

# Appendix 2 of the Homelessness Prevention Strategy 2019 to 2024

(The single homeless and rough sleeping reduction plan)

June 2019



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## 1. Background

The rough sleeping reduction plan is a subsidiary plan of the Slough Borough Council Homelessness Prevention Strategy 2018-2023. The objective of the Slough Homelessness Prevention Strategy is to reduce rough sleeping in Slough and to maintain Slough's 'No one needs to sleep out' plan. Using local intelligence, joint working with statutory and voluntary bodies to intervene before at risk individuals get to sleep rough.

The majority of rough sleepers are single people or couples without children. Any plan to tackle rough sleeping in any area will reduce the incident of single homeless persons.

Of the people who sleep rough across the year, some will be sleeping on the streets for the first time, some all year and some will sleep rough intermittently. The number of people sleeping on the streets is also likely to be influenced by the seasons. Data from the Combined Homelessness and Information Network (CHAIN), a database used in London by people working in the sector, showed that 60% of the people recorded as sleeping rough in London in 2017-18 were new to the streets<sup>1</sup>. More than half (59%) were seen only once, while only 6% were seen more than 10 times.

Local authorities carry out frequent counts and estimates of rough sleepers in their area. In the autumn 2018 counts and estimates, 84.18% of people found rough sleeping were male, 13.73% female whilst 2.1% counted as gender unknown nationally. Here in Slough for the same count, there were 82.76% male rough sleepers and 17.24% female rough sleepers counted<sup>2</sup>. The Slough rough sleeper count for 2018 showed that 51% of the total were EU nationals, making them the biggest group of rough sleepers in Slough.

Women who sleep rough are more likely to have specific support needs and to have experienced traumas, including domestic abuse, mental ill health, substance misuse, and to have self-harmed<sup>3</sup>. It is well known that when women sleep rough, they make themselves less visible in order to stay safe. This means that we often know less about them and their needs than we do about men who sleep rough. People who sleep rough in England tend to be: (a.) male; (b.) between 26 and 55 years old; and (c.) predominantly white. In Slough the 2018 count showed the same breakdown of rough sleepers, the only significant difference highlighted was the high incidence of Europeans.

The autumn 2018 rough sleeper count in Slough also showed a high number of females compared to the national average (17.24 % in Slough as opposed to 13.73% nationally).

This document will aim to deliver on key points of central government vision of working in partnership with business, the public and wider society to ensure that no-one has to experience rough sleeping, using a Slough specific approach. Whilst striving to achieve the Prevention, Intervention and Recovery aims of the central government rough sleeping strategy.

This plan has prevention at its heart, focusing on stopping people from becoming homeless in the first place and providing them with the right support to find work and live independently. Longer term, those sleeping rough will be helped off the streets and offered comprehensive support to ensure their specific needs are addressed so that they can move into suitable permanent accommodation at the earliest opportunity.

<sup>1</sup> Greater London Authority (2018) 'CHAIN annual report 2017/18'. Available at: <https://data.london.gov.uk/dataset/chain-reports>

<sup>2</sup> <https://www.gov.uk/government/statistics/rough-sleeping-in-england-autumn-2018>

<sup>3</sup> Mackie & Thomas (2014) 'Nations Apart Experiences of single homeless people across Great Britain. Available at: <https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/types-of-homelessness/nations-apart-experiences-of-single-homeless-people-across-great-britain-2014/>

## 2. Defining Rough Sleeping

The Ministry of Housing Communities and Local Government (MHCLG) define a rough sleeper as:

*"People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations or 'bashes'.)*

This definition does not include people in hostels or shelters, people in campsites, or other sites used for recreational purposes or organised protests, squatters or travellers.

Bedded down is taken to mean either lying down or sleeping. About to bed down includes those who are sitting in/on or near a sleeping bag or other bedding.

'Bashes' are makeshift shelters, often comprised of cardboard boxes.

### 2.1 General types of rough sleepers nationally

- At Risk rough Sleeper: individuals who are at risk of rough sleeping through their situation (vulnerably housed, sofa surfers) or their support needs (poor mental health, substance misuse, low motivation);
- 'Flow' or New Rough Sleepers: people who move onto the streets for the first time; generally regarded as being between one day and four weeks;
- Stock Rough Sleepers: continuing rough sleepers also referred to as entrenched rough sleepers, who have slept rough for long periods of more than four weeks at any time;
- Returners: rough sleepers, who have slept rough in the last 12 months and have returned to the streets after a period of accommodation, such as assured shorthold tenancies, licences and supported accommodation.

