



HOUSING  
FIRST  
SCOTLAND

# HOUSING FIRST *connect*

Issue 1 December 2018

## NEWS

- *Highlights from Dundee*
- *5 Steps to Housing First Scotland*



- *Lived Experience*
- *Collaboration*
- *Monitoring and Evaluation*
- *So where are we now?*



Welcome to the first issue of the twice-yearly update for Pathfinders and Leaders. We are at the forefront of transforming Scotland's response to homelessness and finding the path to achieve Housing First as the first response for people that need it most.

On the 28 November the five Pathfinders came together in Dundee for the first time — to connect, inspire, and learn from each other. In opening remarks Kevin Stewart MSP, Minister for Local Government, Housing and Planning, set out the vision of a Scotland with Rapid Rehousing and Housing First at its heart.

*“Any success we achieve in ending homelessness will come from working in partnership because we are rewiring the system and if we forget to listen to people, we will fail.”*

### Stay connected:

[www.housingfirst.scot](http://www.housingfirst.scot)  
[@HFScotland](https://twitter.com/HFScotland)

Housing First Scotland  
The Homeless Network (GHN)  
Unit 16a Adelphi Centre,  
12 Commercial Road,  
Glasgow G5 0PQ

Tel: 0141 420 7272  
Fax: 0141 429 0508  
[www.ghn.org.uk](http://www.ghn.org.uk)  
[@GHNTweets](https://twitter.com/GHNTweets)



# 5 STEPS to a HOUSING FIRST SCOTLAND

To understand where we've been, where we are, and where we are going Maggie and Doug from the Homeless Network outlined the five steps to achieve a Housing First Scotland. Importantly, we are not at the beginning – some organisations and experts have been making the case since 2010, which provides a strong foundation to now build from.

Ishbel Smith from third sector training provider Heart in Mouth, provided a powerful description of the unique role of Pathfinders in charting unknown territory, drawing inspiration from Shackleton's RRS Discovery outside the venue at Dundee Quayside. The roundtable discussions that followed will help us 'fill the gaps' in the story of Housing First Scotland, and clarify the way forward guided by the leaders in the room.

*"A small group of people took Housing First in Scotland some of the way.*

*It needs many more people to take Housing First all the way."*





## LIVED EXPERIENCE

We need to keep the voice of lived experience central to Housing First developments. This was made clear by Mick, David and Michelle from the Homeless Network who presented four key wisdoms, based on collaboration with nearly 600 people over the last phase.

### 1. "I'm here"

People are ready to engage, and we have to be patient and open to what that engagement looks like for them, and to adapt our approach to fit.

### 2. "Been there, done that"

The role of lived experience can be hugely beneficial and particularly powerful in building trusting relationships.

### 3. "a locked door"

People want their own place, a safe home – somewhere they can lock the door. Compared to the insecurity of sleeping rough or living in some hostels, it was stark that prison was mentioned many times as a place where people can "put things on the wall," had "control" over "who gets in your door," and "had a routine, a job, friends, a telly."

### 4. "I want a bit of that"

The power of feeling integrated within a community, seeing others do well, was highlighted as fundamental to building a life.

## COLLABORATION

Across four workshops peers experiences to better understand some of the successes and what the challenges might be ahead.

### Strategic Operations

Operational managers and consortium leads.

**Led by Angela Dowdalls & Keith Chalmers, Glasgow City Council**

- Although it is a principle of Housing First that support and housing are independent, it is important and beneficial to have both closely involved from the earliest stages of a tenancy.
- When current systems are slowing or blocking progress, there needs to be a willingness and ability to "short-circuit" or change the system.
- By-name lists are crucial to the success of Housing First but there must be the capacity to work rapidly to house people in immediate need who may not be 'known'.

### Integrating Strategy & Commissioning Frameworks

National and local government, along with senior policy and strategy colleagues.

**Led by David Simpson, Dundee City Council and Alexis Chappell, Dundee Health & Social Care Partnership**

- Integrated strategies and commissioning can succeed if there is a presumption of partnership working with all priority setting and strategy development being co-produced and owned.
- A focus on transformational change and a shared vision is key; stepping stones to get there can be identified along the way.
- Paying attention to how you build the capacity and create the environment for change, prioritising time and space for conversations and debates across sectors.
- Importance of shared budgets at a local level and the role of evaluation in providing the evidence and leverage for spend.

*"We are not hard to reach. We are ready to engage - what matters most? Highlighting the importance of listening to the answers given by people with lived experience"*







### *Housing First for Housing Providers*

Along with letting agencies and representative orgs.

**Led by Sandy Young and Tracey Longworth,  
Almond Housing Association**

- Listening to people is key and if there must be patience and openness to understand perceived “risks” or “barriers” or an individual’s reluctance to take a tenancy.
- For tenants – particularly young tenants – internet access is an imperative, and a key tool to encourage and support integration within communities.
- For Housing Associations that can make available even a handful of lets, Housing First is a win-win – if you partner with the right organisation to deliver support.

