



Your voices matter

Insight Report:

Families living in temporary accommodation

March 2025

Families living in temporary accommodation

When it comes to accessing health and social care, your views count. Part of our role is to understand the experiences of people who are using these services and to give people an opportunity to speak up and have their voices heard.

This report focuses on families living in temporary accommodation in Leicester, capturing their experiences, challenges, and insights to help improve services.

We conducted a survey to gain a snapshot of the lives of families in temporary accommodation, which included visits to their accommodation and engagement with local communities. This research aims to identify key issues, highlight barriers to access and provides recommendations to improve conditions and services for these families.

What we did

To gather these insights, we:



35 Responses



9 Hotels



Promoted

- Distributed a survey to families in temporary accommodation and **received 35 responses**.
- Conducted visits to **nine hotels** in November 2024 to engage directly with families. All our evidence was gathered anonymously.
- Promoted the survey through our networks and community channels.

The findings reflect the experiences of participants and provide a snapshot of the challenges faced by families in temporary accommodation.

Disclaimer

The findings in this report reflect the opinions of the individuals who took part in the survey and their experiences of accessing services. The sample is not representative of all people in Leicester and therefore provides a snapshot of their views.

All comments included in this report are written verbatim to capture the tone and authenticity of the experience, therefore no editing of comments has taken place.



Executive Summary

The findings of this report reveal significant challenges faced by families in temporary accommodation. Key issues include inadequate living conditions, limited access to essential facilities, financial strain and barriers to accessing healthcare services. These factors have contributed to feelings of isolation, stress and uncertainty among respondents.

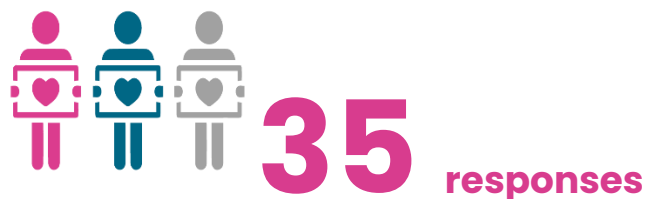
Demographics

- The survey included **35** respondents, primarily women (**27** respondents), spanning various age groups and ethnicities.
- Most households include children under 16 (**28** respondents), with some reporting young adults (16–24) or older adults (65+).
- Respondents represented a diverse range of ethnicities and languages, including English, Gujarati, Somali and Tamil.


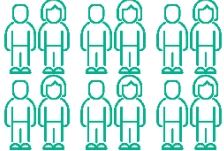
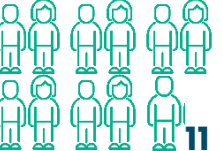


Key Findings

- **Living Conditions:** Many people shared that their accommodation lacks essential facilities such as cooking and washing areas, with issues like dampness and mould being prevalent.
- **Health and Wellbeing:** Poor general health is widespread, made worse by financial constraints and limited access to healthcare services like GPs, pharmacies and dentists.
- **Social Isolation:** Families often feel excluded and isolated due to unstable housing and limited community connections.
- **Financial Strain:** Insufficient income, combined with limited cooking facilities force reliance on costly takeaways, further straining budgets.
- **Transport Challenges:** Costly and inadequate transport options make accessing schools, work and healthcare services difficult. Walking and buses are the primary modes of transport, but cost and accessibility pose challenges.
- **Food Insecurity:** Many families experience food insecurity, with some skipping meals or eating unbalanced diets due to limited resources.

Survey responses

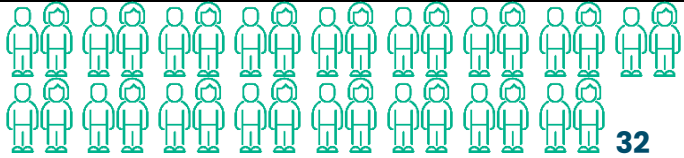




How long have you been housed in this accommodation?


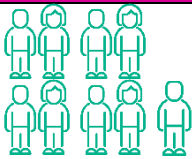


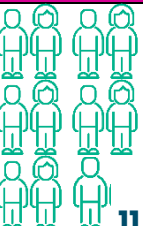

| Less than 1 month | 1-2 months | 3-6 months | 6-12 months | 1-2 years |
|---|---|---|---|--|
|  6 |  12 |  11 |  5 |  1 |

Most families have been in temporary accommodation for 1-6 months, with some staying longer.

Where did you live before being placed in temporary accommodation?

| Leicester | Leicestershire | Out of area |
|--|--|--|
|  32 |  1 |  2 |

How many people are in your household?







| 1 Person | 2 people | 3 people | 4 people | 5 people | 6 people |
|---|--|--|--|---|--|
|  1 |  9 |  6 |  6 |  11 |  2 |

Many families are large, with five or more members (**13 respondents**).




"I want to move to a bigger house as soon as possible (now we're 5 in only 50 square meters!) located nearer to the schools and the town centre."

We asked people to share who lives in their households.

