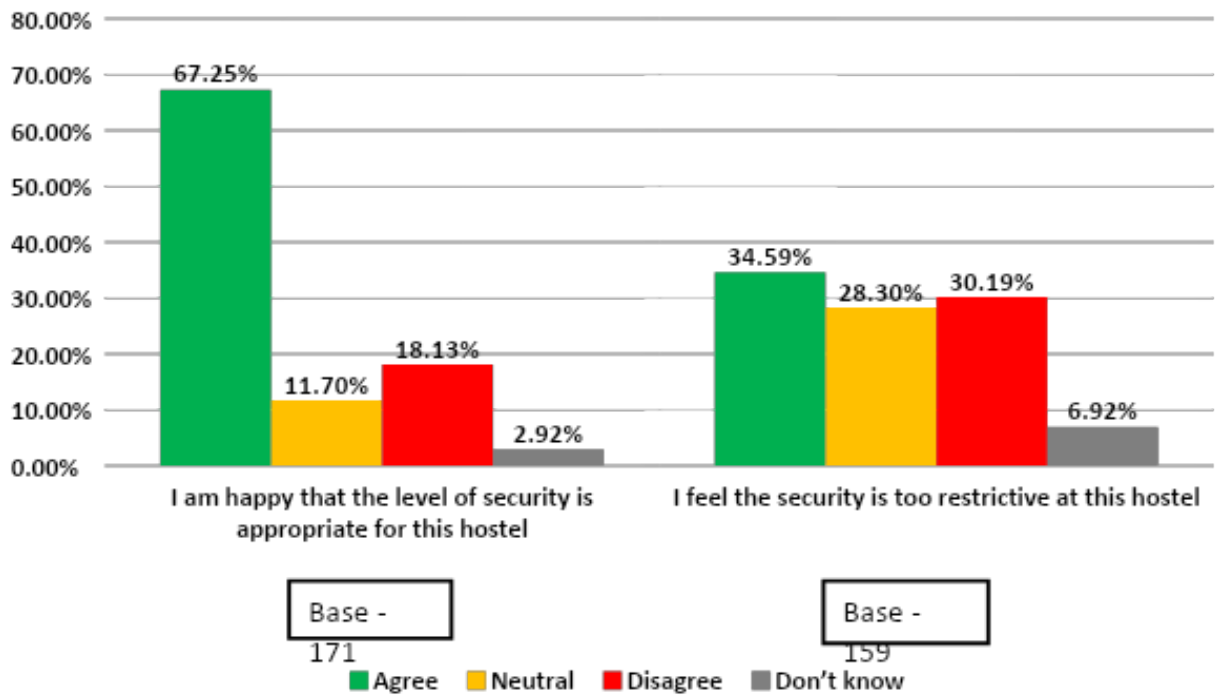
The majority of respondents agreed with the statements regarding their arrival at the hostel. The highest percentage related to being fully informed about the hostel rules (141).

Condition of hostel



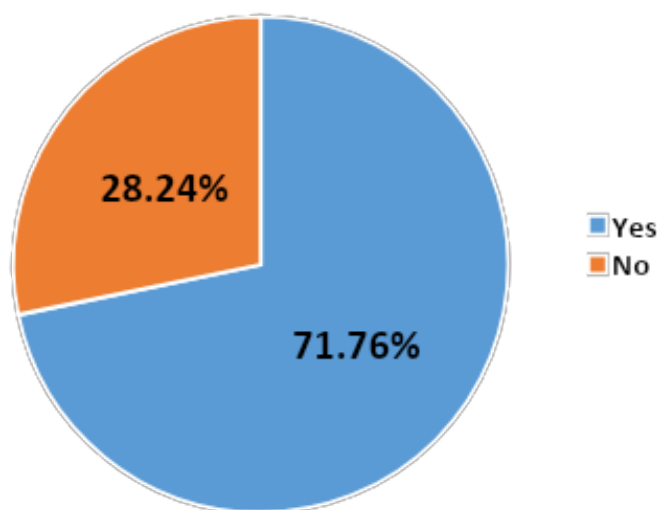
The majority of respondents agreed with the statements regarding the condition of their hostel. The highest percentage related to being happy with the cleanliness of the communal areas (108).

