



A report from

Joining the dots

26 February 2020

With thanks to

our speakers

Professor Suzanne Fitzpatrick
I-SPHERE at Heriot-Watt University

Claire Frew
Homeless Network Scotland

Councillor Mhairi Hunter
Glasgow City Council

Pauline Lunn
Ypeople

Ruth McIntyre
Aspire

Mick
Housing First Tenant

Gerry Milne
Sacro

Charles Maasz
Glasgow City Mission

Susanne Millar
Glasgow City Health and
Social Care Partnership

Celeste Singleton
GHIFT at Homeless Network Scotland

Lydia Stazen
Institute of Global Homelessness

and to

St Martin in the Fields
Frontline Network

for sponsoring the seminar





Joining the dots

Connect, Learn and Act
on street homelessness in Glasgow

Welcome

Charles Maasz,
Chief Executive of Glasgow City Mission

Everyone in the room is concerned with the dignity of people's lives, working alongside them to (re)build something stable and positive.

Whether employed in the public sector, employed in the third sector or offering our time as volunteers we all have a common purpose to end rough sleeping in the city.

We may all see things from different perspectives and have different jobs, but almost all of us know someone who has been affected by mental ill health, or addictions, or homelessness and we have seen and felt the challenge. Our job, regardless of our specific roles, is to ensure our responses to rough sleeping are rooted in the shared humanity of shared experiences.



Towards the End of Street Homelessness in Glasgow

Councillor Mhairi Hunter recognised that while much is changing in Glasgow in terms of the way we respond to homelessness and rough sleeping, there remains a long road ahead.

At the heart of our way forward is:

- genuine partnership and collaboration, with the newly formed Glasgow Alliance to End Homelessness representing this new way of working
- learning from other cities and being reminded that positive change is not only possible but achievable
- building a greater understanding across the country that the scale and complexity of homelessness in Glasgow remains unique in a Scottish context and requires appropriate resourcing
- the way forward will be built on a city-wide collaborative effort, without which we will not achieve our shared goals.

**Glasgow
Alliance
to end
Homelessness**

Partnership — what does it really mean?

Susanne Millar, Chief Officer of Glasgow's Health and Social Care Partnership, shared her personal reflections on what working in partnership really means and the factors that make it successful.

Partnerships

Build an alliance of the willing, being collaborative and focused on listening.

Aspiration

Find the shared passion for the work being done and shared ownership of goals to end citizens of this city sleeping on our streets.

Honesty, Transparency & Authenticity

Admit when you don't know the answer, understand that solutions are hard and might only be partial, and always allow space for getting things wrong.

Lived Experience

Put lived & living experience at the centre, create space for people to tell their stories, and make sure these stories influence the planning of what comes next.

Evidence

Use evidence, not anecdotes, to make decisions.

Resilience

Keep repeating messages, take positive risks as there are no 'safe' options, get back up and try again, and understand that you might not get everyone facing in the same direction.

Enable & Empower

Recognise the wealth of expertise held by frontline staff and the relationships they have with people using our services.

Relationships

Access your humanity and focus on developing human relationships.

Not Perfect

Understand that there will be unintended consequences as a result of trying new things, but the risk doesn't mean you don't try anything new.

Glasgow **Leading from the Front**

Lydia Stazen, Executive Director of the Institute of Global Homelessness in Chicago, shared her perspective on the progress made in Glasgow since becoming a Vanguard City in 2018.

At the point of joining the 'A Place to Call Home' campaign, Glasgow was making commitments to improve partnership working through the development of the Glasgow Alliance to End Homelessness, which has now become reality, and to upscaling Housing First which is making positive progress.

Glasgow has all of the key ingredients of success and finding the right approach to measurement is the next step in showing progress towards the reduction targets.

**75% reduction in
people sleeping
rough in Glasgow
on any given night**

**2020
GOAL**



What Works and What Matters?

Professor Suzanne Fitzpatrick of I-SPHERE* at Heriot-Watt University outlined the key evidence on what works and what matters in ending rough sleeping, based on the findings of a comprehensive, international review of evidence.

Hostels & Shelters

Hostels and shelters are the predominant accommodation-based response to rough sleeping and vary greatly in size, quality, whom they are available for, and level of support. They also may be part of a 'staircase' approach, which works on the basis of people 'graduating' through a series of services and accommodation placements until they are 'ready' for a home of their own.