Does your household include: (tick all that apply)

| | | |
|--------------------------|--|----|
| Children (under 16) |  | 28 |
| Young adults (16 to 24) |  | 14 |
| Adults (25-64) |  | 21 |
| Older adults (65+) |  | 3 |
| People with a disability |  | 8 |
| Children with SEN/ SEND |  | 1 |




If your household includes school aged children are they currently attending school?

| | | |
|----------------|---|----|
| Yes |  | 20 |
| No |  | 9 |
| Not applicable |  | 5 |

People shared that the reason their children were not in school was:

**“Not registered at a school as keeps being moved around”
and “He has missed most of the days since moving, I am
unable to take him”.**







If your household includes preschool children, are they currently attending nursery?

| | | |
|----------------|---|----|
| Yes |  | 5 |
| No |  | 17 |
| Not applicable |  | 11 |

People shared that:

'I'm scared to put him in nursery as he is still getting used to everything'
'Keep getting moved around'
'Can't travel to the old provider'
'They are too small to attend nursery'

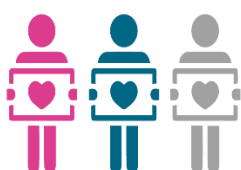
What modes of transport do you and your household usually use for travel? (Please tick all that apply) Prompt: How do you travel to school, appointments, shop etc

| | | |
|---------|---|----|
| Walk |  | 20 |
| Bike |  | 1 |
| Car/Van |  | 14 |
| Taxi |  | 6 |
| Bus |  | 20 |
| Train | | 0 |
| Other |  | 1 |

One person paid local people to provide lifts in their car.

Walking and taking buses were the most common modes of transport, but costs and long travel distances posed significant challenges.

Do you experience any challenges related to local transport and travel?

 **29** responses

Ten people shared that they have experienced **no** challenges with one person saying that the **"bus driver helps"** and another stating **"I have a bus pass – it is free"**.

Those who did experience challenges, spoke about costs, waiting times for buses, long journeys to school and time.

One person shared that it is very expensive to use public transport even with the council travel aid, **"Still 2 pounds to go to town and come back is too much for me"**.

Parents expressed concerns about the long travel times for children, impacting their wellbeing and education.

"My elder child is going very far to attend his secondary school, as he daily travels for more than 1 hour, therefore he is required to leave very early and returns very late which is indeed a big challenge for us and specifically for him."

"I drive but it takes an hour to hour and 10 minutes to get to school and work."

"Waiting for the bus and children are tired and not happy."

"Used to get an Uber as the schools are in the Belgrave side and taking public transport was long and costly. I have had to pay for the uber journey myself. This cost me £25 a day. It is exhausting and tiring for the children, we have to leave in the morning at 7am and come back late at night."

"Have to walk awhile since I cannot afford bus for me or my children for school."

Do you have to pay to access the internet in your temporary accommodation?

| | | |
|--------------------|--|----|
| Yes | | 16 |
| No | | 15 |
| Unsure/ don't know | | 4 |

In reference to your current accommodation, please answer the following:

| Answer Choices | Yes | No | Don't Know/ unsure | Not Applicable | Response Total |
|--|------------|-----------|---------------------------|-----------------------|-----------------------|
| Do you have access to cooking facilities to prepare your own meals? | 20 | 15 | 0 | 0 | 35 |
| Do you have access to washing facilities – personal hygiene? | 26 | 7 | 2 | 0 | 35 |
| Do you have access to washing facilities – clothes? | 18 | 16 | 0 | 0 | 34 |
| Does your accommodation need any repairs? | 18 | 13 | 2 | 2 | 35 |
| Is there any dampness or mould? | 15 | 14 | 5 | 0 | 34 |
| Is the accommodation suitable for your mobility needs? | 24 | 10 | 1 | 0 | 35 |
| Is the accommodation suitable for your physical needs? | 25 | 10 | 0 | 0 | 35 |
| Is the accommodation suitable for your mental health needs? | 14 | 18 | 3 | 0 | 35 |
| Do you feel safe and secure enough? | 25 | 8 | 2 | 0 | 35 |
| Do you have issues with your neighbours? | 5 | 27 | 3 | 0 | 35 |

What are your top three issues/ concerns with the temporary accommodation?

People told us:

Lack of cooking and washing facilities (from people living in hotels)

"Can't cook, can't wash."

"Just that I need cooking facilities so I can cook for my child."

"Unable to cook own meals, unable to wash clothes."

"No cooking facilities."

"My kids are used to homemade food which is not available here. The only food available nearby is from shops like B&M, which isn't good or healthy. I can't keep giving the kids takeaways or tinned foods or sandwiches. The only food provided is breakfast. My kids like to play outside and they get bored easily, they aren't able to go outside and play. Their friends aren't nearby."

"If the accommodation could provide a microwave that would help with heating food and milk."

Health risks due to dampness, mould and inadequate repairs

"Heating system not working."

"Waking up with bed bug bites."

"The sofa bed is uncomfortable and springy, the kids can't sleep on it."

"As soon as we arrived and we started using the kitchen, the windows' blinds, etc., we found out that many things were already broken (the kitchen hood, for example)."

"I asked for the toilet to be inspected prior to moving in, due to a hole in the floor and the floorboards being spongy. The inspection was done with council agent, rent agent and landlord representative.