Security



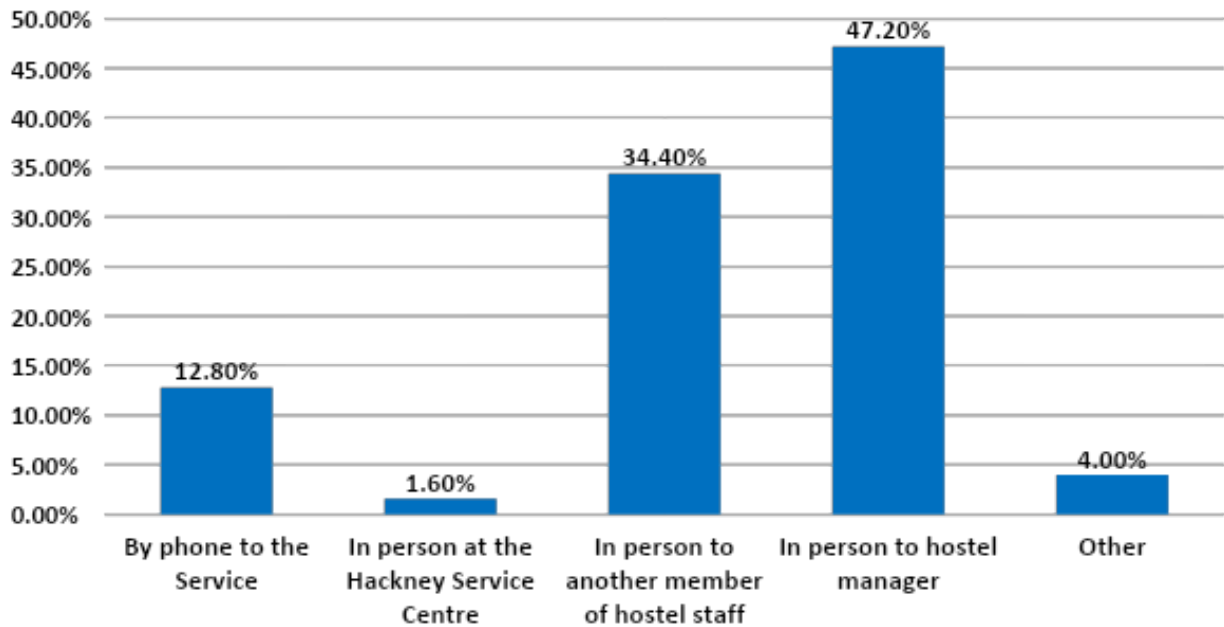
The highest percentage of respondents were happy that the level of security is appropriate for their hostel (115). There was a more even mix of responses to the security being too restrictive.

Have you ever needed to report a repair? (Base – 170)



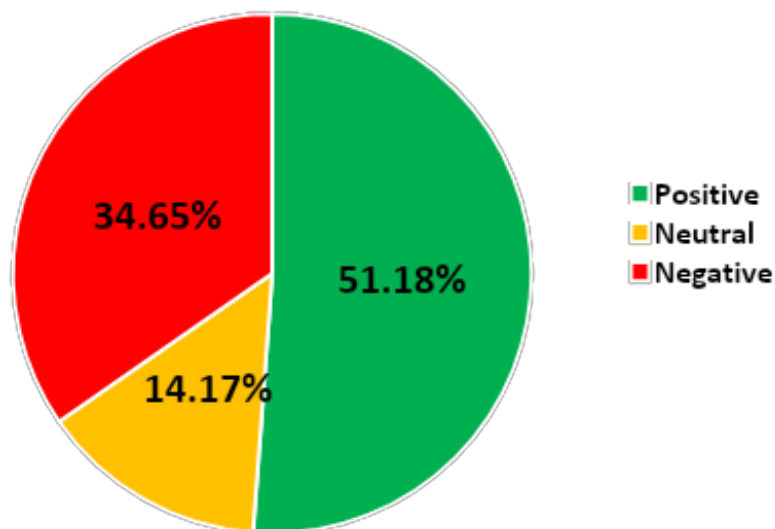
The majority of respondents stated that they have needed to report a repair (122).

