

Homelessness Survey August 2017

Connect 2 Recover

West Midlands Service User Forum



Background...

- we wanted to make sure that the challenges that people have recently or are currently experiencing in hostels, would be captured and presented at today's forum**

Background...

- so we decided to coordinate a survey across the West Midlands in order to capture present-day views and opinions from those who are in a hostels**

Who took part?

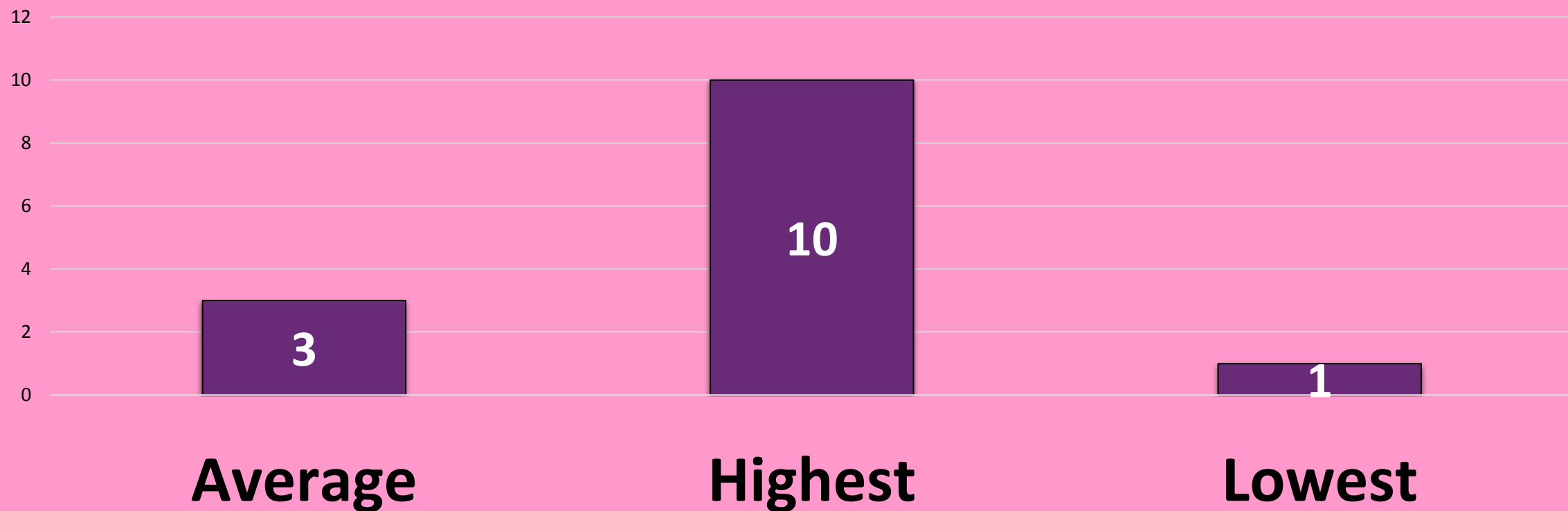
- members of the forum planning meeting committed to getting the surveys completed across the West Mids**
- surveys included in the results were filled out by individuals based in Walsall, Coventry and Birmingham**

The survey:

- the survey itself was created with the help of members of the homeless community**

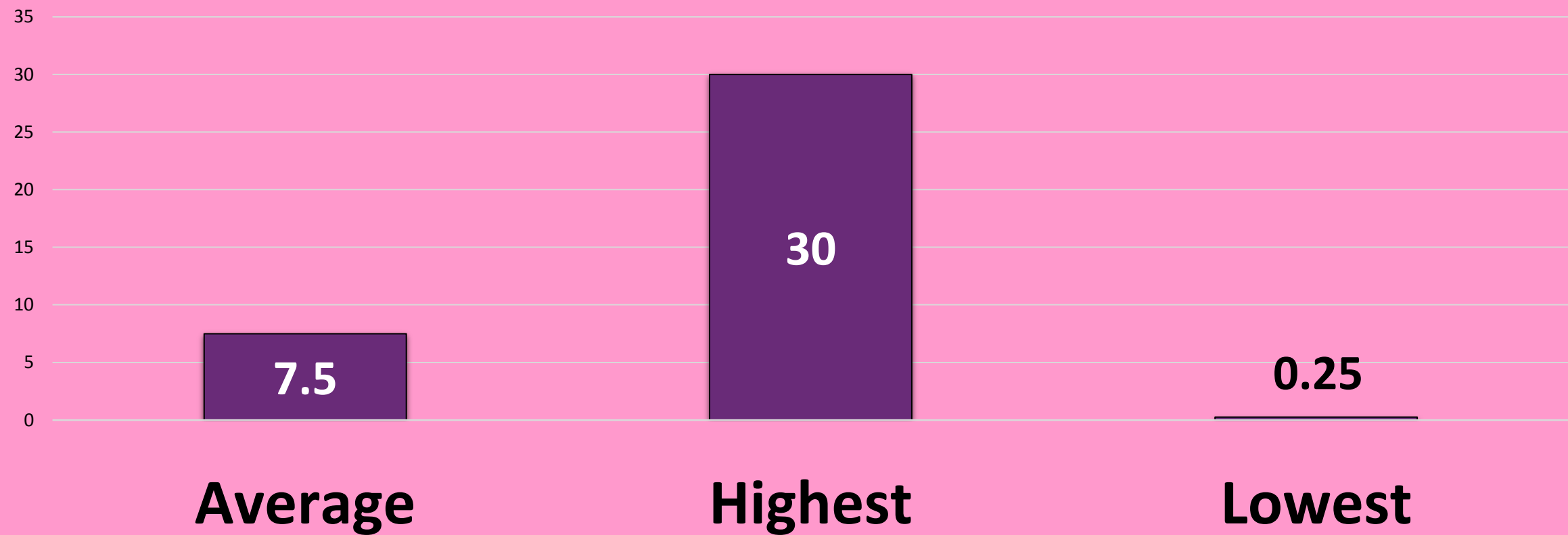
Hostel Residents:

How many hostels have you lived in, in your lifetime?



