

Norfolk Homelessness Charter

Collective Commitment: Through collaboration and partnership, we will work together for a longer-term, whole systems approach to alleviate rough sleeping and homelessness across the county.



This charter forms a pledge concerning the rights of people who are homeless or at risk of homelessness. We believe that people who are homeless or at risk of homelessness have a right to:

- Have their voice heard and to participate in decisions that affect them
- A safe and secure home with the appropriate level support they need to live a good life
- Respect at all times and a good standard of service from all partner agencies
- Equality of access to information and our services

Through the commitment to this Charter, we will ensure that:

- Partners are open to receiving and providing honest and constructive feedback on services, including their own, and contribute to supporting system change
- There is a universal approach to alleviating and preventing homelessness
- We devise innovative housing options building on the resources available in each part of the county
- We identify areas for action and work together to tackle these challenges