

Change  
means  
people  
first

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Change  
means  
at  
home

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Change  
means  
no wrong  
door

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Change  
means  
good  
vibes

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# Are **you** all in for change?

A new change team for ending homelessness together





## Hello

All in for Change is 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 **Change Team** of people with frontline and personal experience of homelessness 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).



## Why?

The Scottish Government/Cosla Ending Homelessness Together Plan (2018) was informed by lived and frontline experience. It set out a transformational change programme which needs change on the ground – and many more hands-on-deck.

### All in for Change is about:

- ① United effort and action – to make people's lives better
- ② More focus and clarity – to make people's jobs easier
- ③ To build momentum – all in to end homelessness
- ④ To communicate a common message and goal
- ⑤ To break down 'silos' in services – people first, with no wrong door
- ⑥ To go local – more community awareness and ownership
- ⑦ More informed leaders on the frontline and with personal experience of homelessness
- ⑧ Reaching further horizontally – benefiting from professional and personal networks
- ⑨ Problem solving together means more enduring solutions
- ⑩ Change is hard work! To bring some enjoyment, support and solidarity for Change Leads

## New Directions

There are four new directions we need to take to end homelessness in Scotland.

### ① People First

#### 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?

- 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

- 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?**

- 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.

## ③ No Wrong Door

**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?**

- 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

**We can achieve more by paying attention to the way we interact with each other, and by understanding 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?**

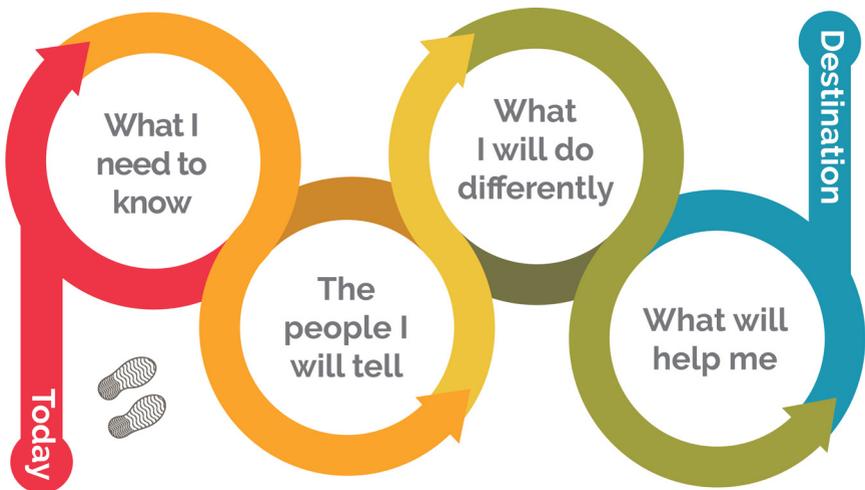
- creating positive environments
- building two-way trust
- sharing positive culture and values
- focusing on what we can do rather than what we can't
- empowering frontline staff
- simple, clear and positive communication.

**And what would get in the way?**

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

## For each of these 'New Directions', the Change Team will be asking and then acting on:

- **What I need to know:** about the new directions (above), key communication messages and evidence of what works. Sharing my knowledge, experience and views too.
- **The people I will tell:** who else needs to know this and how will I reach them? Existing and new networks and finding speaking and influencing opportunities.
- **What I will do differently:** how will I act on this new knowledge, what are my options, when and where will I do it?
- **What will help me:** the enablers for change. People, places, tools, good practices and policies. How do we find and use them? And what's not in place that needs to be?



## About the Change Team

Around 20 Change Leads will be nominated or recruited from across Scotland to reality-check the plan, champion change and connect locally to help make change happen on the ground.

### 5 Housing Options Hub Regions

- North & Islands
- Tayside, Fife & Central
- West
- Ayrshire & South
- East

### 3 Facilitators

Homeless Network Scotland, Cyrenians and Scottish Community Development Centre.

### 8 Nominated Colleagues

Welcome from any sector in a person-facing delivery role. We invite host organisations to nominate and sponsor time and expenses. Time commitment will be approximately 4-8 hours per month in the normal course of the colleague's work.