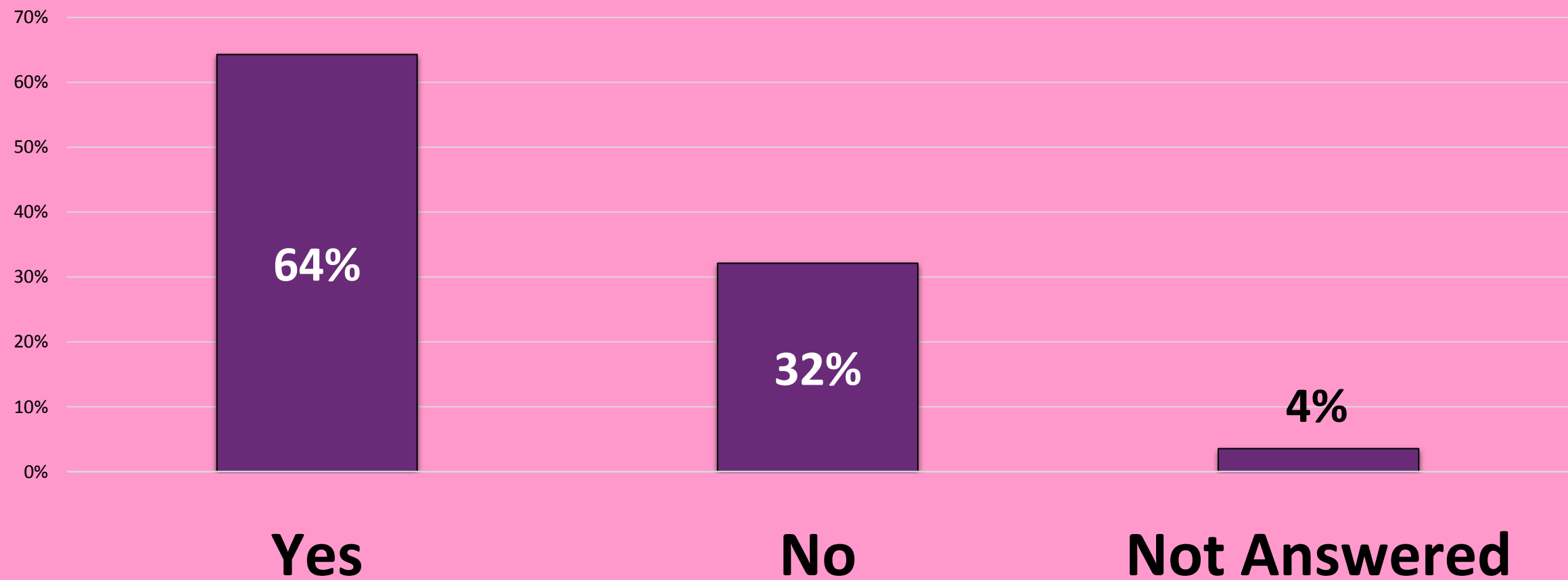
Hostel Residents:

How long have you lived in the hostel you're in now? (months)



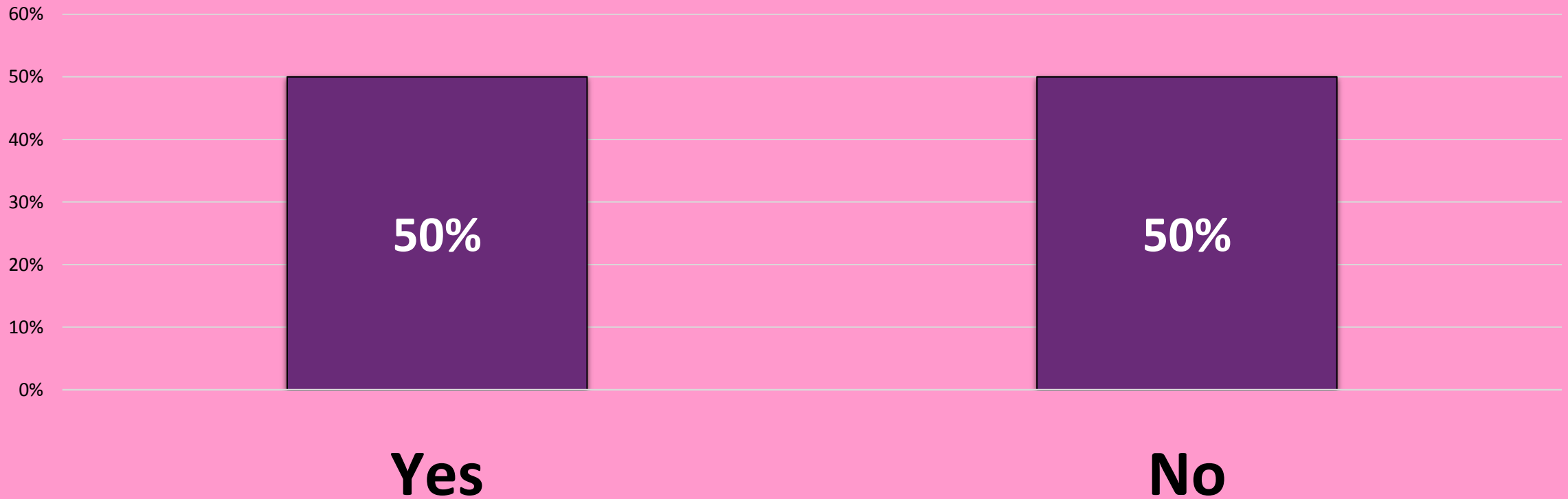
Hostel Residents:

Do you feel safe there?



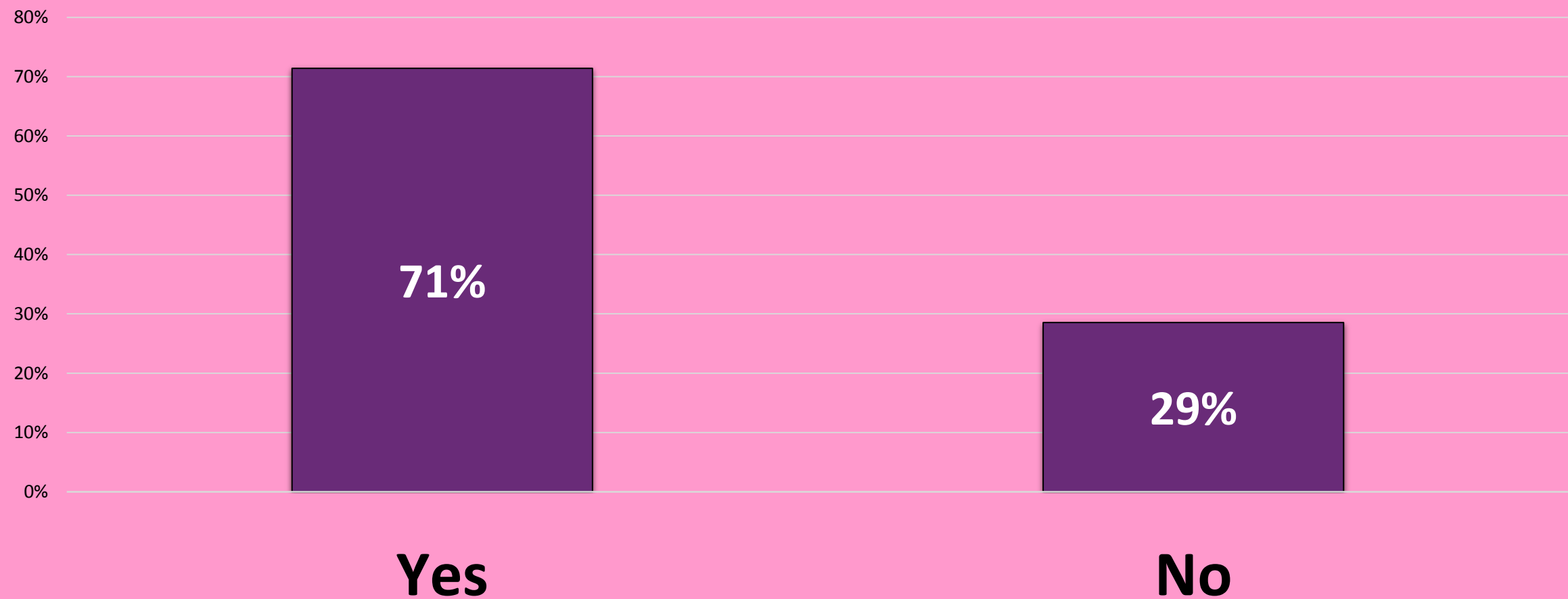
Hostel Residents:

Do you feel like your possessions are safe there?