Key findings from the evidence base.

- Hostels and shelters can provide some immediate relief from life on the street and protect from some health hazards
- But many people describe them as unpleasant and intimidating places to be, finding themselves stuck in the system because of lack of move-on options, further limiting the availability of temporary accommodation
- People with complex needs rarely do well in hostels and shelters, and young people, transgender people and women often express concerns about staying in them
- High running costs and unstable funding streams make them difficult to maintain
- It is understood that hostels and shelters are preferable to rough sleeping for some, especially in colder temperatures.



Housing First

Housing First provides permanent housing with flexible, long-term, person-centred support, without pre-requisites around 'housing readiness' and/or engagement with treatment. While increasingly used across the Western world it remains less common than the Staircase Model.

Key findings from the evidence base include.

- A Housing First model works better than the Staircase Model in successfully supporting people out of homelessness
- Housing First achieves excellent housing retention rates of 80-90%
- While non-housing outcomes (health, addictions etc.) are more modest than housing retention rates, they still match, or even slightly exceed, mainstream approaches
- While not low-cost, Housing First creates the potential for longer term savings.

Ending Rough Sleeping: what works?

https://www.crisis.org.uk/media/238368/ending_rough_sleeping_what_works_2017.pdf

* I-sphere at Heriot-Watt won the Queen's Anniversary Prize in February for work on homelessness legislation.

Street Outreach

Street outreach is a very common intervention, providing advice and/or material resources to people on the street. There has been a shift in some contexts away from an ameliorative approach (trying to alleviate discomfort) to an assertive approach (more persuasive and focused on ending someone’s experience of rough sleeping).

Key findings from the evidence base include:

- assertive outreach approaches significantly reduce rough sleeper numbers
- assertive outreach is particularly important for people with complex needs, but needs to be backed up by the availability of suitable accommodation and support.

Residential Communities

Residential communities are congregate accommodation where the focus is not on resolving homelessness but on providing support for other areas of people’s lives. Key models include Residential Therapeutic Communities which often focus on supporting recovery from substance misuse, and Emmaus Communities which are mutually supportive communities where residents live and work together.

Key findings from the evidence base include:

- therapeutic communities can be effective in reducing substance misuse and offending, but attrition rates can be high for homeless people
- Emmaus communities can help improve quality of life and provide a sense of purpose, particularly for middle-age/older men with low needs.

Personalised Budgets

Personalised budgets are when support workers have access to budgets which can be spent on a variety of interventions to help secure and maintain accommodation and have been evaluated in London and Wales.

Key findings from the evidence base include:

- Personalised budgets are typically £2-3k but actual amount spent tends to be a lot lower (£400-£800)
- Accommodation is secured and maintained in 40-60% of cases and people report improvement in health, self-esteem and engagement with services
- Personalised budgets can be implemented more widely alongside housing-led solutions such as Housing First.

Based on evidence of what works and what matters, responses to rough sleeping should be underpinned by core principles.

- Recognise diversity in what people want & need, potentially different legal entitlements and differences in local housing markets.
- Take swift action.
- Employ assertive outreach leading to an offer of suitable accommodation.
- Be housing-led (providing swift access to settled housing).
- Offer person-centred support and choice.

UK Poverty, Causes and Solutions

<https://www.jrf.org.uk/report/uk-poverty-causes-costs-and-solutions> (Chapter 9)

Going Home a personal experience

Mick described his experience of moving into a Housing First tenancy in September 2018 following his experience of homelessness.

According to Mick, the support he has received has been invaluable and flexible, always guided by what he needs and when. His support worker has helped with a range of things from arranging and attending medical appointments, paying bills and sorting out driving lessons.

Support can be 24/7 if needed, or nothing at all if not and regular communication and a quick text to the support worker is all it takes to make or change plans.

Mick's life has changed since moving into his own home with the arrival of a new baby at the end of 2019 and his focus is on working with support and housing staff to find a larger home for his growing family.



How Many? Getting the measure of rough sleeping in Glasgow

Claire Frew from Homeless Network Scotland introduced a conversation about the scale of rough sleeping in Glasgow and what we know (and don't know) about the numbers.

- Periodic street counts point to approximately **30** people sleeping rough on that night.
- Statutory data recorded up to **540** people over the course of a year.
- Wider data analysis estimated **120** people on a typical night.