How did you report the repair? (Base – 125)



The highest percentage of respondents stated that they reported their repair in person to the hostel manager (59). This was followed by in person to another member of hostel staff (43), then by phone to the service (16). Those who selected other (5) specified they spoke to the security, reception area and by calling out of hours emergency line where they spoke to the old hostel manager who helped them. Only 2 respondents went in person to the HSC to report the repair.

How satisfied or dissatisfied were you with the outcome of your repair? (Base – 127)



The majority of respondents gave a positive response to the outcome of their repair (65). It should be noted that a fairly high percentage gave a negative response (44) and this is an area which should be looked into further.

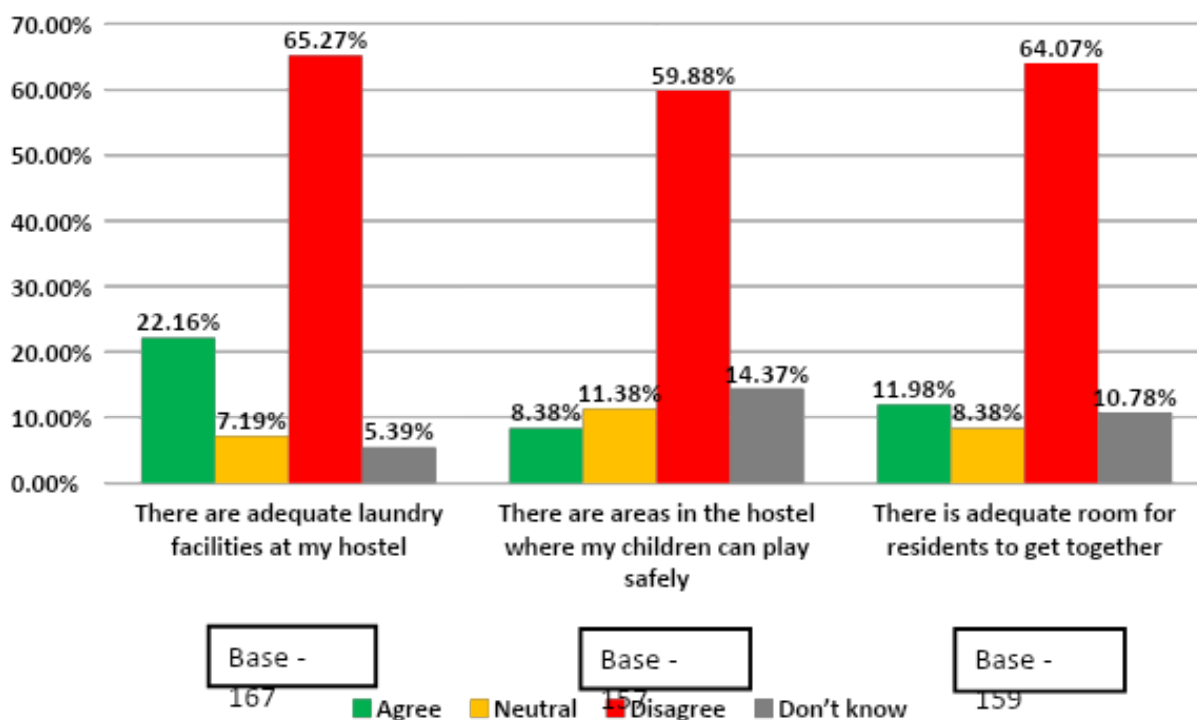
A total of 48 comments were given from those who expressed a negative response to the outcome, with the following key themes:

- Repairs reported and not dealt with (23)
- Taking too long (13)
- Not satisfied with the outcome (8)
- Repair not done properly (4)
- Leaks (2)

All comments are available upon request.