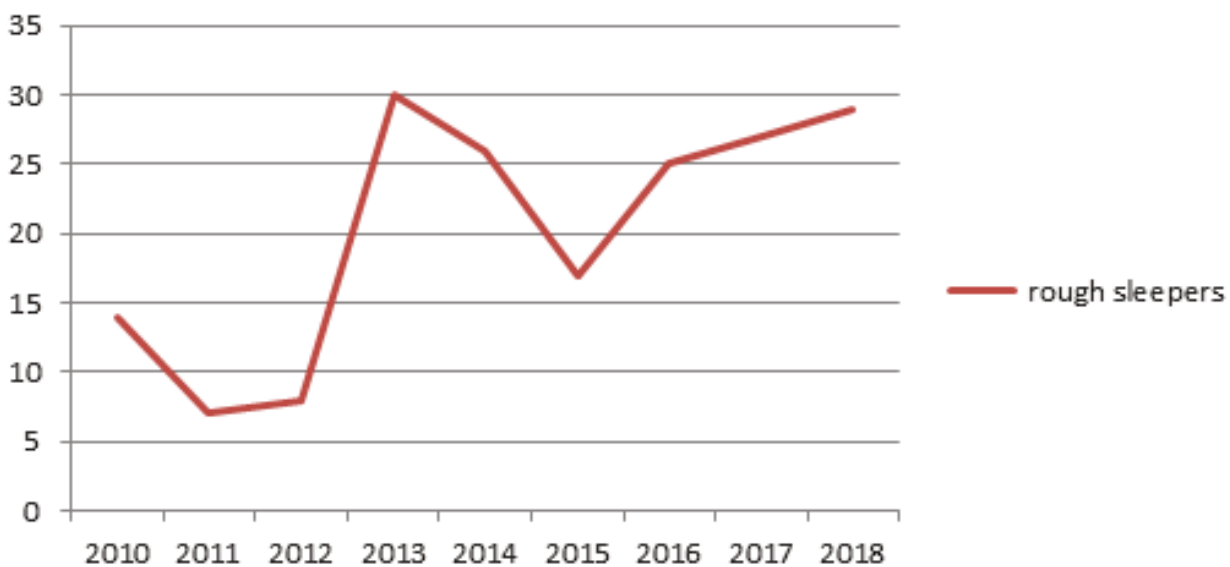
### 3. Slough context

The Slough rough sleeping reduction plan is set in the context of increasing numbers of rough sleepers at both a national and local level. Since 2010, the national numbers of rough sleepers have increased by more than 100%. Here in Slough, the council and its partners have identified that there has been a significant increase in the incidence of rough sleeping in Slough (as shown below in the graph and table). The numbers of people rough sleeping in Slough have been at a considerably higher rate than the average for England over the past few years. This is evident in the 2018 autumn count where there were 20 rough sleepers per

thousand nationally and 58 per thousand in Slough. There was a 7% increase in the rough sleeping numbers between 2017 and 2018 in Slough.

Slough being situated on the borders of London with frequent public transport to central London from Slough high street in about 30 minutes, has made Slough an attractive location for migrant workers who make up about 52% of the rough sleepers on any given night in Slough<sup>4</sup>. This geographical location also makes housing expensive and private rented accommodation priced at well above the local housing allowance levels.

**Table 1: Rough sleepers in Slough**



<sup>4</sup> Street counts, evidence-based estimates, and estimates informed by a spotlight street count of rough sleeping, by local authority district, region and nationality; England autumn 2018 (MHCLG data)

The table shows the continued rise of rough sleeping in Slough over nine years

Year	Slough	% Change	National	% Change
2010	14		1,768	
2011	7	-50%	2,181	23%
2012	8	14%	2,309	6%
2013	30	275%	2,414	5%
2014	26	-13%	2,744	14%
2015	17	-35%	3,569	30%
2016	25	47%	4,134	16%
2017	27	8%	4,751	15%
2018	29	7%	4,677	-2%

4,677 people slept rough nationally on a snapshot night in autumn 2018. This is a slight drop of 2% from the 2017 count of 4,751. In Slough there was a rise of 7% as in 2017 autumn count there were 27 rough sleepers counted and 29 in autumn 2018<sup>5</sup>. To address this growing problem, which is the most visible face of homelessness, central government launched their rough sleeping strategy which shows clear determination to reducing and preventing rough sleeping and homelessness.