### *Housing First on the Ground*

Designed for frontline support workers  
and people with lived experience.

**Led by Patrick McKay & Liz Littler, Turning Point Scotland**

- Housing First is evidenced to be successful when it adheres to the principles
- It is important to be mindful of the practicalities, risks, challenges and misconceptions involved when services begin to do Housing First on the ground.
- Collaboration across organisations and sectors and the sharing of learning and insights are key to ensuring that Housing First is consistent and effective ‘on the ground’. The Housing First Training Academy will help facilitate this, as will future plans to develop communities of practice.

# MONITORING & EVALUATION

Delegates heard from Professor Sarah Johnsen, Heriot-Watt University and Claire Frew from The Homeless Network about how the Pathfinder Programme will be evaluated in relation to:

- the outcomes for Housing First tenants
- the extent to which services have maintained fidelity to the core principles of Housing First
- the factors that have facilitated or hindered the scaling up of Housing First
- the cost to deliver Housing First and how the benefits compare in value to the costs
- the lessons that can be drawn – for other parts of Scotland and beyond.

The overall evaluation will be undertaken by Heriot-Watt University and will be in three parts:

## 1. Outcome

- Monitoring data at 'baseline' (recruitment) and at 6-monthly intervals over 2 years; for first 200 new tenants approximately

## 2. Process

- Interviews/focus groups with staff, service users and stakeholders, twice (near beginning and toward end of evaluation)
- Fidelity assessment

## 3. Economic

- Cost benefit analysis (outcomes and service use data + actual cost of service delivery data)

*“A room full of people plotting their path in the heroic quest of ending homelessness for good with #HousingFirstConnect is quite a powerful thing to see!”*

While the ongoing monitoring will be undertaken by the Corra Foundation and Homeless Network and will be in two parts:

## 1. Monitoring Outcomes for Tenants

Will be measured quarterly as part of the quarterly consortium return to the Corra Foundation, which will monitor changes in and satisfaction with:

- housing status, security and perceived safety
- mental and physical health status
- levels of substance misuse
- personal & social relationships and community integration
- financial wellbeing
- meaningful activity (including work volunteering, training)
- use of health and criminal justice services
- engagement with services
- risk to and from others.

## 2. Monitoring Success of the Pathfinder Programme

indicators of success will be tracked monthly and returned to the Homeless Network to be published quickly each month. This programme tracker is in relation to:

- the number of new HF tenancies created (by LA, RSL, PRS)
- length of time (days) from referral to:
  - (a) Tenancy offer date (by LA, RSL, PRS)
  - (b) Move in date (by LA, RSL, PRS).
- percentage of tenancies created in relation to projections (by LA, RSL, PRS)
- number of tenancies being sustained to date (by LA, RSL, PRS)
- number of HF tenancies ended as a result of:
  - (a) abandonment (by LA, RSL, PRS)
  - (b) eviction (by LA, RSL, PRS)
  - (c) planned move/relocation and still receiving HF Support (by LA, RSL, PRS)
  - (d) number of subsequent homelessness applications.



# SO WHERE ARE WE NOW?

## The Knowns

In January and February 2019, three key developments will happen:

- pathfinder local authorities will make known their commitment to scaling up and sustaining Housing First in the overarching Rapid Rehousing Transition Plans
- contracts with support consortia will be revised by the Corra Foundation, based on targets consistent with RRTPs and funds into year three
- monitoring and Evaluation Guidance will be issued to Pathfinder partnerships.

We know that as things stand, we have up to 830 tenancies pledged, adequate funding to support these tenancies, and capacity built in each area to deliver.

## The Known Unknowns

- Pace of scaling up: although significant progress has been made in 2018 tuning up and building capacity within Pathfinders, 2019 will see a focus on implementing Housing First rapidly and at scale.
- Barriers and Blockages: what will stand in the way? It is understood that the Pathfinder is not about 'business as usual', but about finding the quickest and simplest route to a safe home for people experiencing severe and multiple disadvantages. How effectively can we work together to resolve or work around problems – at practice, local and national level?

## Next Steps

- Connect events will take place twice yearly in the centrally located Dundee Discovery, bringing all Pathfinders and Leaders together
- Smaller, role-specific roundtable discussions will be facilitated more regularly by The Homeless Network
- Heriot-Watt and partners will begin work with Pathfinders in January 2019 – to ensure best chance of success this will rely on the time and goodwill of stakeholders
- Turning Point Scotland will continue to provide training on a local level for Pathfinder partners
- An online resource will be developed to capture the story, provide resources and support the Scotland's Housing First Pathfinders and Leaders.