The outcome was "natural bowing and flexing of floorboards". There has previously been a huge leak - repaired - from the toilet through the lounge ceiling and the toilet is wonky and does not sit level on the floor. A friend has lifted the linoleum flooring and there is a huge hole in the floorboards which are rotten and the toilet seems to be leaning/sinking further and it is not suitable for sanitary reasons."

"The boiler is very, very, very old. I don't feel safe because of that. I contacted the renting agency about this issue but we still have this archaic boiler!"

"I don't always have hot water, and the heating because the boiler has a problem. On rainy days all the walls are wet."

"The mould makes my asthma worse. The toilet is a main issue because the tub is too high all of us got joint pain and my disabled dad also got many difficulties and the beds are very worst all the steel are slanted and mattresses steel has come out. "

"There is mould, high humidity and mice."

"Paint blisters on the wall which can lead to future mould and damp."

"Mould always makes my daughter sick."

Emotional distress caused by housing instability

"Neighbours is like a small pub always going over there license time shouting and thumping loud music till nearly 1am in the morning."

"It is a top floor flat with no lift and I have early onset arthritis so I really struggle to get to the flat sometimes, also the company are not quick to do any repairs at all and it's too expensive."

"It's a hotel on a street with bars, there are often drunk people shouting all Friday and Saturday night waking up my child."

"Landlords can decide just like that that they want you out. The first property I was renting was in a horrible condition, it was rat infested. I fear every day that I could be made homeless."

"We were told at the hotel to leave on the day. No warning. I still struggle with that."

"Since we moved to temporary accommodation, we have been in the hotel for 3 months different hotels. My kids have eczema and asthma condition which affects them very badly we had to take my daughter to A&E most of the time because of her asthma condition and eczema. Also, she has allergy we cannot provide the food that she could eat so her health condition went very bad. Moreover, mental health changed a lot I feel very depressed. Most of the nights I cannot sleep properly."

Transport Issues

"The parking was difficult I spent my last £500 on Ubers to get to appointments and my child to school until I applied for a blue badge."

"Far from daughter's school."

"We live too far from schools and other places we need (council offices, markets, GP, dentist, etc.). When we use the car, we spend most of our time in the traffic."

"Transport to work."

"The council offered me a room to live but I am not confident to live in that area because of transport, not able to speak English and I refused. I am not well and no one is there to give me support and help".

"The distance from school is an issue."

Safety in accommodation and local area




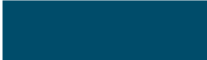

Which of these best describes how often you feel...?

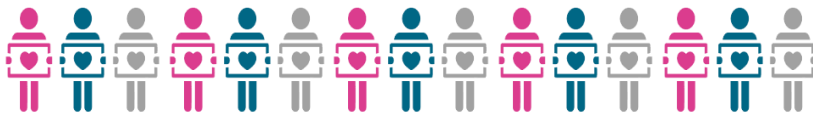
| Answer Choices | None of the time | Rarely | Some of the time Often | All of the time | Response Total |
|--|------------------|--------|------------------------|-----------------|----------------|
| Safe when in your accommodation? | 4 | 3 | 8 | 20 | 35 |
| Safe when outside in your local area during the day? | 3 | 1 | 9 | 22 | 35 |
| Safe when outside in your local area after dark? | 6 | 5 | 9 | 13 | 33 |

While most people felt safe during the day, concerns about safety at night and the local environment were common.

Accessing services

How is your health in general? Would you say it is...?

| | | |
|-----------|---|----|
| Very good |  | 3 |
| Good |  | 4 |
| Fair |  | 12 |
| Bad |  | 13 |
| Very bad |  | 3 |



15 people

15 people rated their health as "bad" or "very bad," citing stress, poor diet and inadequate facilities as contributing factors.

Are you registered with a GP?

| | | |
|-----|---|----|
| Yes |  | 33 |
| No |  | 2 |

Most people are registered with a GP. Comments included:

"I have not changed my GP since I moved here but I still visit GP."

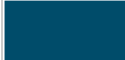








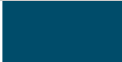

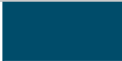
"I go to A&E if I need help. I went to the A&E for toothache, they sent me to the dentist and they removed my tooth but they charged me £100. I don't know how to register under NHS."

"One person stated that they 'need to register' another person 'Has moved around - needs to be registered with a GP - has spoken to support worker about it'."

We asked people to what extent have you found it easy or difficult to access the following while being in temporary accommodation?

| Answer Choices | Very easy | Fairly easy | Neither easy nor difficult | Fairly difficult | Very difficult | Not applicable – I haven't tried to access this | Not applicable – I haven't been able to access this |
|--|------------------|--------------------|-----------------------------------|-------------------------|-----------------------|--|--|
| GP, family doctor | 13 | 3 | 4 | 6 | 7 | 2 | 0 |
| A pharmacy | 15 | 9 | 2 | 4 | 2 | 3 | 0 |
| An NHS dentist | 5 | 7 | 3 | 3 | 6 | 9 | 2 |
| An optician | 9 | 5 | 2 | 3 | 4 | 11 | 1 |
| Urgent Care Centre | 7 | 4 | 1 | 3 | 3 | 17 | 0 |
| Accident & Emergency services | 7 | 6 | 2 | 3 | 3 | 14 | 0 |
| Leicester City Council Adult Social Care Service | 3 | 1 | 3 | 2 | 6 | 18 | 2 |
| Leicester City Council Housing Service | 5 | 2 | 7 | 5 | 12 | 4 | 0 |
| Leicester City Council Children/Education Service | 3 | 0 | 2 | 5 | 6 | 17 | 1 |
| Sexual Health Services | 1 | 2 | 1 | 2 | 0 | 26 | 3 |
| Mental Health Services | 5 | 1 | 3 | 4 | 4 | 17 | 1 |

