

Brighton & Hove City Council

Council

Agenda Item 48

Subject: Dignity and Trauma-Informed Audit of Housing and Homelessness Services

Date of meeting: 1 October 2026

Proposer: Councillor De Oliveira

Seconder: Councillor McLeay

Ward(s) affected: All

Notice of Motion

Green Group

This Council notes

- 1) That Brighton & Hove has committed to dignity, residents' rights and trauma-informed practice across housing, homelessness and domestic abuse services.
- 2) People seeking housing support may be experiencing risk of homelessness, domestic abuse, poverty, discrimination, disability, mental distress or trauma. Even well-intentioned systems can deepen distress through repeated assessments, complex processes, insensitive communication, unsuitable accommodation or repeated disclosure of traumatic experiences.
- 3) Council recognises that frontline housing staff face severe pressure from rising homelessness, shortages of genuinely affordable homes and long-term underfunding of local government.
- 4) Council believes residents should be treated as people, not case numbers, and services should promote safety, trust, accessibility, choice and respectful communication. Trauma-informed practice must not individualise structural problems; better processes cannot substitute for social housing, affordable rents and properly funded public services.

This Council resolves to request officers to explore and report to Cabinet on:

- 1) A Dignity and Trauma-Informed Audit of Housing and Homelessness Services, covering homelessness, temporary accommodation, allocations, repairs, rent arrears, complaints and tenancy support.
- 2) A review of letters, forms, digital systems and procedures for intimidating, stigmatising, inaccessible or re-traumatising practices.
- 3) A "tell us once" approach to reduce repeated disclosure of sensitive information.
- 4) Ensure tenants, people with lived experience, community organisations, frontline staff and trade unions shape the audit.
- 5) Report findings and an action plan to cabinet within 12 months.

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- 6) Council affirms that nobody should have to surrender their dignity to ask for housing, repairs, tenancy support, or somewhere safe to sleep.