Locally, Slough Borough Council has devised this action plan, which is a subsidiary document of the Homelessness Prevention Strategy 2019-2024. The document will aim to set out the council aim to deliver targeted positive results for this highly vulnerable and visible face of homelessness by working with local and regional partners both statutory and voluntary.

Of the 4,677 rough sleepers counted in the autumn 2018 nationally,

- 642 were women
- 3,937 were men
- 98 were gender unknown
- 3,013 were UK nationals
- 1,048 were EU nationals from outside the UK
- 616 were classed as 'other' nationals
- 296 were under 25 years old.

In Slough the total was 29 rough sleepers for the same period of which

- 24 were male
- 5 were female
- 12 were UK Nationals
- 15 were EU Nationals from outside the UK
- 1 was under 25 years old.

<sup>5</sup> <https://www.gov.uk/government/statistics/rough-sleeping-in-england-autumn-2018>

## 4. Consultation

As part of the main Homelessness Prevention Strategy 2019-2024, we held a consultation which was a day with key partners including members of the Slough Homeless Forum, statutory and voluntary groups. We also sent out a questionnaire by email letting participants identify gaps in homeless services. The day event involved participants working in groups to identify key challenges, gaps and solutions in tackling homelessness. The scope of the day included rough sleeping and single homeless persons in both the questionnaires and day event. The Slough Homeless Forum is made up of local voluntary and statutory bodies that have come together with a single purpose of jointly tackling homelessness. The Slough Homeless Forum meets regularly.

### 4.1 The lessons learned from the consultation:

- The high rents charged locally as opposed to local housing benefits levels affects rough sleepers getting accommodation;
- Alcohol and substance use/dependency was also cited as a major barrier in finding a home;
- 'Rules based housing' has led to some individuals not being able to maintain their accommodation;
- The lack of adequate supported accommodation locally meaning most people in this group placed into accommodation cannot sustain the tenancies due to a range of issues including the behaviour of others, rent arrears etc ;
- Lack of targeted joined up coordinated long term support to affected clients.

There was also a consultation of sample group of services users and the response came up with was mainly:

- Lack of street outreach and engagement with entrenched rough sleepers;
- Lack of early targeted meaningful support for people in their own tenancies, to help prevent homelessness and rough sleeping;
- Lack of availability of affordable accommodation generally;

- Limited access to facilities for rough sleepers; like a limited access to somewhere positive to go in the day time;
- The importance of being treated with dignity so people can improve their self-worth and see a positive future, with a clear pathway into settled accommodation;
- The importance of considering people's individual circumstances when delivering service to them.

A review of the current overall homeless situation was carried out as part of the homelessness prevention strategy; the review included rough sleeping and single homelessness as the most visible features of homelessness. The review looked at both the national and local picture; it contains information on homelessness in the borough and looks at our current and future challenges. The review document sets out how an in-depth assessment of the support, assistance and advice available to homeless and potentially homeless people in the borough including rough sleepers .

The causes of homelessness are complex, with rarely one single trigger; there are often a combination of reasons why people come to face homelessness and rough sleeping.

In order to develop services which provide effective resolution to individuals and families facing the prospect of homelessness, it is necessary to understand the interplay between various factors, which can render a person homeless.

These can be categorised as relating to:

- (i) Individual circumstances
- (ii) Relationships
- (iii) Social policies - National and Local

Professors Fitzpatrick and Bramley recently identified poverty, particularly childhood poverty, as the most powerful predictor of all forms of homelessness. Certain groups are significantly more likely to become homeless than others, and factors such as ethnicity, education, adverse childhood experiences, gender and employment all play a sizeable role<sup>6</sup>.