If you have not been able to access a service, what has prevented this? (Tick all that apply)

| | | |
|--|---|----|
| I can't get an appointment |  | 6 |
| Services are too far away |  | 9 |
| Financial constraints/ too expensive |  | 8 |
| Fear/ anxiety |  | 5 |
| I have a disability/health condition that makes it difficult to travel for appointments |  | 10 |
| I have been too busy |  | 1 |
| There haven't been enough appointment slots available that meet my needs |  | 2 |
| The waiting time for an appointment is too long |  | 6 |
| Language and communication barriers |  | 3 |
| Lack of reliable transportation |  | 6 |
| Other (please specify) |  | 1 |
| Don't know |  | 6 |

Which of these best describes how often you feel...?

| Answer Choices | None of the time | Rarely | Some of the time | Often | All of the time |
|---|------------------|--------|------------------|-------|-----------------|
| ...excluded, lonely or alone? | 10 | 5 | 4 | 7 | 9 |
| ...that you lack companionship? | 10 | 5 | 6 | 5 | 9 |
| ...left out of activities/events that you would enjoy or like to go to? | 9 | 3 | 11 | 4 | 7 |
| ...isolated from others? | 9 | 3 | 4 | 8 | 10 |

Many families reported feelings of loneliness and isolation, with unstable housing amplifying these challenges.

Are there any other challenges you have encountered in accessing health and social care services?

People shared that access to mental health services was insufficient, highlighting long waiting times and inadequate support.

"Husband is a stroke patient and I haven't been able to get a positive reply from social care services."

"Mental health problem."

"Not able to access dentist/ optician because of money."

"Not enough has been done to address mental health. If you needed mental health services you wouldn't know where to start."

"Services are too far for me and my family to access."

"Activities for children that cannot join in."

"Waiting for support worker from children's services to contact me."

"When needed, the waiting time is too long. For example, if I need help now it's useless that I get it after 2-3 months."








"GP is not in current area and don't wish to keep changing GP."

"Mental health services – I waited a year for Vitamins and found CBT really helpful. But the therapist dropped out suddenly and they won't reallocate me, they say I have to wait 3 months and then get re-referred. At the moment I've had a few breakdowns and panic attacks since being told I had on the day that to leave my previous hotel and move to a mouldy flat. I'm finding it hard to feed myself and my son. One of the days he had dried noodles and milk things he could get himself. I self-referred to social services but have not heard back."

"The homeless mental health service was excellent but my case worker left and another one replaced him and I can never get through to her. The first call she said 'do you really need services?'"

She would tell me to come to the Bridge at a certain day and time and then not be there or it would be closed. This happened twice and I have health issues, getting there wasn't easy and she provided no apology either. The nice lady on the phone at YASC did apologise though. After telling a few people who chased her up she came to my home and said 'there isn't really anything I can do for you'. And also said I have too many things and homeless people don't usually have so many things. My son has 2 jumpers and 1 jacket. But yes he has lots of books and toys people gave as gifts, I have clutter it takes energy to sort and throw."

Have you used any other services in Leicester during your time in temporary accommodation?

| | | |
|--|--|-----------|
| Council-owned sports and leisure centres |  | 1 |
| Parks, waterways and other neighbourhood green spaces |  | 12 |
| Libraries |  | 11 |
| Museums |  | 3 |
| Community Centres |  | 5 |
| Food bank / Pantry / Provision |  | 5 |
| Holiday food programme |  | 1 |

If you have not used any of the services, please can you share why not?

17 people responded and shared that:

"I don't know about them / was not aware."

"I have a baby so cannot go to these places."

"Went to enquire about swimming for the kids but they were refurbishing so still waiting."

"There are no nearby parks, we have to walk to Narborough Road. Went to use the library but they were closed, didn't open till 10am. Feel awkward going to community centres."

"Don't know anything about food banks/pantry/provision. Feel like they are only for people that are not working or for people with younger kids."

"It is too far to access these service and not knowing about these services and what they offer for people."

"Because it is difficult and do not have enough money to pay for things."

"Before homeless used many of these services and had an independent life."

"Didn't know of them and don't really need them."

2For me it's difficult to reach any of those places because I've mobility problems. Moreover, the temporary accommodation is too far: I can't afford to pay for a taxi, I can't walk to the bus stop and currently I can't drive because of my hip and lower back pains."












"Grateful for the services that are there, Leicester is good with libraries, services and keeping clean streets etc."



ONS Mental Wellbeing Questions

We asked people a series of questions about their mental wellbeing.