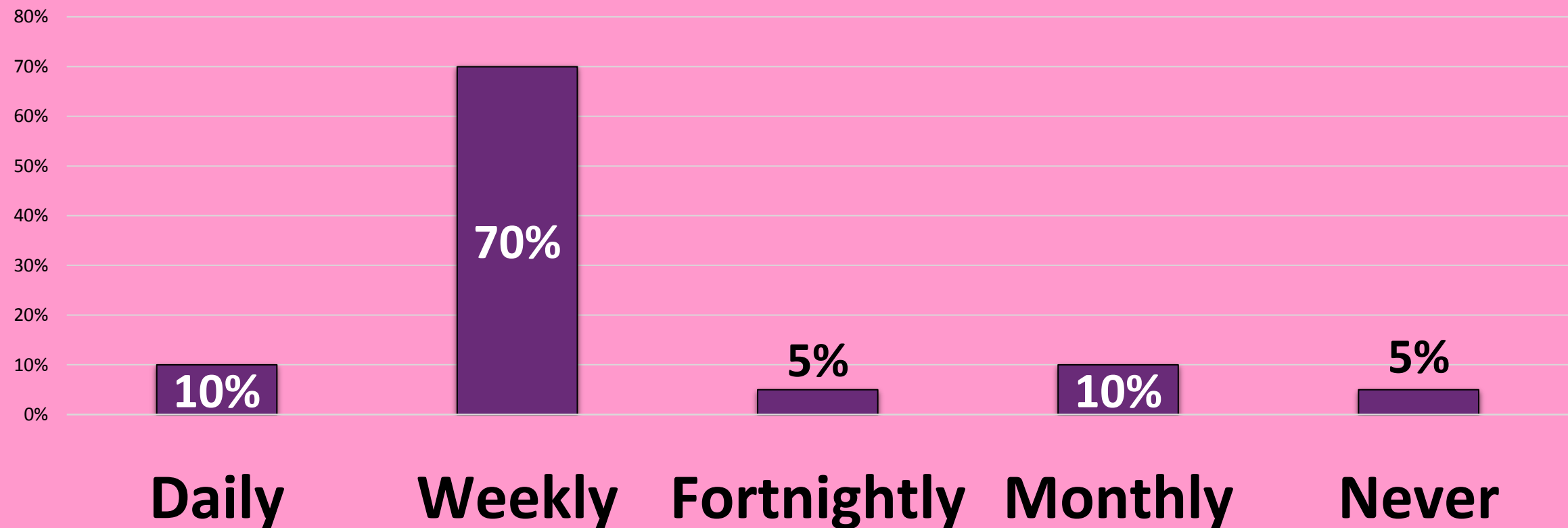
Hostel Residents:

Do you have a keyworker?



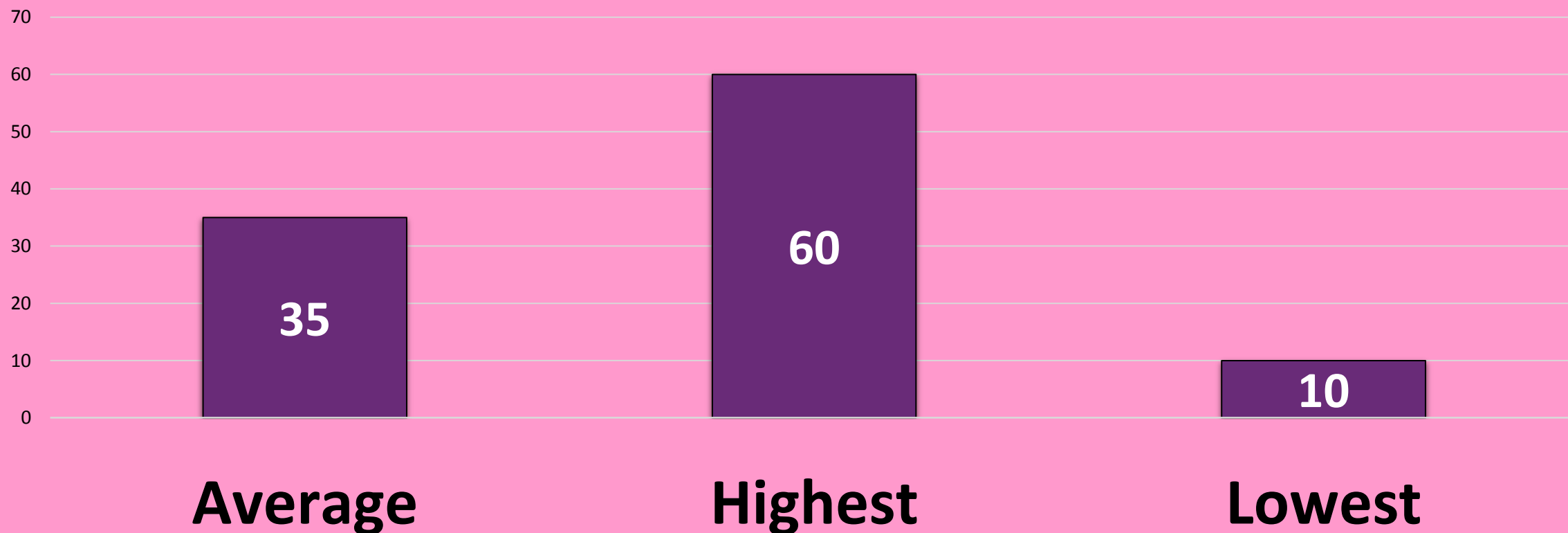
Hostel Residents:

How often do you have an appointment with your keyworker?