<sup>6</sup> Bramley & Fitzpatrick (2017)

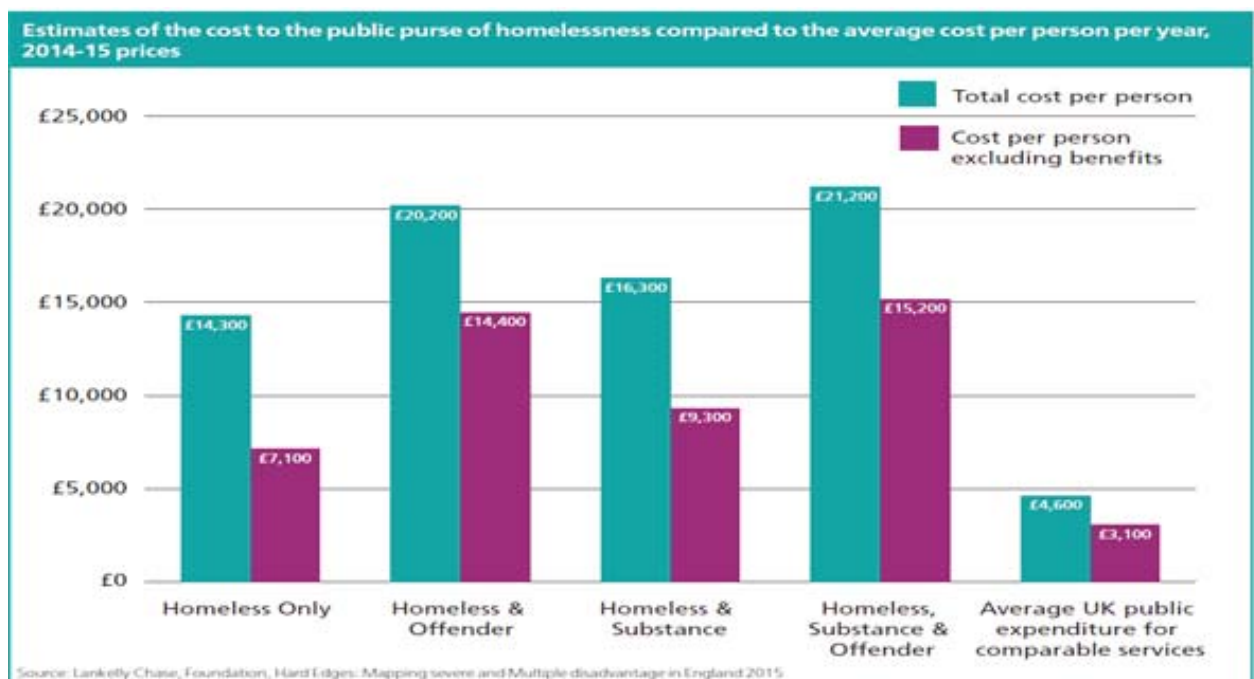


Early trauma and childhood abuse seem to be common amongst homeless people with more complex needs. A 2010 study by Heriot-Watt University surveyed single homeless people with multiple needs in seven UK cities (452 people, 77% of whom had slept rough). Specific triggers can lead to people rough sleeping, including eviction from rented property, conflict with family, relationship breakdowns and leaving prison<sup>7</sup>.

In Slough, there is a need for a more joined up working to tackle rough sleeping due to the multi-faceted needs of rough sleepers. The prevalence of multiple health issues is common amongst rough sleepers and having a joined up multi agency plan to tackle this will not only improve the lives of the service users but will also help reduce the cost to multiple agencies. The number of rough sleepers with mental and physical ill-health is high. So also is the number who have drug and alcohol dependency issues. Other common problems include physical trauma (especially foot trauma), skin problems, respiratory illness and infections (including hepatitis). The Slough Homeless Forum, which is a local group of services including the NHS, probation service, police, voluntary and statutory

bodies, is a forum set up to share information and strategies. This forum is set up to avoid duplication and better coordinate service delivery to rough sleepers.

Helping people before they sleep rough will not only reduce the human cost of rough sleeping; it will also help to reduce costs to the wider public sector. People who sleep rough often have a combination of needs which will mean that they come into contact with a range of public bodies. This includes the costs of providing health care, drug and alcohol treatment, emergency services and costs to the criminal justice system. In the 2015 Hard Edges report, Professor Glen Bramley and co-authors estimated the costs of rough sleeping to the public purse to be between £14,300 and £21,200 per person per year, with the higher cost being incurred if rough sleeping occurred alongside substance misuse and offending. This is three to four times the average cost to public services of an average adult (approximately £4,600). The estimated cost of rough sleeping, excluding the cost of benefits, is therefore between £7,100 and £15,200 per person per year<sup>8</sup>.