Overall, how satisfied are you with your life nowadays?

| | | |
|---------------------------|---|----|
| 0 - Not at all satisfied |  | 10 |
| 1 |  | 2 |
| 2 |  | 2 |
| 3 |  | 3 |
| 4 |  | 7 |
| 5 |  | 3 |
| 6 |  | 1 |
| 7 |  | 1 |
| 8 |  | 2 |
| 9 | | 0 |
| 10 - Completely satisfied |  | 3 |
| Prefer not to say |  | 1 |

"Not sure how long it will take to be housed even though I'm bidding. Tired of having no cooking facilities for my one year old so finding it hard to ween him and give him healthy unprocessed food while staying in the hotel."

People shared that:

"I am happy enough but would be happier if I can cook etc."

"I'm trying to sort everything out, so not feeling satisfied. It will take time but hopefully this will improve."

"I am not satisfied as I have nowhere to live and not enough money to live."

"It is very unstable with a child."

"We have nothing going on."

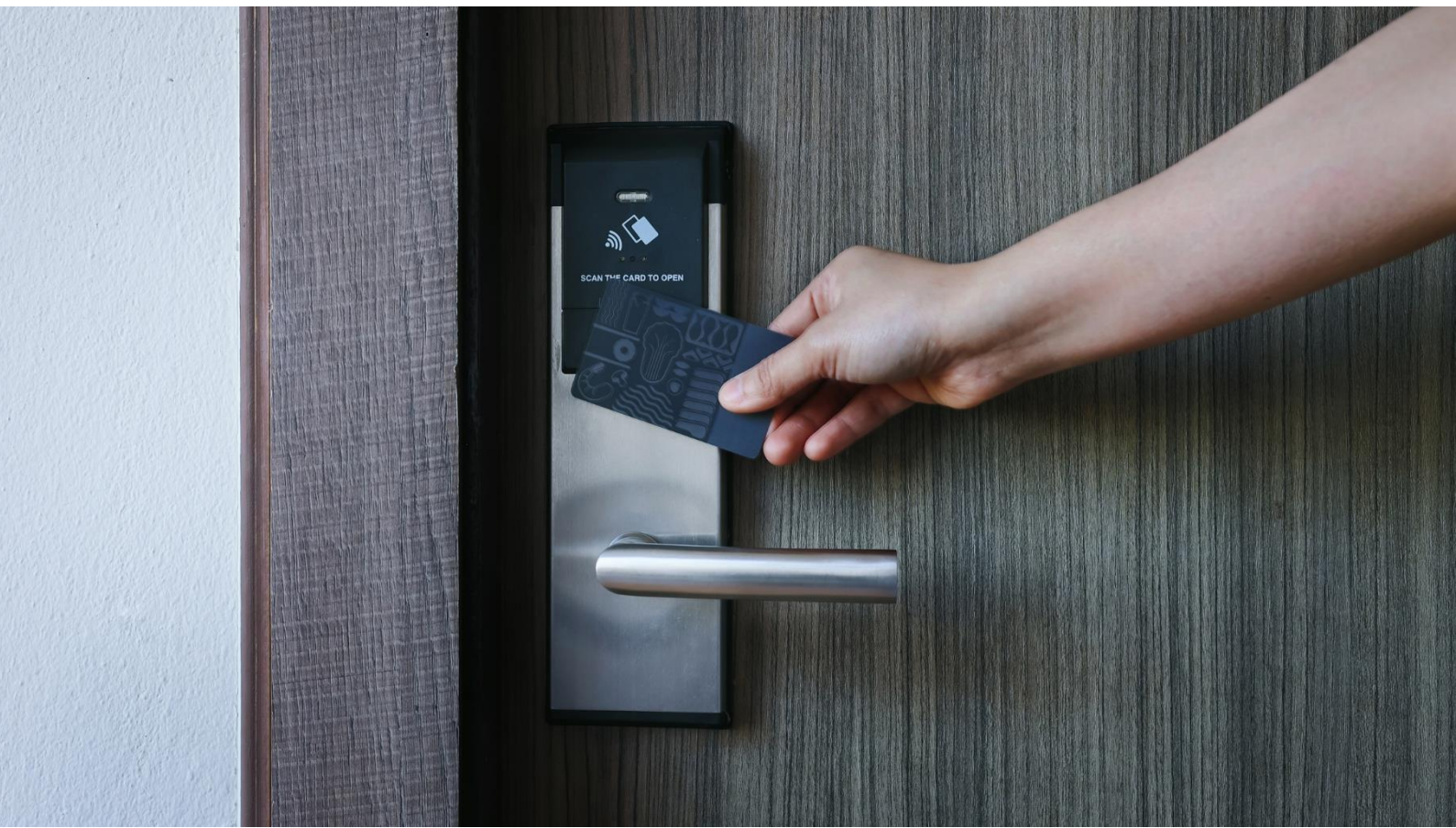
"Don't get the help and support needed never get answered from housing officers etc."

"We are facing homelessness again in 4 days from our temporary accommodation as we have not yet found anywhere to live, the council think we can find a 2 bed house easily for £760 or less pcm, they have no idea what it's like."










"I face challenges in different places. The room is damp. Difficult to get around in current place. Few buses."

"Worried if she goes out her ex-husband might find her – so doesn't feel safe."











"Not happy about the location as a lot of money goes into fuel."