### 8 Lived Experience

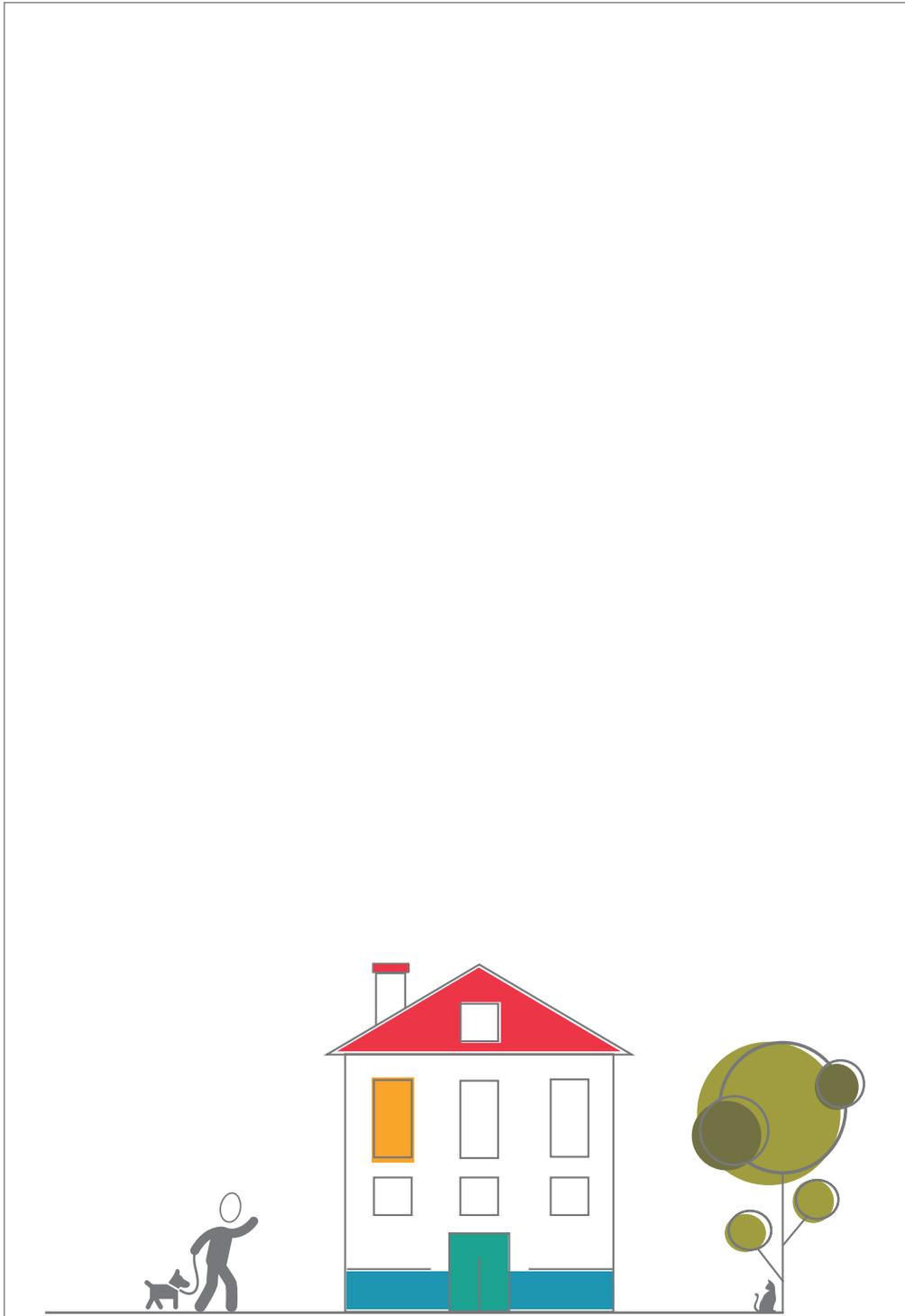
People with current or recent experience of homelessness. Posts will be openly recruited and paid at the Real Living Wage rate of £9 per hour and around 2 hours per week.

### 2 Citizens and Activists

Volunteering roles, linking to communities. Travel and out of pocket expenses will be reimbursed.

### 2 Experts and Academics

Nominated colleagues, linking us to best evidence and evaluation.



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