<sup>7</sup> Greater London Authority (2018)

<sup>8</sup> Bramley (2015)

There is evidence that suggests the triggers and experiences of female rough sleepers tend to be distinct from those of men. We know that many women avoid rough sleeping by sofa surfing, staying in abusive relationships or living in squats, crack houses and brothels. A higher proportion of women than men will have also had specific traumatic experiences that led to their homelessness such as domestic abuse and perhaps having their children taken into care. Consequently, women who are sleeping rough, though few in numbers, often have higher and more complex needs than men, including mental and physical health issues, substance use issues, offending histories and involvement in sexual exploitation.

In Slough some rough sleepers use woodlands and countryside as bedding down spots. According to a recent report by the Bureau of Investigative Journalism, at least 78 homeless people died during the severe winter of 2017/18. The report goes on to say that in the first four months of 2018, 40 rough sleepers died in the country. The report includes people who died in temporary accommodation<sup>9</sup>.

Slough Borough Council already has a range of initiatives that are in place to help prevent and reduce rough sleeping in Slough. This is done in conjunction with partners from the statutory and voluntary sectors. This document is aimed at improving and extending these existing services some of which include:

- Extended night shelters (ENS) in Slough which have augmented accommodation options available to groups otherwise classed as non priority;
- The creation of a multi-agency team coordinated by the new outreach service helped direct engagement with rough sleepers in Slough;

- Targeted multi-disciplinary work, coordinated by the council and partners, to tackle ongoing issues with highly visible rough sleeping in public places in Slough has led to a number of positive outcomes, prior to enforcement action for individuals who otherwise may have been excluded from services and accommodation. The combination of a range of services from various agencies has proved effective in the approach used with the Herschel car park group of rough sleepers;
- Slough is determined to see the delivery of the 'no one needs to sleep out' plan which aims to prevent people from rough sleeping in the first place as well as ensuring that people do not return to sleeping rough after a period of settled accommodation by working with local partners on intelligence based approaches.

Often those who find themselves street homeless will not fall within the statutory borders as prescribed by legislation as qualifying for a full housing duty. Both those who fall within and outside the statutory assistance umbrella require a disproportionate amount of time and resource in managing their transition from street life to settled accommodation. Slough Borough Council has identified from the consultation events that better communication and partnership working is required to deliver a straightforward, personalised and meaningful service to this hard to reach group. Delivering good service to all rough sleepers has helped Slough meet the 'intervention and recovery' functions of the central government rough sleeping reduction strategy.

In Slough the main groups outside the statutory umbrella are the Eastern European migrant workers who due to the seasonal nature of their work find themselves sleeping rough or in unsuitable accommodation. These European Economic Area (EEA) nationals end up on the streets before the qualification period for statutory assistance as prescribed by the immigration and residency rules.

<sup>9</sup> <https://www.theguardian.com/society/2018/apr/23/at-least-78-homeless-people-died-in-uk-over-winter-figures-reveal>

Central government recently launched a rough sleeping initiative to present a centrally coordinated approach to the issue of rough sleeping in the country. As part of this initiative, local authorities with the highest incidence of rough sleeping were invited to bid for extra funding. Slough was successful in securing some of this funding. With the extra funding, Slough has now developed an outreach service which coordinates the services available to rough sleepers and those at risk of rough sleeping. The new service, though in its infancy will provide a move on service and support to maintain settled accommodation. This team will help Slough deliver on the 'Prevention, Intervention and recovery' goals of the Homelessness Prevention Strategy.

The extra funding will help Slough Borough Council improve on the work currently undertaken in conjunction with partners in the reduction and prevention of rough sleeping. The extra funding will enable the council to better provide targeted support to rough sleepers and those at risk of rough sleeping as well as provide a modern Slough specific solution that fits Slough's unique situation. Though Slough is not a London borough, Slough faces similar pressures to a London borough due to location and connectivity.

The outreach team will also have the added task for providing extended service to help new rough sleepers or people at imminent risk of sleeping rough, get the rapid support they need. The Slough rough sleeping outreach service aims to reduce the flow of new rough sleepers to the street through more targeted prevention activity aimed at those at imminent risk of sleeping rough, to ensure they get the help they need before sleeping rough.

As part of the rough sleeper prevention initiative programme, Slough will provide information and share all lessons learned with other local authorities to help improve the services delivered to rough sleepers.