Overall, to what extent do you feel that the things you do in your life are worthwhile?

| | | |
|-----------------------------------|---|----------|
| 0 – Not at all worthwhile |  | 5 |
| 1 |  | 1 |
| 2 |  | 3 |
| 3 |  | 4 |
| 4 |  | 4 |
| 5 |  | 4 |
| 6 | | 0 |
| 7 |  | 2 |
| 8 |  | 5 |
| 9 | | 0 |
| 10 – Completely worthwhile |  | 6 |

Overall, how happy did you feel yesterday?

| | | |
|------------------------------|---|-----------|
| 0 – Not at all happy |  | 11 |
| 1 |  | 2 |
| 1 |  | 1 |
| 3 | | 4 |
| 4 |  | 3 |
| 5 |  | 3 |
| 6 |  | 2 |
| 7 |  | 2 |
| 8 |  | 3 |
| 9 |  | 2 |
| 10 – Completely happy |  | 2 |

People shared that:

"I had difficulty sleeping."

"I am employed as a health care assistant part time but I am stuck in temporary accommodation waiting for a council house."

"Things could get better."

"My husband has gone back to my country because of his health condition and I am with my children."

"Facing life on the streets in 4 days' time, I'm feeling pretty low."













"The council is ceasing their duty towards us, therefore it is not a good situation for us since we don't have any alternate if we become homeless."

"Temporary accommodation has been the worst and death of my life can't wait till I'm in my own family home!"

"I do not like living in the hotel and feel isolated and same for my children."

"Panic attacks and worried someone will knock and tell us to go in a few hours again like they did in the hotel."

On a scale where 0 is 'not at all anxious' and 10 is 'completely anxious', overall, how anxious did you feel yesterday?

| | | |
|--------------------------------|---|----------|
| 0 - Not at all anxious |  | 6 |
| 1 |  | 1 |
| 2 |  | 3 |
| 3 |  | 2 |
| 4 |  | 4 |
| 5 |  | 5 |
| 6 |  | 2 |
| 7 |  | 1 |
| 8 |  | 2 |
| 9 |  | 2 |
| 10 - Completely anxious |  | 6 |
| Prefer not to say |  | 1 |











"Due to housing issues and not being able to know what and how I'm going to do for my kids. If I was by myself I would be fine. It feels like part of my freedom has been taken away."

"I feel scared."

"Anxious that I've nowhere to live in 4 days."

"No. I type because there is no permanent house. Children get sick because there is damp and mould."

During your time in temporary accommodation, was there a time when because of lack of money or other resources you experienced any of the following (Please tick all that apply):

| | | |
|---|---|-----------|
| You were worried you would not have enough food to eat |  | 19 |
| You were unable to eat healthy and nutritious food |  | 21 |
| You ate only a few kinds of foods |  | 13 |
| You had to skip a meal |  | 12 |
| You ate less than you thought you should |  | 11 |
| Your household ran out of food |  | 10 |
| You were hungry but did not eat |  | 9 |
| You went without eating for a whole day |  | 8 |
| None of the above |  | 6 |
| Prefer not to say |  | 1 |

Most families reported running out of money for necessities, with people expressing concerns about not having enough food to eat and being unable to eat healthy and nutritious food.

Many families reported skipping meals or relying on unbalanced diets due to limited cooking facilities and resources.

"Have to use our money, its expensive here."

"Normally I would cook at home, but now I don't have those facilities so I cannot."

"First month my sister wasn't registered in universal credit so we got a little less, but now is fine."

"Freezer is very small."

"Some of this comes with being a mum."

"My children are eating less because of food issues."

"Ended up in debt with council tax! Due to not being sorted and looked at properly."

"My husband is unable to work due to a disability with his left hand so only have one wage."





"In terms of Food, we were okay, however when we arrived to this property, there were beds but no blanket to wear so we had a night without the blankets and we had a kitchen but there were no utensils to cook for ourselves, therefore I had to borrow money from a friend the next day to get these things."

"I will often skip meals so my son can eat."





"We are new here. In the hotel there was breakfast. Here I need to where things are."

Lifestyle – Smoking

Have you ever smoked cigarettes?

| | | |
|---------------------------------------|---|----|
| Yes, I currently do |  | 4 |
| I used to, but I quit |  | 3 |
| I used to, but I quit over a year ago |  | 2 |
| No, never |  | 26 |

Have you ever used vapes?






| | | |
|---------------------------------------|---|----|
| Yes, I currently do |  | 2 |
| I used to, but I quit |  | 1 |
| I used to, but I quit over a year ago |  | 2 |
| No, never |  | 30 |

Do you or anybody in your household need support quitting?