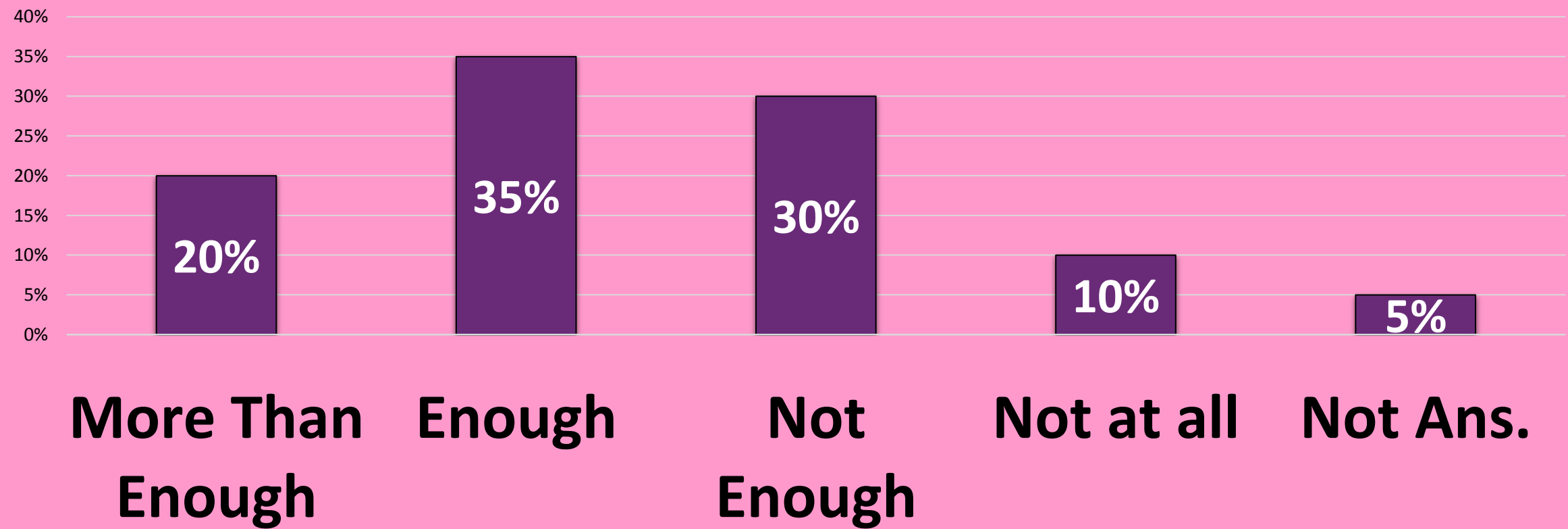
Hostel Residents:

How long do your appointments with your
keyworker last for? (minutes)



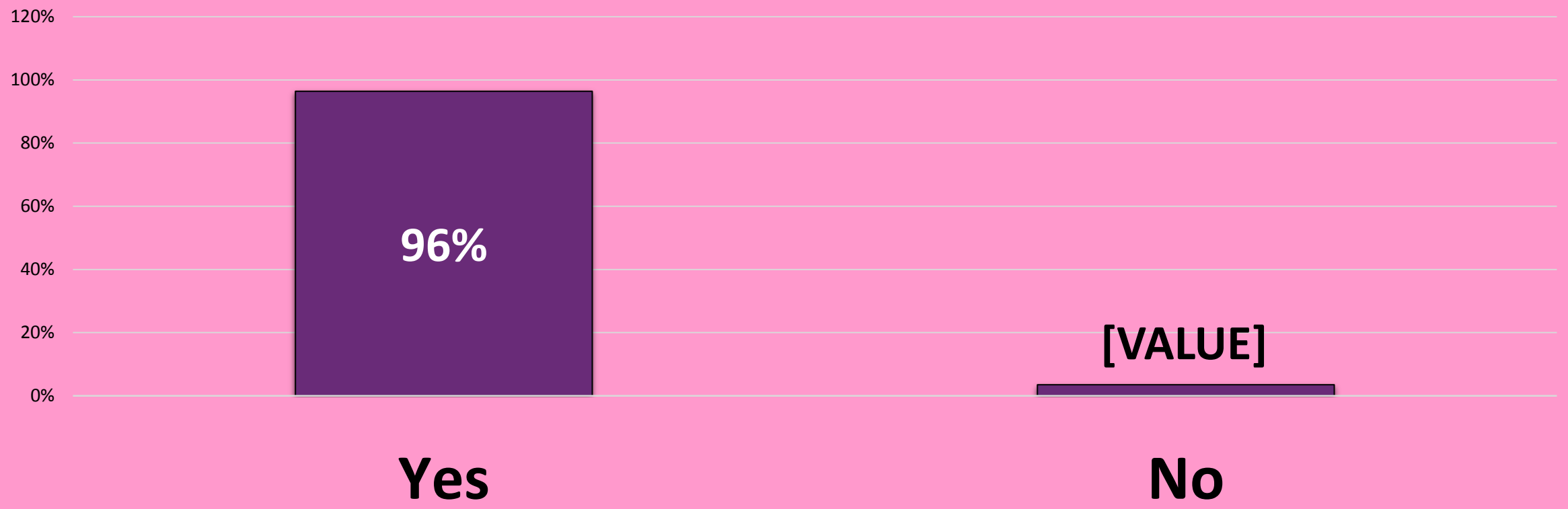
Hostel Residents:

How much support do you feel like you get from your keyworker?



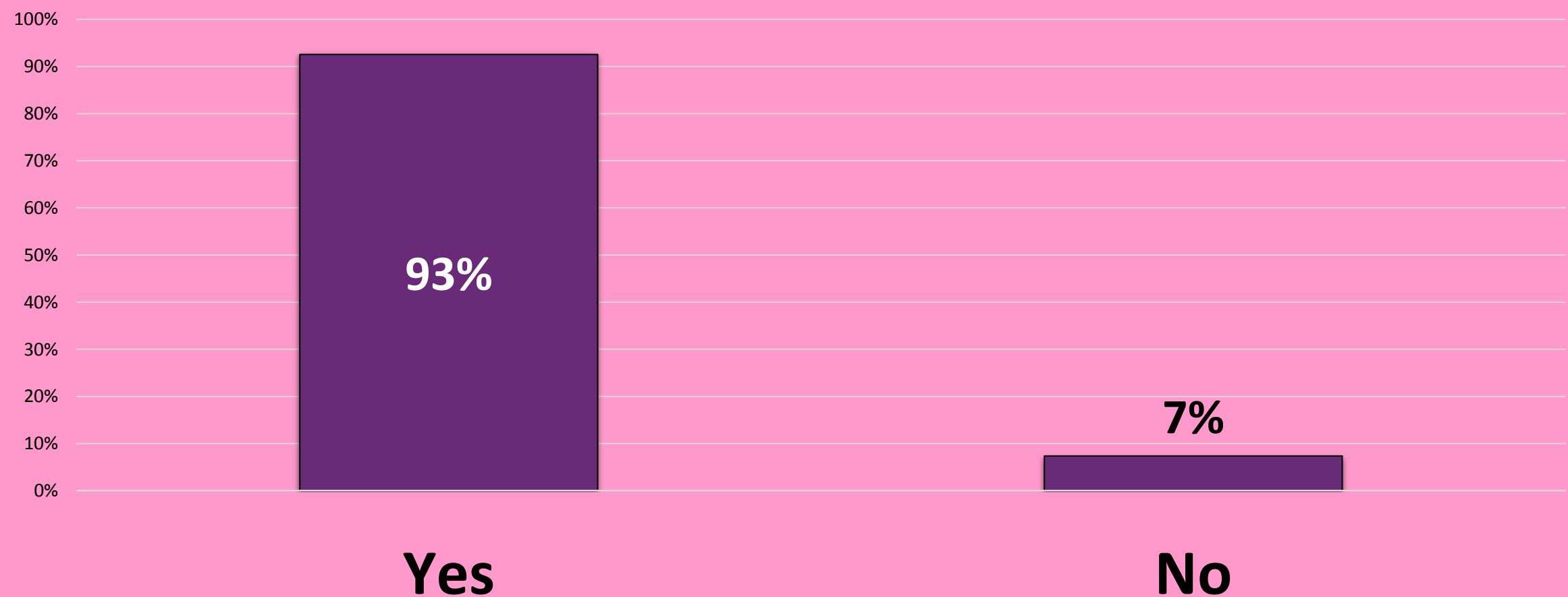
Hostel Residents:

Have you ever had a negative experience whilst living in a hostel?



