



The **Norfolk Strategic Housing Partnership**

No Homelessness in Norfolk & the Norfolk Homelessness Solutions Forum

MAY 2021

Hello!

We are a group of people who are working together to end homelessness in Norfolk. Some of us have experienced homelessness, some of us work for housing providers, and some of us work for other agencies.

WE NEED
YOU!

Have you **experienced homelessness** or do you work in a **front-facing role** in homelessness services?

Your **knowledge and experience would be really valuable** in guiding us to improve services for people who are at risk or currently experiencing homelessness in Norfolk. We will collect information in a number of ways, including a survey which you can access here: www.hopestead.org (**The survey is open throughout May 2021**).

To make changes to homelessness services that will **work for as many people as possible**, we would like to hear from people with all different backgrounds, abilities and experiences so **please** get in touch!

We can work together to make change happen. We will let you know what changes are made as a result of sharing your knowledge and ideas.

Our work focuses on five key areas:

1. **Asking for help:** Making the decision and finding support
2. **Experience of services:** How does it feel? What is the journey? Who do you meet?
3. **What does 'good help' look like?** What choices do you have? How does it feel?
4. **Feeling heard:** Experiences of giving feedback and making change
5. **Looking into the future:** What would you like to see/be/do?