



Homeline – Business Support Unit
Swindon Borough Council
Civic Offices
Euclid Street
Swindon
SN1 2JH
Direct line: 01793 463329
Email: centraladmin@swindon.gov.uk

Ref: Homeline Service Consultation
Date: 29 December 2025

To Whom It May Concern.

Dear Resident,

Have your say on the future of the Homeline Service

You are receiving this letter because either you, or someone you support or care for, currently uses the Homeline service or has the Homeline service built into your tenancy agreement. Swindon Borough Council is reviewing how the Homeline service is provided in the future.

The Homeline service has supported residents for more than 30 years, offering reassurance and help when needed, and we want to understand if and how it can meet people's needs in a safe, dependable, and financially sustainable way.

We are running a public consultation for eight weeks from 1st January 2026 to 27th February 2026, and we want to hear your views on the current service and future options for the service. No decisions have been made about the future of the service; we want to hear from as many people as possible before making a decision about the future of the service.

How to take part

You can complete the survey in a way that suits you:

- **Online:** please visit the Homeline page on our Swindon Borough Council website or scan the QR Code, pictured here, on your digital device and follow the instructions to complete the survey.

Or type this link into your web browser:
<https://www.swindon.gov.uk/homeline>

- **On paper:** please call 01793 463329 and a colleague will send you a printed copy to you for your completion.



- **By phone:** please call 01793 463329 and a Colleague will help you complete the survey.
- **In person:** surveys will also be available from our Civic Offices Reception located in Euclid Street if you would prefer to pick one up. The full address is at the top of this letter.

If you need this information in another format, for example large print, Easy Read, another language, or audio, please call us on 01793 463329 and we will make sure you have the opportunity to share your views with us.

Why your views matter

Your feedback is extremely important, and it will help us understand:

- How people use the service
- What you value most
- What could be improved
- Which future options residents would prefer

All the responses we receive will be collated and analysed to inform our next steps for the Homeline Service. The findings will help shape recommendations that will be presented to the Council's Cabinet, we are aiming to take this to Cabinet in June 2026, where any decision about the future of the service will be made.

Current service continues

We would like to reassure you that in the meantime the Homeline service is continuing as normal for our existing users.

Thank you

Thank you for taking the time to share your views.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'A. McDonald', is enclosed within a thin black rectangular border.

Andrew McDonald, Director of Housing, Swindon Borough Council