| | | |
|-----|--|----|
| Yes |  | 1 |
| No |  | 34 |

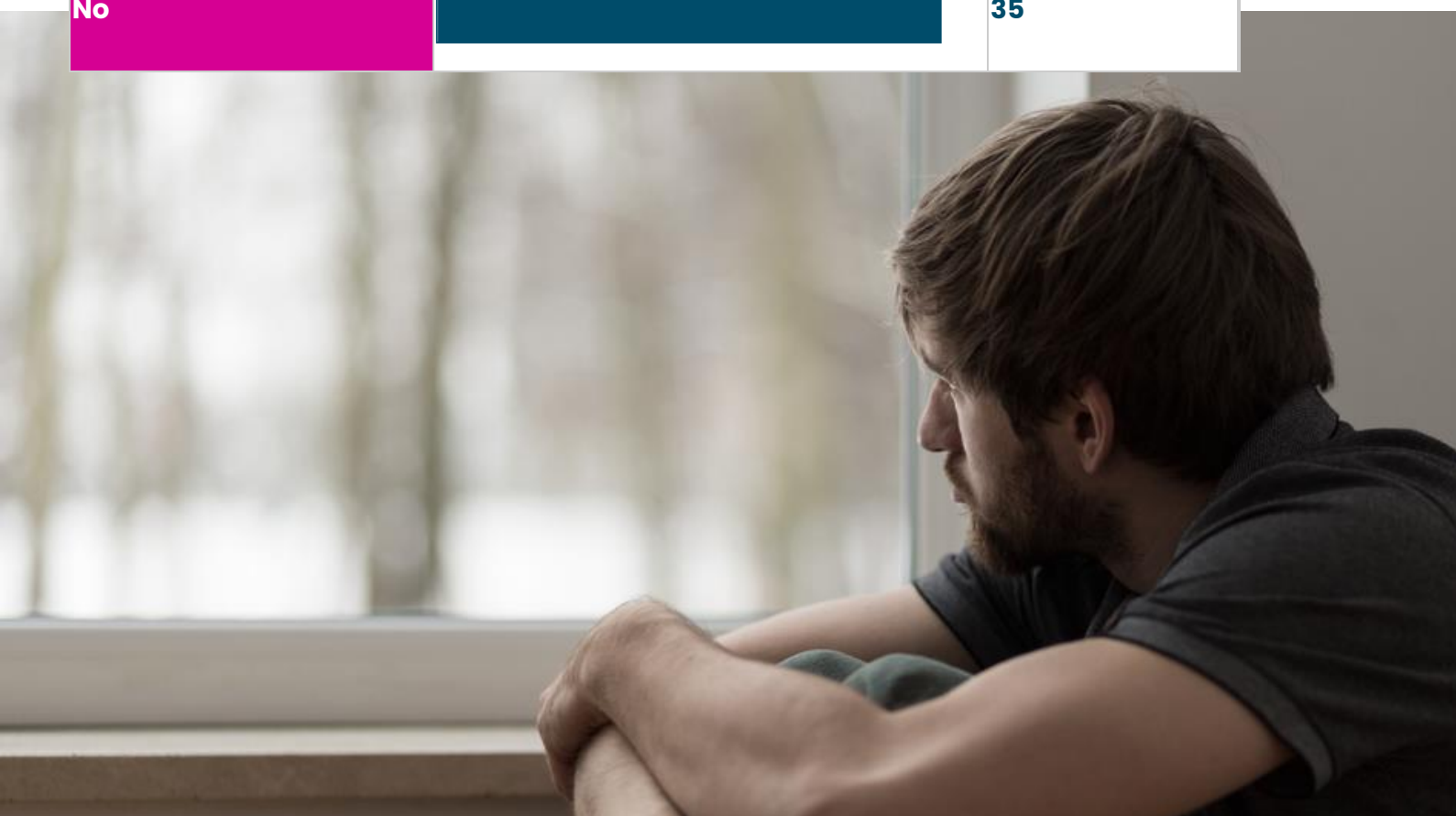
Lifestyle – alcohol and drugs

How often do you have a drink containing alcohol?

| | | |
|-------------------|---|----|
| Never |  | 27 |
| Monthly or less |  | 5 |
| Weekly |  | 1 |
| Daily |  | 1 |
| Prefer not to say |  | 1 |

Do you or anybody in your household need support with alcohol or drug use?

| | | |
|-----|--|----|
| Yes |  | 0 |
| No |  | 35 |



Recommendations

Based on these findings, we propose the following recommendations:

1. Improve Living Conditions

- Ensure temporary accommodations meet basic standards, including access to cooking and washing facilities.
- Address issues such as dampness, mould and repairs promptly.

2. Enhance Access to Healthcare Services

- Provide clear guidance on registering with local GPs, dentists and mental health services.
- Address financial and transport barriers to accessing care.

3. Address Food Insecurity

- Increase awareness of food banks and other community resources.

4. Support Mental Health

- Ensure that families are given details about local mental health services and that support is tailored to families in temporary accommodation.

5. Reduce Financial Strain

- City council to look at providing transport subsidies or passes for families travelling to schools, work and healthcare services.
- Explore initiatives to reduce the cost of essential items for families in need.

6. Community Connections

- Organise community events and support groups to reduce social isolation.
- Promote local services and resources available to families.



Response from Leicester City Public Health Team







“I would like to express thanks to Healthwatch Leicester and Leicestershire for undertaking this important engagement project. We appreciate Healthwatch undertaking this work promptly at our request. This information has helped us to develop a clearer picture of needs and challenges experienced by families in temporary accommodation. The findings of the exercise have been stark and clearly highlight gaps in support available and areas for improvement. An early summary of the findings was presented at a recent Families in Temporary Accommodation Summit and the learning from this work will continue influencing our priorities. The helpful recommendations will be fed back to our Homelessness Charter with the aim of using partnership work to address the concerns.