It is estimated that rough sleepers cost the statutory services like NHS and criminal justice eight times more than the general population. This cost can be better managed with joined up working. The action plan developed by Slough Borough Council seeks to create a rough sleeping prevention service to deliver:

- (i) Effective partnership work to prevent homelessness and offer relief to rough sleepers
- (ii) Provide a joined up early response when people do end up on the streets
- (iii) Provide a targeted outreach service for those with complex or multiple needs
- (iv) Enable the provision of sustainable housing solutions
- (v) Tackle anti-social behaviour and crime to keep Slough safe
- (vi) Expand the night shelter provision
- (vii) Extended winter shelter provision

## 5. Effective partnership work to prevent homelessness and to offer relief to rough sleepers

The homelessness review carried out for the main Homelessness Prevention Strategy (2019-2024), demonstrated disproportionate levels of homelessness amongst particular demographic and community groups in Slough and some of these groups are single person households, couples without children and rough sleepers. It is important that we gain an understanding of these groups in order to tailor services to be as effective as possible.

For the purposes of this strategy 'prevention' refers to the use of different approaches to prevent individuals from rough sleeping for the first time, or to prevent a return to rough sleeping after a period of settled accommodation.

The planned approach will enable an appropriate and specific response to people with a variety of needs ranging from those with a basic need for housing, to those who are at risk of rough sleeping as a result of complex needs. Improved tenancy sustainment measures will also play a role in reducing the risk of individuals feeling the need to sleep rough.

Early intervention seeks to prevent homelessness by tackling the root causes before they escalate into a housing crisis. In recent years Slough has increased its focus on early intervention and homeless prevention; this has become more imperative with the introduction of the Homelessness Reduction Act 2017 (HRA 2017).

Given the challenges faced around increasing homelessness and rough sleeping, it is critical that we at Slough continue to put homeless prevention at the heart of everything we do. We believe this will greatly increase the chances of positive outcomes for people at risk of becoming homeless. We also believe in preventing anyone spending a night rough sleeping with our extended outreach work and improved partnership working. Achieving this will require clear partnership commitment and a coordinated improved intelligence gathering.

### 5.1 Challenges

- Homelessness numbers for all household groups nationally and in Slough are on an upward trend;
- Massive reduction in funding; resulting in some groups "falling through the gaps" and being unable to access services;
- Lack of awareness of housing advice of the prevention services available within Slough can mean that households do not access assistance until after they have lost their home;
- House and rental prices have risen steeply in recent years;
- Helping residents and supporting and training staff through the significant changes being introduced by the HRA 2017 and the continued roll out of welfare reform measures;
- People who are homeless or at risk of homelessness may approach and seek help from a range of services at the same time, and
- Many agencies working with the same groups in a disjointed manner.

### 5.2 Action

- Develop an effective partnership service
- Work with local landlords to let spare rooms to homeless clients
- Better partnership working with creation of forums and charters which partners buy into
- Implement the 'No one needs to sleep out' plan - to catch people before they become entrenched rough sleepers
- Increased tenancy sustainment and floating support
- Improved reconnection services
- Better intelligence and tracking
- Extended night shelter provision to supplement severe weather emergency protocol (SWEP).

## 6. Delivering the Rough Sleeping Reduction Strategy (The single homeless and rough sleeping reduction plan)

This strategy and the objectives shown form the basis of our engagement with partners and the community.

The key elements of an action plan to deliver the strategy are listed below along with some headline outcomes.

The action plan has been developed from consultations involving a range of stakeholders to support delivery of the commitments set out in the Homelessness Prevention Strategy.