All of these numbers are arrived at differently and have their own strengths and limitations in terms of what they tell us.

The important thing now is to join the dots between these different numbers and develop an approach to measuring rough sleeping that is:

- accurate
- involves everyone who is working with people who are sleeping rough
- is easy to contribute to
- trustworthy.

Work is underway to establish how we can best integrate the information held by different services and sectors, what more we need to learn from existing responses to rough sleeping, and what more we can learn from existing data.

Doing this will take us forward in supporting the work to meet the rough sleeping reduction targets in Glasgow, allowing all of those involved in supporting people to understand better when we see progress.



Gerry Milne (Sacro), Pauline Lunn (Y People) and Ruth McIntyre (Aspire)

Meet the new **Glasgow Alliance to End Homelessness**

Celeste Singleton, a Homeless Network Scotland volunteer, introduced members of the newly established Glasgow Alliance to End Homelessness and described her role in selecting the successful partnership. From intensive training to working alongside commissioners at every stage of the tendering process, Celeste used what she learned from her own experience of homelessness to find the group with the right experience and values to deliver much needed change.

The Glasgow Alliance to End Homelessness will be a partnership between Glasgow City HSCP, Aspire, Crossreach, Loretto Care, Mungo Foundation, Sacro, Salvation Army and Ypeople, connecting with the wider homelessness sector and lived experience through Homeless Network Scotland and GHIFT at Homeless Network.

Pauline Lunn (Y People), Gerry Milne (Sacro) and Ruth McIntyre (Aspire) introduced themselves as members of the Alliance, describing what will be a 10 year journey of transformational change that aims to make the biggest and best difference for people experiencing and at risk of homelessness in Glasgow.

It will work in partnership to make decisions about the planning, design and commissioning of services going forward to ensure the best possible value and success from money spent in the city.

Engagement with the wider homelessness sector and people with lived experience will be crucial to the work of the Alliance and the planning starts now to make sure the partnership is open and accountable and routinely shares learning across the city.

**Start of
a ten year
journey**

Roundtable Feedback

What do you see as your role in tackling rough sleeping and helping those it affects?

People's roles can be categorised as focusing on one of the following:

- signposting to appropriate services
- advocacy to ensure rights are upheld
- responding to immediate needs of people
- making services better connected

What can we change in the short term?

- Encouraging services to adopt a No Wrong Door approach
- Make it easier to access services through assertive outreach
- Think about the whole system and work to move those currently stuck in it
- Consider how we support people with no recourse to public funds to access safe accommodation

What can we change in the long term?

- Make our processes more transparent
- Involve people with lived experience of rough sleeping at an early stage
- Speed up our system to get more people into housing quickly
- Address the imbalance in housing/ accommodation available so that our responses to rough sleeping are suitable and make life easier, not more difficult.
- Improved collaboration

What would you like to see more of?

- A system that takes more responsibility and demonstrates values of humanity, dignity and respect.
- More of a focus on prevention and creating preventative pathways for those leaving prison

- Meaningful trauma training for frontline staff to form more trusting relationships with people and better understanding
- Recognition of other care needs e.g. mental health support, addiction support and more access to appropriate services to address these needs
- Stronger partnerships with better communication and co-ordination to allow more flexible and creative solutions for people who are rough sleeping
- Autonomy and involvement for people experiencing homelessness and rough sleeping
- Sharing "live" data about available accommodation

What would you like to see less of?

- People stuck in unsuitable accommodation for long periods
- Staff saying "that's not my job"
- Duplication and disparate work
- Less firefighting, more proactivity

Your Shout: has anything you've heard today challenged you to change your mind or practices?

- **Delegate A.** Challenged to be more flexible, collaborate more and make sure that we're all engaged and focused on a shared aspiration to end rough sleeping in Glasgow.
- **Delegate B.** To create space for reflection and encourage frontline staff – with their wealth of skills and experiences – to explore every option to find a solution when problems arise.
- **Delegate C.** To better understand the experiences of people who sleep rough and how they want to be supported, and adapt services accordingly to be more trauma-informed and easier to access.