To what extent do you agree or disagree with the statements below:

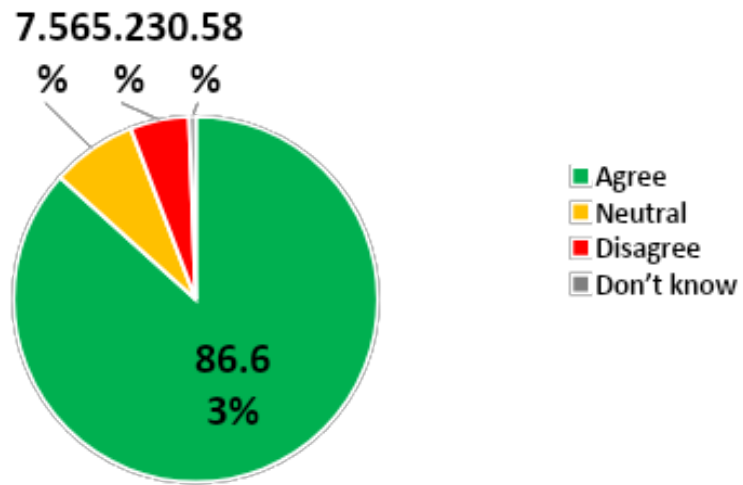
Facilities in hostel



The majority of respondents all disagreed with the statements regarding the facilities in their hostel. The highest percentage related to adequate laundry facilities (109) with 105 of those stating they strongly disagree.

Location – (Base 172)

It is easy for me to get to shops, leisure facilities and public transport



The majority of respondents agreed that the location was well situated for them to get to shops, leisure facilities and public transport (149).

One Support

One Support are the organisation that provide floating support in Hackney

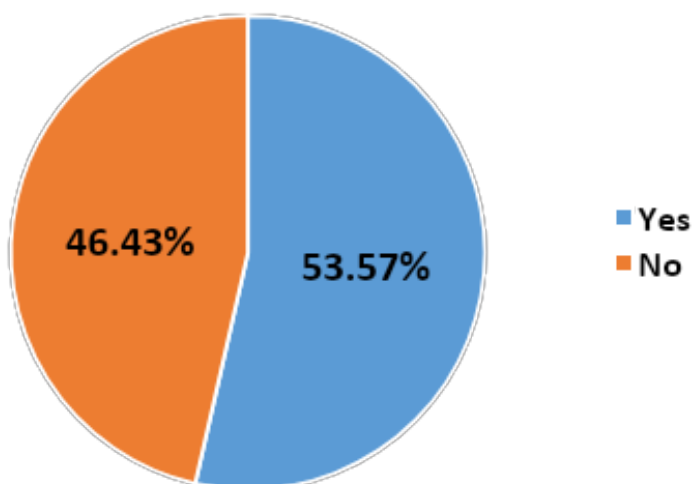
Specifically the Council commissions them to work with families in temporary accommodation, to help them maintain the temporary accommodation, resettle into more permanent accommodation, live independently and avoid repeat homelessness.

Anyone who is over 16, and housed by Hackney Council in temporary accommodation can be referred, or they can self-refer via phone.

They will then usually be assessed to what level of support they need, and a plan will be drawn up. The support could include advice and help with anything from:

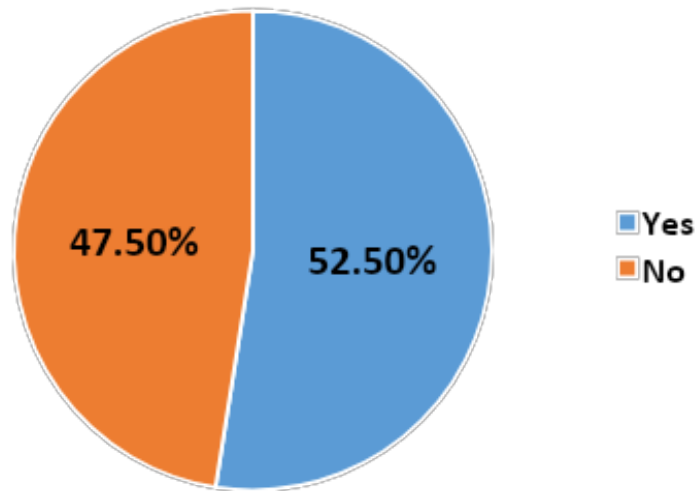
- applying for benefits
- housing advice and help finding a permanent home
- dealing with debt or rent arrears
- arranging repairs or adaptations
- practical living skills
- dealing with anti-social behaviour
- accessing care and counselling services
- developing skills, and training to find work
- help contacting GPs, social services, the probation services and other agencies

Do you know about One Support? (Base – 168)



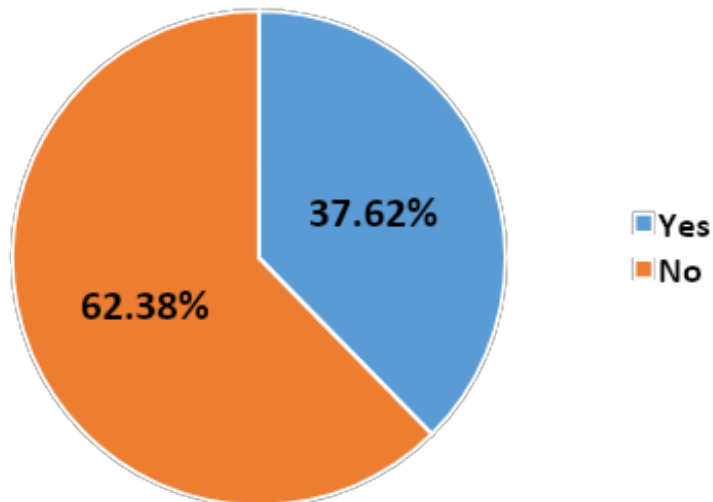
There was a fairly even mix of responses with a slightly higher percentage stating that they do know about One Support (90).

Have you used One Support? (Base – 120)



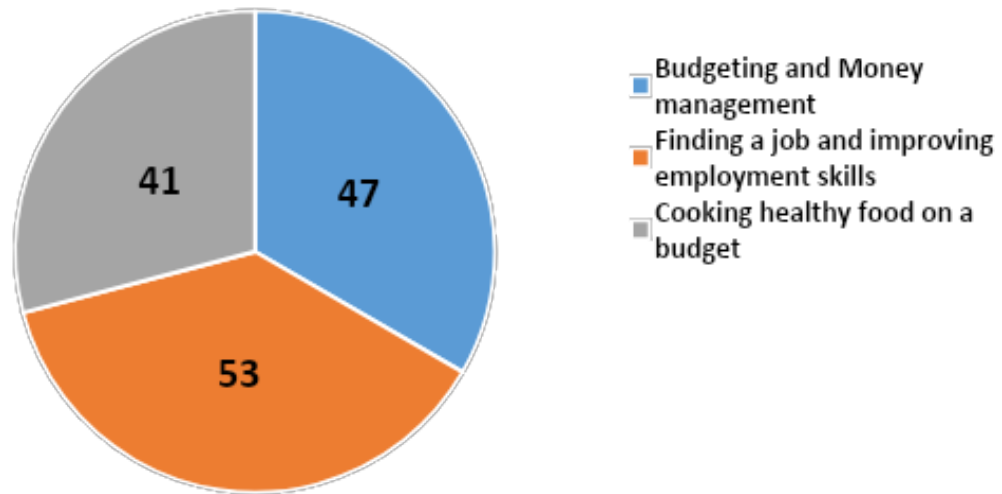
A slightly higher percentage of respondents stated that they have used One Support (63). From the 90 respondents who stated in the question above that they know about One Support, 70% of those have used it.