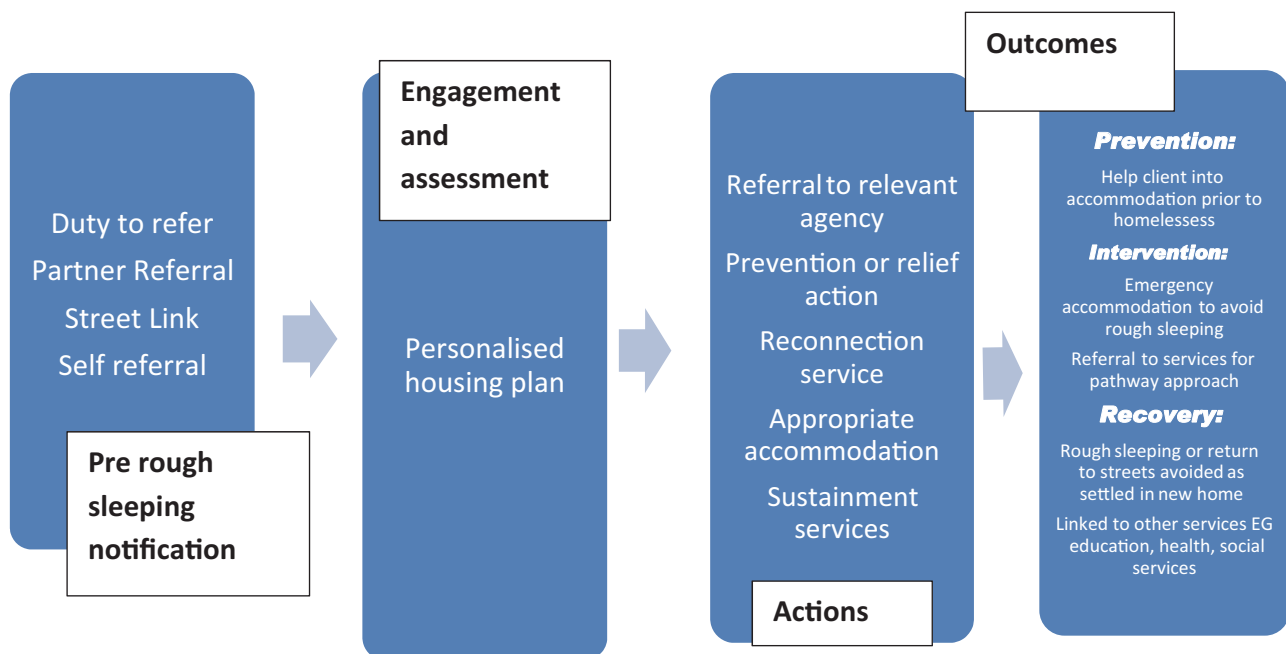
Monitoring our action plan in a timely manner will make it easier to update in light of other potential changes to national, regional or local policy and means we will be able to respond appropriately. We will review our action plan as required during the life of the strategy and each quarter we will monitor the actions and measures that have been set out in it. Progress will be regularly presented to Members and key external stakeholders.

**In line with section 1(1) of the Homelessness Act 2002, Slough Borough Council as a housing authority may, from time to time, conduct homelessness reviews and formulate and publish homelessness strategies based on the results of that review. Therefore, reviews can be carried out more frequently than every five years, as required by section 1(4) of the Homelessness Act 2002 if circumstances in the district change and the action plan below is subject to changes and variation in line with needs in Slough.**

## 7. Action plan

The Single Homeless and Rough Sleeping Reduction Strategy Action Plan comprise five main themes, as many of the actions meet more than one of the overarching aims:

- Assertive Outreach Services back by improved intelligence;
- Multi-Agency Support and input;
- Provide access to short term accommodation, with assessment provision;
- Supported Move-On Accommodation;
- Long term accommodation.





**Homelessness Prevention Strategy 2019 to 2024  
(The single homeless and rough sleeping reduction plan)**

<b>Effective action to prevent homelessness and relieve rough sleeping in Slough</b>					
<b>Action</b>	<b>Outcome measure</b>	<b>Lead Agency/ Partner</b>	<b>Resources</b>	<b>Timescales</b>	<b>Progress measure</b>
Creation of forums and charters with partners	(a) Develop a homeless charter with emphasis on single homeless and rough sleeping;  (b) Develop a rough sleeping forum	(a) Rough sleeping coordinator  (b) Local partners	(a) Extra funding for MHCLG  (b) Extra support from local partners coordinated by SBC	Sep 2019	(a) Better referral process  (b) Fewer rough sleepers as the joined up services will provide better service
Work with local landlords to secure HMO units and spare rooms for homeless clients	Develop a reward scheme for participating landlords	Housing Supply Manager	Local landlords attracted via targeted marketing	Dec 2019	(a) Fewer rough sleepers  (b) Improved PRS supply  (c) Drop in TA numbers
Develop a 'No one needs to sleep out' approach	(a) Improving outreach and engagement linked to better 'intelligence' to catch people before they become street homeless;  (b) Faster access to emergency rough sleepers and those at risk;  (c) Better intelligence sharing amongst partners in both statutory and voluntary sector;  (d) Effective mediation provision  (e) Explore short term 'respite type' housing solutions  (f) Improved PRS accommodation supply for single persons thorough dedicated campaigns	(a) Rough sleeping coordinator  (b) Local partners	(a) Local partner involvement  (b) Extra resources as required provided by the rough sleeping coordinator in line with funding rules  Strategic Housing Services sourcing all funding options (private and public)	Nov 2019	(a) Fewer rough sleepers  (b) More single homeless preventions  (c) Fewer rough sleepers locally  (d) More affordable PRS available for singles  (e) Reduced costs of providing emergency TA



