

Change means
people
first



Change means
at
home



Change means
no wrong
door



Change means
good
vibes



Ending Homelessness Together

Report from the Consultation Workshop
held on 3 September 2019





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Hello

Ending Homelessness Together will be a big and inclusive umbrella under which a clear message and collaborative effort to end homelessness in Scotland can be driven. It will provide the vehicle for ‘planning and policy’ to plug into ‘practice, place and lived experience’ in a connected, informed but informal way.

It will be driven by a diverse and enabling **Change Team** and use easy language and a very informal working approach. It will connect directly to the 5 Housing Options Hubs as well as the Scottish Government’s Homelessness Prevention Strategy Group (HPSG).

Consultation Workshop

We held a consultation workshop to improve and build on early ideas. We did this alongside people living and working with homelessness – and there was huge interest, which meant not everyone who wanted to join us could. We will keep in touch with everyone who is interested to get involved in the next steps if they want to. 60 people attended the workshop to contribute to:

- the New Directions — our simple theory of change
- how we create the Change Team
- how we deliver the Programme.

They represented lived experience of homelessness alongside:

National & Local Government

- Cosla
- East Ayrshire Council
- North Ayrshire Council
- Renfrewshire Council
- South Lanarkshire Council
- West Dunbartonshire Council
- Scottish Government

Health

- Healthcare Improvement Scotland
- NHS Greater Glasgow & Clyde
- NHS Health Scotland

Funders

- Corra Foundation
- National Lottery Community Fund

Justice

- Scottish Prison Service

Social Security

- Department for Work and Pensions

Third Sector

- A Way Home Scotland
- Aspire
- Blue Triangle
- Crisis Scotland
- Crossreach
- Cyrenians
- Govan Law Centre
- Homeless Action Scotland
- Renfrewshire Association for Mental Health
- Social Bite
- Rock Trust
- Salvation Army
- SAY Women
- Scottish Community Development Centre
- Shelter Scotland
- Simon Community Scotland
- SSAFA (The Armed Forces Charity)
- Street Connect
- The Homeless Network
- Turning Point Scotland

New Directions (our theory of change)

Workshop facilitators outlined the four New Directions ...

① People First

Facilitated by Peter Anderson Homeless Network

Change means that support services will help people to:

- have choice and control
- contribute and do things they enjoy
- stay well, connected to others and resilient
- integrate toward ordinary (not homeless) services and settings
- directly address the material hardship that often underpins their situation

To achieve this the homeless system needs to:

- stop trapping people in services
- stop focusing on risks and more on people's skills and motivations
- be trauma informed and
- support health, opportunity and financial inclusion.

What will help the Change Team with this?

At the workshop, people told us putting *people first* also includes:

- becoming more solutions focused
- reducing stigma
- creating the right environment
- building trust
- changing the culture
- using positive language.

And what would get in the way?

- continuing to use professional language that people don't understand (e.g. discharge of duty)
- not rethinking our approach so that services remain focused on being 'caretakers' or 'firefighters'.

② At Home

Facilitated by Amy Hutton Cyrenians

Our theory of change sets out that for most of us:

- settled, mainstream housing, as quickly as possible, is our right
- time spent in any form of temporary accommodation reduced to a minimum, with the fewer transitions the better
- when temporary accommodation is needed, the best type is mainstream, furnished and within a community.

For reasons of choice or to redress severe disadvantage:

- Housing First, first!
- less congregate homeless accommodation. Supported housing that is smaller with the best physical and trauma informed environment
- not everyone who begs is rough sleeping and not everyone who sleeps rough begs. But strong links to current or recent housing insecurity and personal vulnerability need our full attention.

What will help the Change Team with this?

At the workshop, people told us that helping people feel *at home* also includes:

- ensuring we create genuine choice for where and how people live
- including sharing options where that is people's choice
- focusing on people (re) building their lives and social connections through safe, secure housing
- a shared understanding that, while an important safety net, time spent in temporary accommodation is damaging.

And what would get in the way?

- not having the right support available for people
- Not having enough safe, affordable housing where people want to live.

New Directions

...pinning down what needs the biggest push for change to happen on the ground.

③ No Wrong Door

Facilitated by **Michelle Major** Homeless Network

Basing our services on 'needs' and 'risks' leads to a system with silos and too many wrong doors. The new direction is all about:

- a new duty to prevent homelessness — and clearer paths for those most at risk
- joined up working – less silos in services that don't put people first
- preventing people having to repeat their story
- by-name lists of people we are most concerned about
- universal legal rights in relation to local connection and intentionality
- new standards and time limits in temporary accommodation.

What will help the Change Team with this?

At the workshop, people told us that making sure there is *no wrong door* also includes:

- being more inclusive
- more coordinated working between addictions, mental health and housing
- always being flexible in our approach, including service appointments
- better awareness and accountability
- integrating the views of people with lived experience.

And what would get in the way?

- apathy
- poor communication
- making assumptions about people's circumstances.

④ Good Vibes

Facilitated by **David Kidd** Homeless Network

Our theory of change sets out the importance of achieving more by creating positive, mutual environments and understands that:

- homelessness is not caused by personal mistakes or habits
- homelessness can be fixed by reducing income poverty, increasing access to affordable housing and ensuring a strong welfare safety net
- the impact that attitudes of the general public and services can have on someone's day (or life) is huge
- all of our interactions should be designed in a way that people can understand and act on it. That is how we share power and build a movement for change.

What will help the Change Team with this?

At the workshop, people told us that *good vibes* also includes:

- creating positive environments
- building two-way trust
- sharing positive culture and values
- focusing on what we can do rather than what we can't
- empowering frontline staff
- simple, clear and positive communication.

And what would get in the way?

- power imbalances
- lack of accountability
- frontline staff being under too much pressure.



Getting a Great Change Team

People at the workshop explored the skills, talents and experiences that would make a great Change Lead.

The Change Team will be:

- balanced in terms of frontline and lived experience and
- diverse in geography, knowledge, skills and specialisms
- connected to evidence of what works.

A great Change Lead will be:

- passionate and motivated to create change
- working from a strong value base
- non-judgemental, respectful and open-minded
- forward thinking, action-oriented and solutions focused
- diplomatic but at the same time positively disruptive
- comfortable with positive risk.

A great Change Lead will have:

- good knowledge of the of the plan to end homelessness in Scotland
- the ability to translate complex messages in a simple, straightforward way; excellent listening skills
- the ability to facilitate [potentially] challenging conversations in a positive way
- strong local networks to engage with and feed back to.





Next Steps

- We will invite applications for the Change Team in September 2019 so that it can come together in October.
- An Ending Homelessness Together Roadshow across Scotland and in partnership with the 5 Housing Options Hubs. The Change Team will be asking people, what does all that mean for me? As a housing provider, or a local authority, a health service, a frontline worker or a funder or commissioner.
- We will then fit the 4 'New Directions' together through the different lens of different roles. The final design will be digital, modular and interactive.
- This will communicate in 'plain-language' Scotland's ambition for ending homelessness and be a tool for the general public and relevant sectors and services to understand change, stage of progress and their role within it.



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