Your Shout

In Glasgow we've got so many of the ingredients we need to end rough sleeping. We're further ahead than others and probably than we think. If we really collaborate we can really get this done

#JoiningtheDots

We won't end rough sleeping without a plan for those with no recourse to public funds

#JoiningtheDots

Targeting young people, supporting them at an early age and prevent people coming into an already 'clogged' system

**Real talk at #JoiningtheDots — do we have the balance right on the accommodation we offer?
Are we flexible enough in our response to rough sleeping and street homelessness?**

We have so much strong evidence that Housing First works much better to resolve homelessness than hostel and shelter type accommodation. Thinking of earlier chat, it's also a much more humane model as a response to vulnerability, homelessness & trauma

#JoiningtheDots

**Segregation — bringing people back into society — is key to addressing complex needs.
We think asylums were an inhumane approach to mental ill health, are we likely to look back on hostels and think the same way?**

We want to be able to measure rough sleeping in a way that everyone can trust and contribute to. The data held by grassroots groups is valuable and could contribute greatly to our shared goal of ending rough sleeping

#JoiningtheDots

Feedback from Attendees

Attendees felt positive after the seminar



90 people attended with 32 people completing or partially completing the feedback forms. At the end of the summit people were asked how they were feeling (9% gave no response).

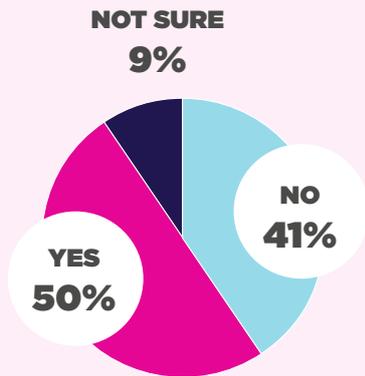
Learning about the new Alliance was the highlight of the seminar



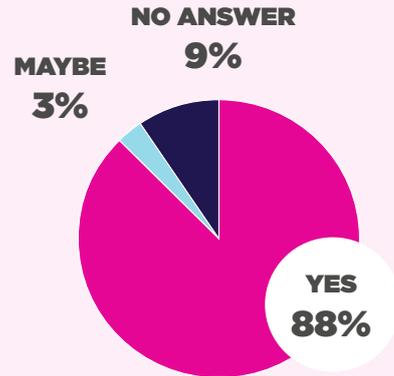
Some of the burning questions you asked were:

- there seems to be a lot of bureaucracy with paperwork and process, what can be done to streamline this to the benefit of people using services?
- there was discussions around Housing First however we are unable to make referrals?
- how do we work together, to improve accommodation for our people?
- why does nobody do more to measure improvements in people’s quality of life/ wellbeing? Why always the cost of saving money but never the human quantified?
- how can stats define rough sleeping — who is in genuine need of care, compassion and support?
- what do you see changing in regards to homelessness and homelessness services?

Half of attendees had been to one of our events before



Attendees would recommend the event to colleagues



After the event attendees will be:



- making referrals to organisations learnt about today
- applying info from today to their roles
- following up on a new contacts
- raising new ideas with their teams/managers
- other

Connect with us

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Connect, Learn and Act on Homelessness to help end it for good.



Homeless Network Scotland

Ending homelessness in Scotland is possible if we act together on what works and what matters. Homeless Network Scotland is a membership organisation that creates opportunities for everyone to connect, learn and act on homelessness to end it for good.



Glasgow City Council and NHS Greater Glasgow and Clyde are jointly planning and delivering all of Glasgow’s community health and social care services – for children, adults and older people, including homelessness and criminal justice services. This is called the Glasgow City Health and Social Care Partnership.

In partnership with:



The Institute of Global Homelessness supports an emerging global movement to end street homelessness. As a first step toward achieving this goal, IGH are working with key global strategic partners to eradicate street homelessness in 150 cities around the world by 2030. Glasgow is among the first 12 cities to set this target.



URBACT

An international exchange network to share knowledge and good practices to end all forms of homelessness, with priorities including Housing First and improved data collection. Glasgow is part of this new international exchange.



World Habitat, European End Street Homelessness Campaign

Wants all cities to stop managing street homelessness and start ending it with Housing First. This campaign works differently to involve whole communities in ending street homelessness locally. Homeless Network Scotland connects Glasgow to this campaign.

And kindly sponsored by:



St Martin’s Frontline Network

The Frontline Network supports workers from the public, statutory and voluntary sectors working on the frontline with people experiencing homelessness across the UK. Cyrenians in Edinburgh facilitate the Scottish Frontline Network bringing together frontline staff to network, share expertise and link to decision makers.



**Homeless
Network
Scotland**
we are all in