**Frontline Homelessness Services**

Nothing needs to change. Our services work well, considering the resource restrictions

Need a Night Shelter back – why are we forcing people to live in accommodation that they keep failing in? Not everyone wants the responsibility?

**Housing Hub –** This would be like First Stop but a direct access multi agency building/venue. This could permanently accommodate housing advice workers, with other agencies being able to access the rooms and use the area for joint working. Could have families going to First Stop and single homeless to the new Hub?

**Question: Data Collection** What data do we collect? How do we collect this data & what will it be used for? Who will receive the data in order to analyse & share for learning? Will data be shared? Can it be shared? The Alliance of services has a shared responsibility of services, so transparency is important?

It’s too disruptive to services to force a major change? However it would be really beneficial to be able to meet up with colleagues more. It’s important to get different perspectives on cases and general situations. Being able to attend the same training sessions as colleagues from other services is also a good idea. Share ideas, receive the same information and be able to discuss what it means for each service – do we use learning differently?

**Question: Risk Assessments** Do we assess risk in the same way? Are we sure that we are asking questions that assess risk and not lead us to making biased emotional responses?

**Question:** What happens to those people that no one will accommodate? Are our Risk Assessments meaningful? Do we complete in the same way?

**All** homeless/threatened with homelessness/people with housing issues – go through First Stop for a PHP & then get referred to which ever service was most appropriate – PCC for homelessness applications/HISS for tenancy support/A2A if temporary accommodation may be required/Harbour for support around substance misuse & mental health?

**Question: What about prevention?** With increasing numbers of homeless & fewer resources, it feels like constant firefighting. We’re getting nowhere & it’s demoralising for workers as well as their clients