

NO WRONG DOOR

Stronger coordinated working between different services, with clearer pathways for those most at risk and no-one being turned away

We need to put an end to our services being based on 'needs' & 'risks', and instead ensure we have:

- A new duty to prevent homelessness - and clearer paths for those most at risk
- Joined up working - less silos in services that don't put people first
- Less need for people to have to repeat their story
- By-name lists of people we are most concerned about
- Universal legal rights in relation to local connection and intentionality
- New standards and time limits in temporary accommodation, minimising the risk of evictions into homelessness
- Partnerships to support people who are locked out of the homelessness system

What will help?

- Be more inclusive
- Have better awareness and accountability
- Create more coordinated working between addictions, mental health and housing
- Always be flexible in our approach, including with service appointments
- Integrate the views of people with lived experience
- Share examples of what works to prevent homelessness and keep people in their homes

What would get in the way?

- Apathy
- Poor communication
- Making assumptions about people's circumstances