Negative Hostel Experiences:

Use Of Drugs/Alcohol By Other Residents



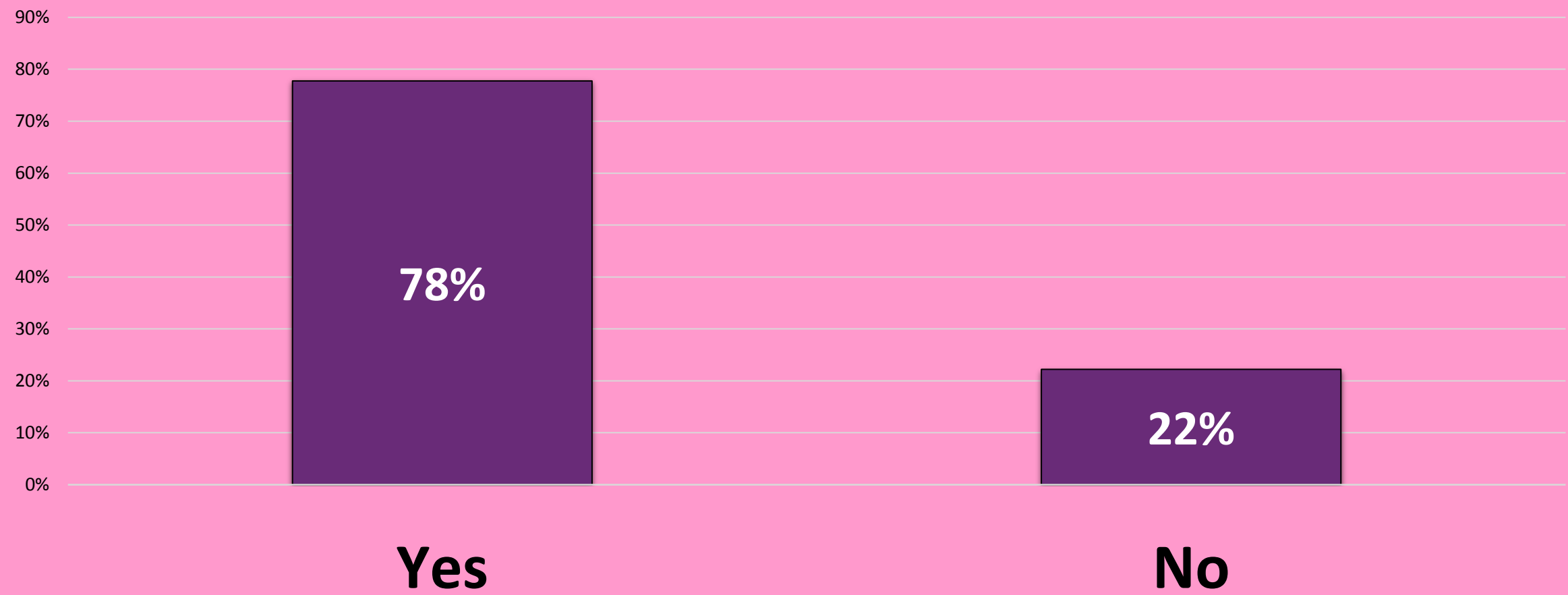
Negative Hostel Experiences:

Targeted By Drug Dealers Either In Or Outside
The Hostel?



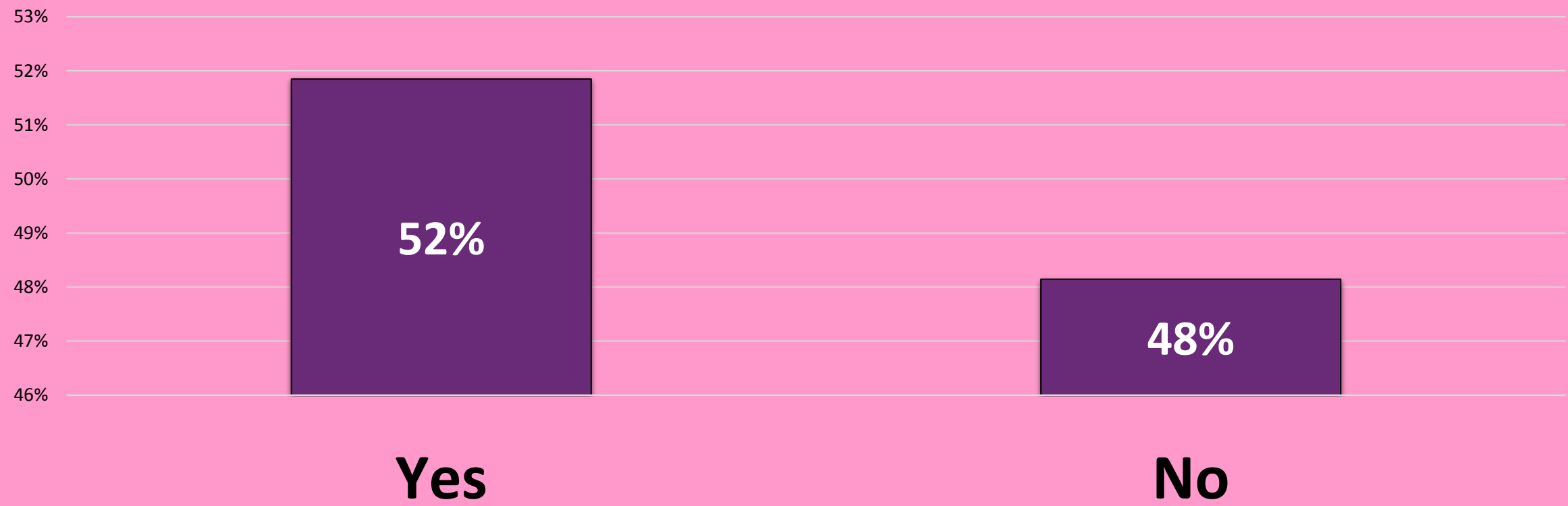
Negative Hostel Experiences:

Disrupted Sleep Caused By Other Residents



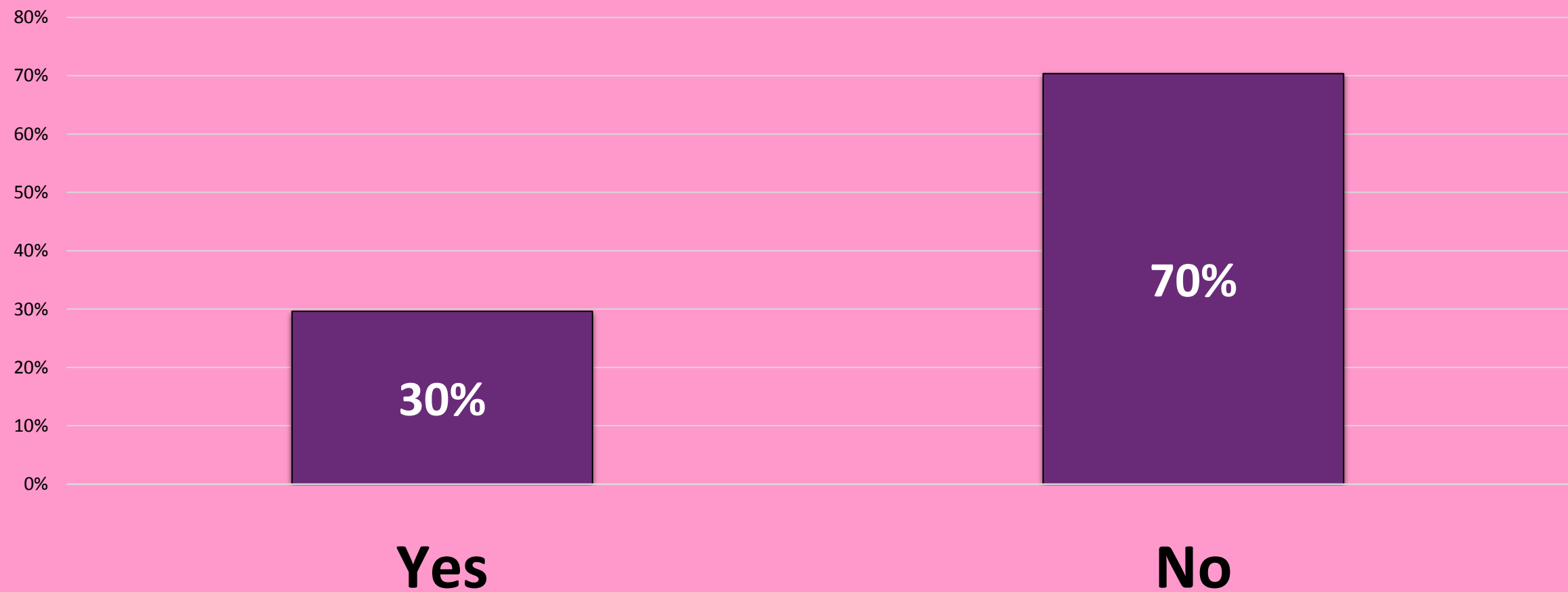
Negative Hostel Experiences:

Have Been Bullied Or Harrassed By Other Residents



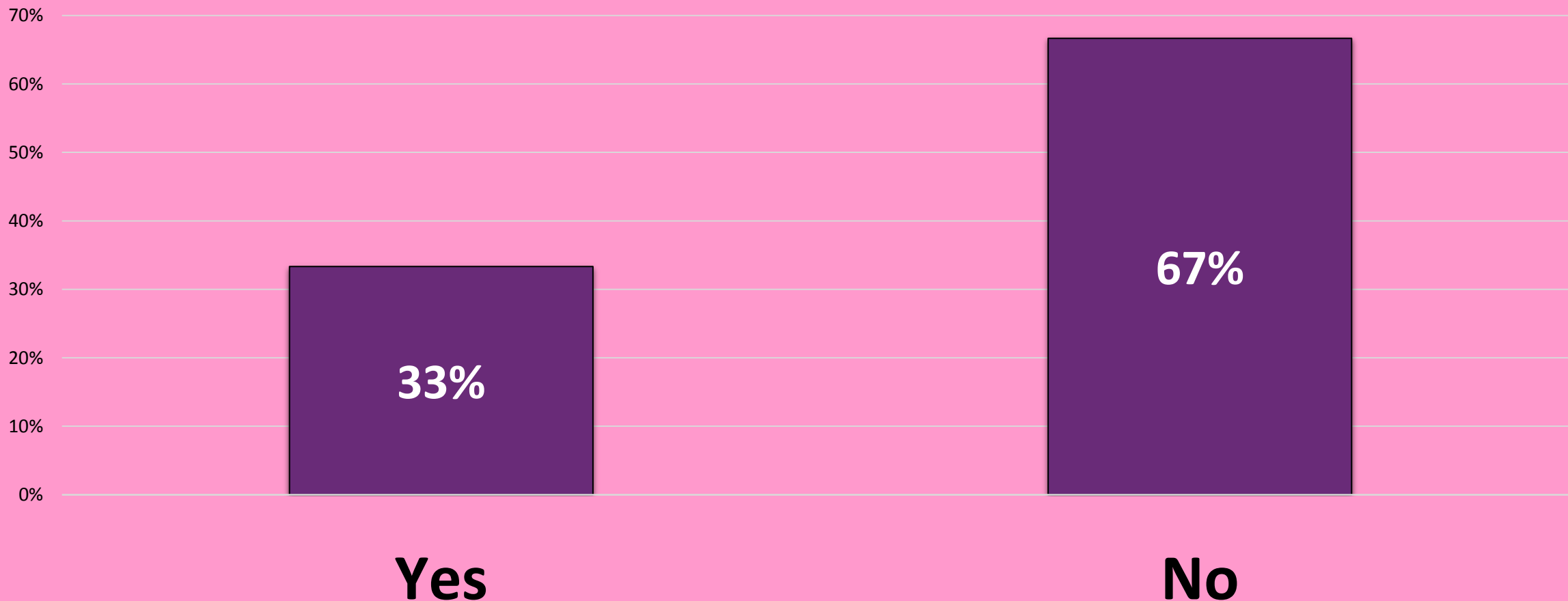
Negative Hostel Experiences:

Treated Poorly/Disrespectfully By Staff



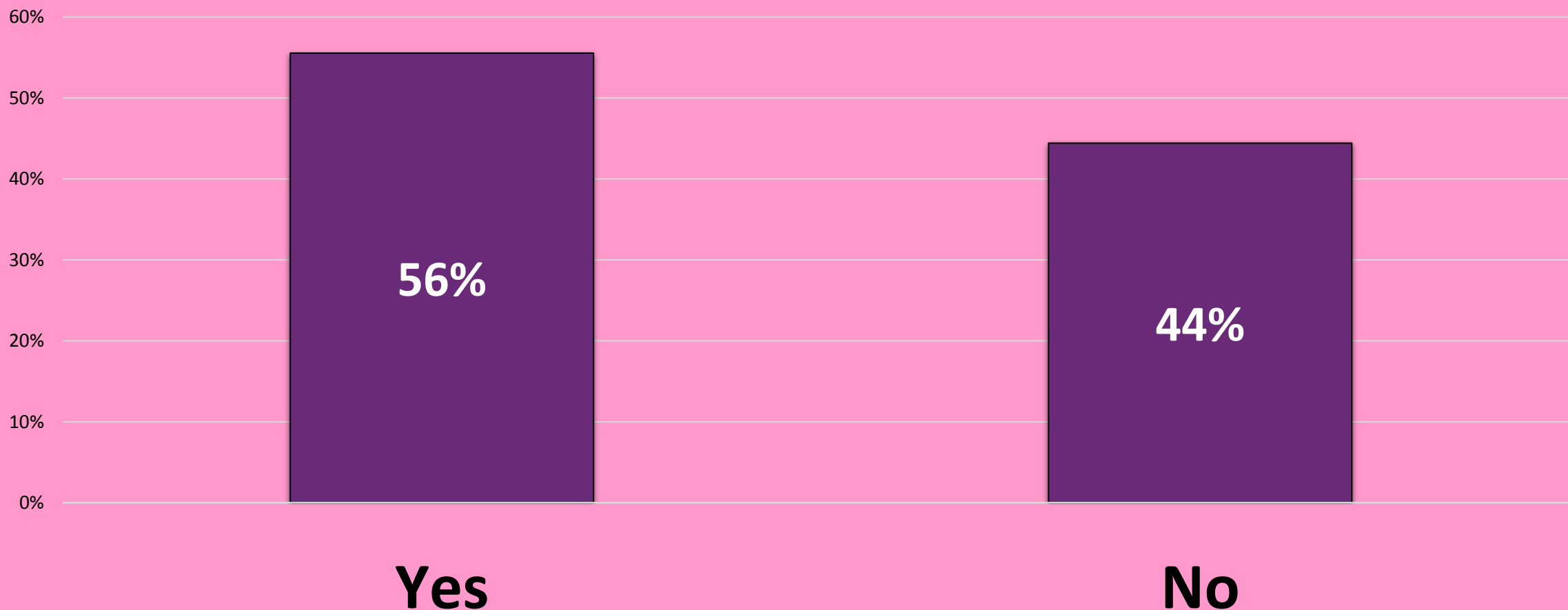
Negative Hostel Experiences:

Assaulted By A Fellow Resident



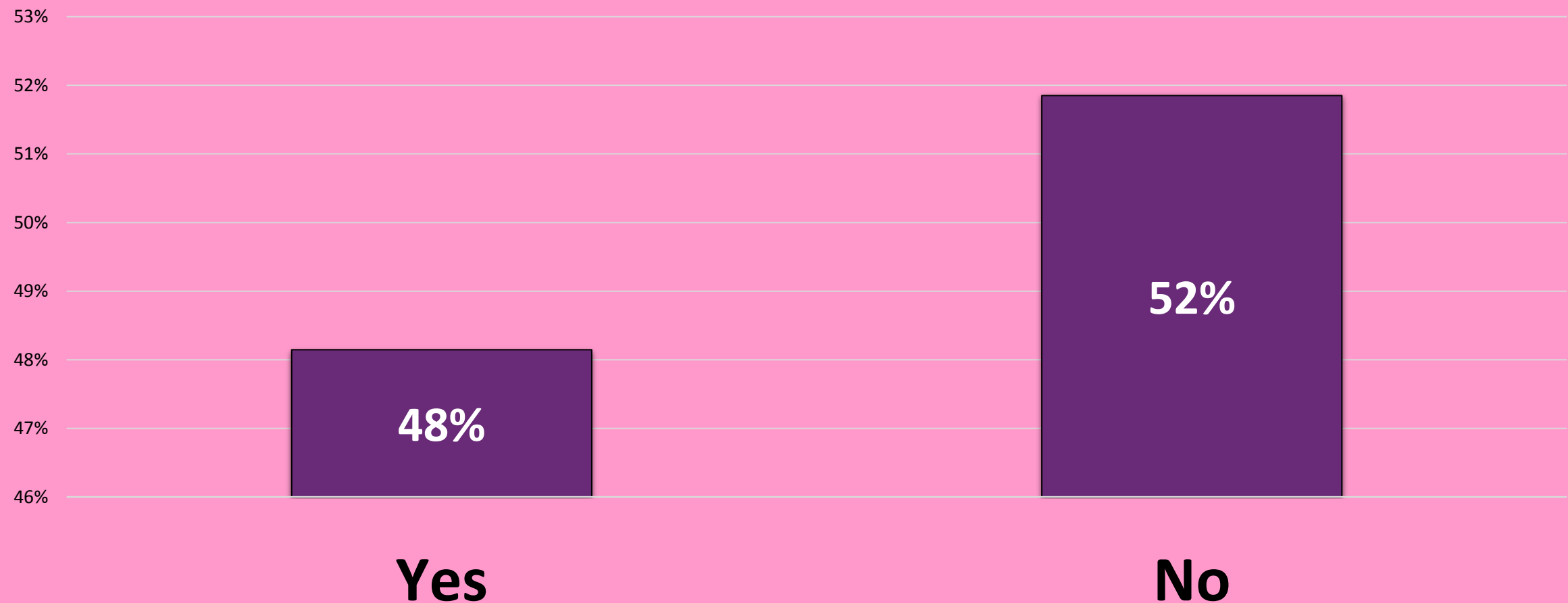
Negative Hostel Experiences:

Had Personal Items/Money Stolen



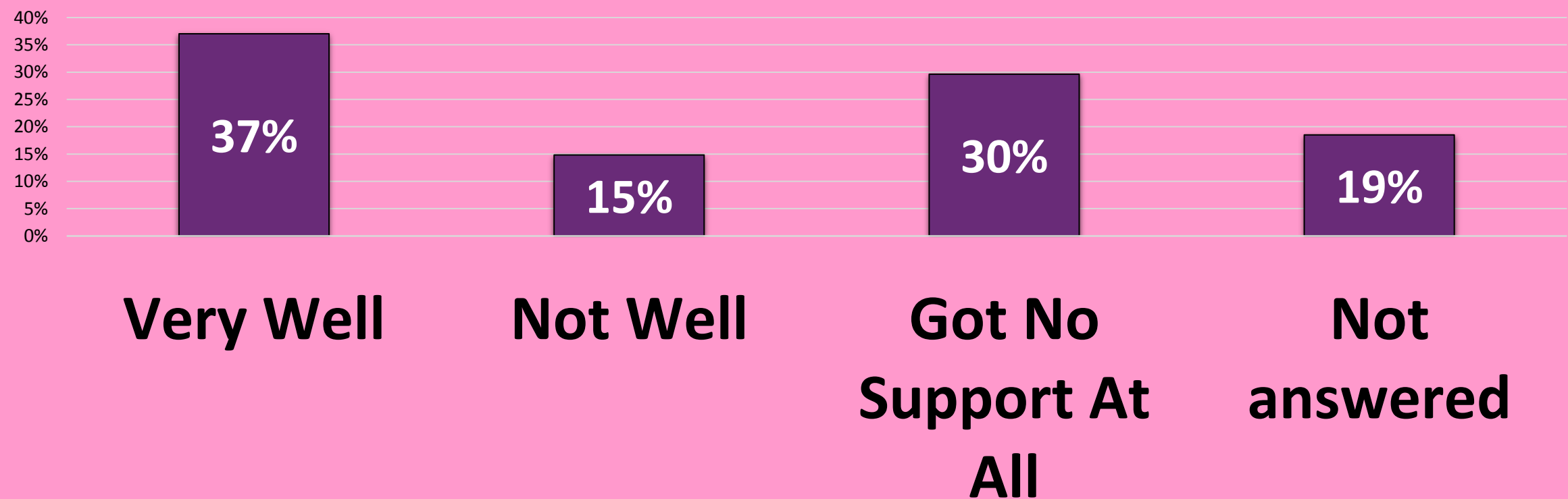
Negative Hostel Experiences:

Had Food Stolen



Hostel Staff Response:

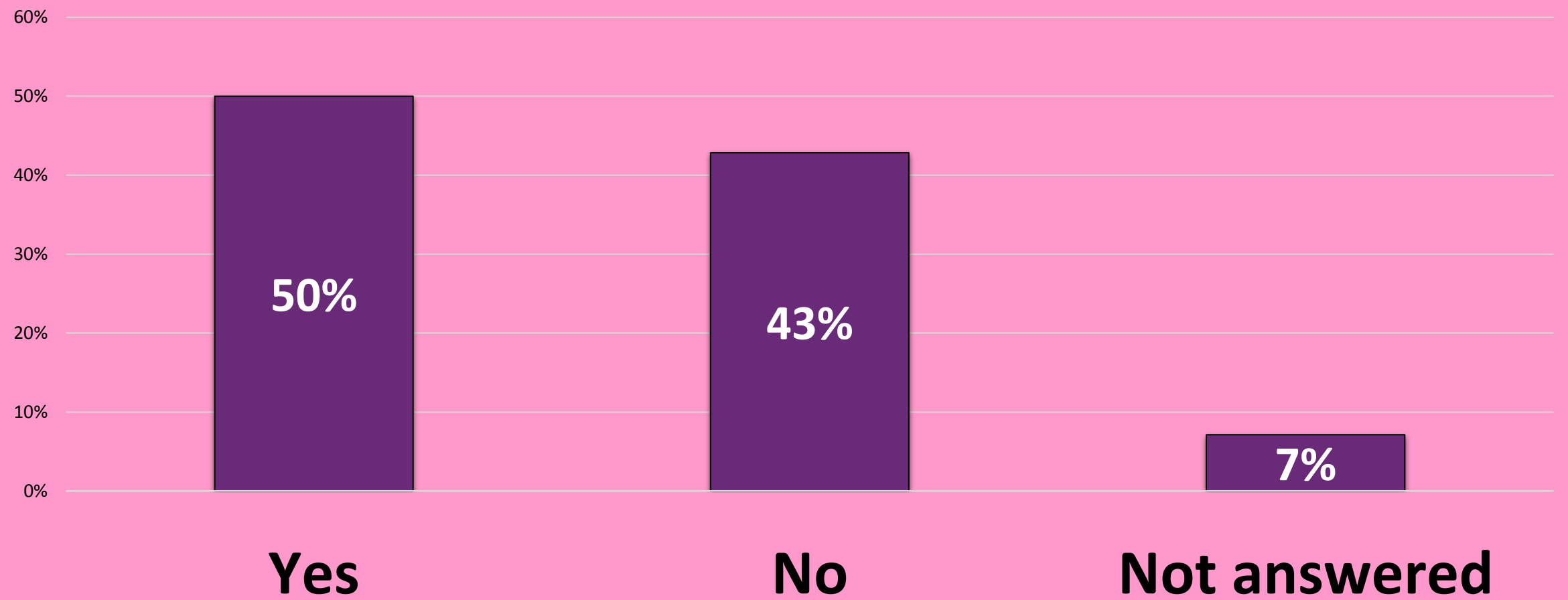
If you've ever reported these issues to staff,
how well do you feel they supported you?





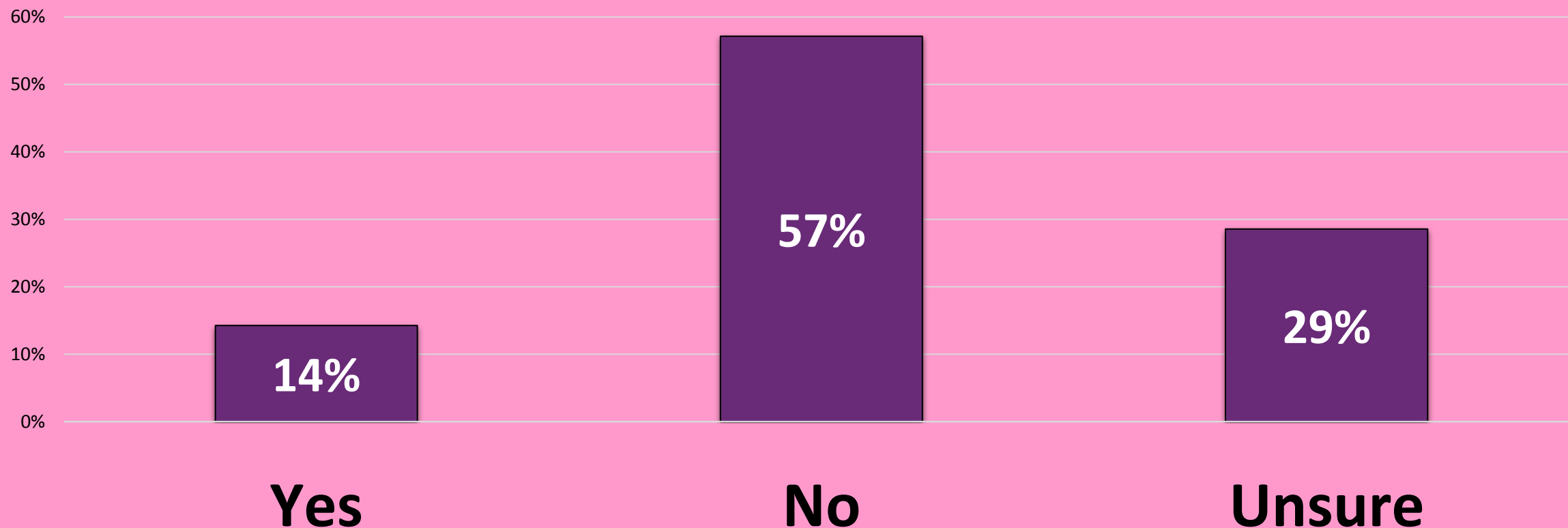
Naloxone:

Do you know what Naloxone is?



Naloxone:

Do the staff at the hostel keep a supply of Naloxone on site?



If you could change one thing about your hostel to make it better, what would it be?

- Stop “mamba heads”
- Other residents finding motivation to change their lives
- Make it a rule to not lend money or tobacco because it causes problems
- To let visitors stay overnight
- To be able to move out of here
- To get more CCTV in hostels

If you could change one thing about your hostel to make it better, what would it be?

- To be offered help into work
- Better trained staff
- For them to be cleaner
- More privacy
- More support options
- Have a cleaner
- Longer tenancy agreements
- More food
- Staff being more respectful
- Stop overcrowding hostels
- More support workers visiting hostels
- Less service charges
- Not being moved from room to room
- Better facilities

Summary:

- a significant number of people had been living in their hostel for more than 12 months**
- around one third of people didn't feel safe in their hostel and half felt their belongings were not safe**

Summary:

- the majority of people have a keyworker at their hostel**
- commonly, people are seen by their key worker at least once a week**
- more than half of people felt they're getting enough keyworker support**

Summary:

- over a third of people had been assaulted by another resident**
- three quarters of people had trouble sleeping because of other residents**

Summary:

- nearly everyone had experienced problems with other residents' drug/alcohol use; normally on a daily basis**
- the majority of hostels don't appear to routinely keep Naloxone kits on site**

Summary:

- There were mixed feelings about hostels in general...**
- Somebody said: “I wouldn’t want to change my hostel, it’s the best I’ve been in” whereas another person said “they should be destroyed full stop”**