Do you agree that you received all the support/guidance you needed from One Support? (Base – 101)



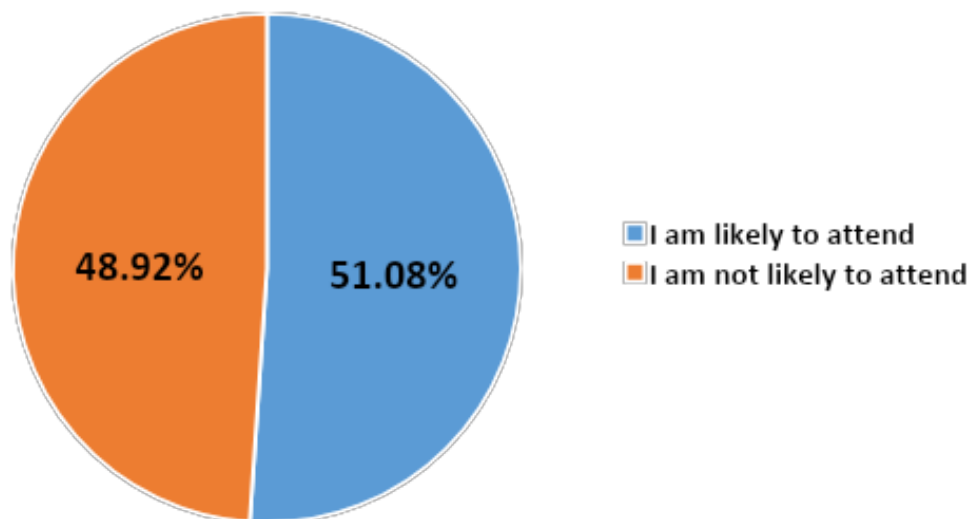
The majority of respondents stated that they did not receive all the support/guidance they needed from One Support (63). This accounted for almost two thirds of responses.

Which of the following would you be interested in attending? (Base – 141)



Of the suggested classes, the most popular choice was regarding “finding a job and improving employment skills”. This was followed by “budgeting and money management” and “cooking healthy food on a budget”.

If there were sessions available, how likely would you be to attend? (Base – 139)



There was an even mix of responses with 71 stating they are likely to attend and 68 stating they are likely not to attend.

Conclusion

There was a good response to the consultation with respondents from 29 different hostels in the borough taking part.

Most respondents have lived in their current hostels for over a year, with an even mix who have spent time in temporary accommodation for 12-24 months and 24 or more.

Respondents were generally very satisfied with how they were welcomed to the hostel when they arrived and the overall condition of the hostel. Security was an issue for some residents although most felt the level of security was appropriate. Just over a third of respondents felt it was too restrictive.

The majority of respondents had reported a repair during their stay in a hostel, with only just over 50% who were satisfied with the outcome of the repair. Those who were dissatisfied flagged up some key themes with the most popular being that repairs were reported but were not dealt with.

There was a majority view from respondents that adequate facilities in their hostel are an issue, with laundry facilities being the most raised issue.

The majority of respondents agree that their hostel is well located for local amenities, with only a very small percentage disagreeing.

One Support is not very well known among respondents. Just over 50% stated that they did know about this service, so more needs to be done to make people aware. Also there was a negative view that they received all the support and guidance they needed from One Support, with just over a third stating they did.

Of the suggested classes, just over 50% of respondents are actually willing to attend the sessions if they were available.

The data has shown that there are some issues which have been flagged up by respondents, and these should be looked into further to make the appropriate changes. A further qualitative research is needed to understand more in-depth the views of those staying in hostels. A total of 56 respondents gave their details to attend a focus group.

It is suggested that a further quantitative consultation is undertaken later in the year as people move in, out and around temporary accommodation so the change in views are valuable to getting the most of this consultation, as well as to understand the comparable differences in responses from this consultation against the follow up.