**Homelessness Prevention Strategy 2019 to 2024  
(The single homeless and rough sleeping reduction plan)**

<b>Effective action to prevent homelessness and relieve rough sleeping in Slough</b>					
<b>Action</b>	<b>Outcome measure</b>	<b>Lead Agency/ Partner</b>	<b>Resources</b>	<b>Timescales</b>	<b>Progress measure</b>
Increased tenancy sustainment and floating support  Better intelligence use and information sharing	(a) Better multi-agency link up and information sharing for early intervention  (b) Better targeted support  (c) More local 'tenancy mentoring' service	(a) Strategic Housing Services Lead  (b) Rough Sleeping Coordinator  (c) Local partners	(a) Local partners  (b) Specialist sustainment services  (c) Rough sleeping support team	Dec 2019	(a) Fewer repeat rough sleepers  (b) More singles moving on to long term settled homes
Improved reconnection services	(a) Agree a defined reconnection protocol and referral pathway  (b) Better multi agency working  (c) Better use of local intelligence	(a) Rough Sleeping Coordinator  (b) Local partners  (c) Strategic Housing Services	Resources as required provided Strategic Housing Lead and rough sleeper coordinator	Oct 2019	(a) Fewer rough sleepers  (b) Faster assessment to determine best pathway
Extended night shelter provision to supplement SWEP	(a) More pre paid emergency beds  (b) Securing venues and partners to cover extended SWEP opening  (c) More safe spaces options for the cohort	(a) Rough Sleeping Coordinator  (b) Local partners  (c) Housing People Services	(a) Pre booked emergency beds  (b) SWEP partners agreeing extension of hours	Dec 2018	(a) No one sleeping rough in extreme weather  (b) Fewer rough sleeping locally  (c) Reduced costs of providing emergency TA

## 8. Slough Homelessness Strategy Working Group 2019-2024 (The single homeless and rough sleeping reduction plan)

- ShelterSlough
- Slough Children's Services Trust
- SBC - Wellbeing
- SBC - Leasehold
- SBC - Strategic Housing
- Turning Point Slough
- SBC - Adults and Communities
- Slough Outreach
- Slough Night Shelter
- Look Ahead Slough
- London and Slough Run
- Salvation Army
- Berkshire NHS
- Thames Valley Police
- Browns Community Services
- Slough YMCA
- National Probation Services
- SBC - Public Health
- SHOC



This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in large print.

## Appendix 2 of the Homelessness Prevention Strategy 2019 to 2024

If you would like assistance with the translation of the information in this document, please ask an English speaking person to request this by calling 01753 875264.

यदि आप इस दस्तावेज़ में दी गई जानकारी के अनुवाद कए जाने की सहायता चाहते हैं तो कृपया किसी अंग्रेजी भाषी व्यक्ति से यह अनुरोध करने के लिये 01753 875264 पर बात करके कहें.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚਲੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਸਹਾਇਤਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਵਿਅਕਤੀ ਨੂੰ 01753 875264 ਉੱਤੇ ਕਾਲ ਕਰਕੇ ਇਸ ਬਾਰੇ ਬੇਨਤੀ ਕਰਨ ਲਈ ਕਹੋ।

Aby uzyskać pomoc odnośnie tłumaczenia instrukcji zawartych w niniejszym dokumencie, należy zwrócić się do osoby mówiącej po angielsku, aby zadzwoniła w tej sprawie pod numer 01753 875264.

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اگر آپ کو اس دستاویز میں دی گئی معلومات کے ترجمے کے سلسلے میں مدد چاہئے تو، براہ کرم ایک انگریزی بولنے والے شخص سے 01753 875264 پر کال کر کے اس کی درخواست کرنے کے لئے کہیں۔