We would also like to thank all of those that have shared their views. Some of the individual concerns raised have been escalated to our housing colleagues for immediate action. We understand that the nature of temporary housing for families can lead to a range of issues and are working to addressing these. The feedback shared around access to external support will be fed back to partners and we hope that this will influence the development of resources. Your views and experience are important, we will work to fill the gaps in support. Thank you for your voice.”










Diana Humphries, Health in All Policies Programme Manager, Leicester City Council

Equality monitoring



What is your age group?

| | | |
|-------------------|---|----|
| 16-17 years | | 0 |
| 18-24 years |  | 4 |
| 25-34 years |  | 10 |
| 35-44 years |  | 11 |
| 45-54 years |  | 2 |
| 55-64 years |  | 6 |
| 65 or older |  | 2 |
| Prefer not to say | | 0 |



How do you identify your sexual orientation? (Select all that apply)

| | | |
|-------------------------|---|----|
| Lesbian |  | 16 |
| Gay |  | 24 |
| Bisexual |  | 21 |
| Pansexual |  | 5 |
| Queer |  | 15 |
| Straight / Heterosexual |  | 5 |
| Asexual/Aromantic |  | 3 |
| Prefer to self-identify |  | 4 |
| Prefer not to say |  | 3 |














What is your current gender identity?

| | | |
|-------------------|---|----|
| Female |  | 27 |
| Male |  | 8 |
| Non-binary | | 0 |
| Prefer not to say | | 0 |
| Something else | | 0 |





Is your current gender identity the same as the sex you were assigned at birth?

| | | |
|-------------------|---|----|
| Yes |  | 34 |
| No |  | 1 |
| Prefer not to say | | 0 |

What is your ethnicity?




| | | |
|---|---|---|
| Arab |  | 1 |
| Asian/Asian British: Any other Asian/Asian British background |  | 3 |
| Asian/Asian British: Bangladeshi |  | 2 |
| Asian/Asian British: Chinese | | 0 |
| Asian/Asian British: Indian |  | 7 |
| Asian/Asian: Pakistan | | 0 |
| Black/Black British: African |  | 2 |
| Black/Black British: Any other Black/Black British background |  | 1 |
| Black/Black British: Caribbean |  | 1 |
| Mixed/Multiple Ethnic backgrounds: Asian and White | | 0 |
| Mixed/Multiple Ethnic groups: Any other Mixed/Multiple ethnic groups background |  | 2 |
| Mixed/Multiple Ethnic groups: Black African and White |  | 1 |
| Mixed/Multiple Ethnic groups: Black Caribbean and White | | 0 |
| White: Any other White background |  | 4 |
| White: British/English/Northern Irish/Scottish/Welsh |  | 6 |
| White: Gypsy/Traveller/Irish Traveller | | 0 |
| White: Irish | | 0 |
| White: Roma | | 0 |
| Any other ethnic group |  | 3 |
| Prefer not to say |  | 2 |

What is your main language?




| | | |
|-------------------------|---|----|
| English |  | 14 |
| Gujarati |  | 4 |
| Punjabi | | 0 |
| Urdu | | 0 |
| Polish | | 0 |
| Hindi |  | 2 |
| Other (please specify): |  | 16 |

Dutch, Portuguese, Amharica, Arabic, Hindi (2), Bangoli, Swahili, Pushto, Somali, Pashto, Italian, French, Tigrina, Tamil and Katchi.




Do you have a disability?

| | | |
|-------------------|---|----|
| Yes |  | 17 |
| No |  | 17 |
| Prefer not to say |  | 1 |

Do you have a long-term condition?

| | | |
|-------------------|---|----|
| Yes |  | 22 |
| No |  | 12 |
| Prefer not to say |  | 1 |






Are you a carer?

| | | |
|-------------------|---|----|
| Yes |  | 5 |
| No |  | 29 |
| Prefer not to say |  | 1 |

Which of these best describes what you are doing at present?

| | | |
|---|---|----|
| Employed |  | 10 |
| Self-employed |  | 2 |
| Unemployed but looking for work |  | 5 |
| Unemployed and not looking for work |  | 5 |
| Full-time education, training or apprenticeship |  | 1 |
| Long-term sick/ disabled |  | 4 |
| Retired whether receiving a pension or not |  | 1 |
| Looking after the family |  | 2 |
| Prefer not to say |  | 1 |
| Other (please specify): Full time carer Housewife Unemployed until I'm offered a house then will get my child into nursery and look for work Still employed but employer understands her situation - has been 9 years at LRI - was due to go back this month |  | 4 |

How much money do you have?

| | | |
|---|---|----|
| I have plenty to spend on things I need, and plenty left for extras I want | | 0 |
| I have enough to spend on things I need, and a small amount for extras I want |  | 3 |
| I have enough to spend on things I need, and not much else |  | 8 |
| I don't have enough for things I need and sometimes run out of money |  | 19 |
| I don't know |  | 1 |
| Prefer not to say |  | 4 |

The majority of people shared that:

"I don't have enough for things I need and sometimes run out of money".

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