

ALL IN FOR CHANGE

REPORT TO HPSG
MARCH 2021



COPRODUCING A NATIONAL MODEL FOR FRONTLINE OUTREACH

The All in for Change Team have had the early chance to share their views on the development of a National Model for Frontline Outreach and described the opportunity to contribute to positive change as ‘exciting’, ‘engaging’, and ‘emotive.’

CHANGE LEADS WILL PLAY AN ACTIVE ROLE IN THE COPRODUCTION PROCESS TO DEVELOP THE NATIONAL MODEL, AND IN THE MEANTIME HAVE SHARED THEIR EARLY THOUGHTS AND IDEAS, INCLUDING:

- Agreement with the 8 principles that will guide the model which map very well onto the 4 New Directions the Change Team is focusing on
- Understanding that a lot of focus will be on street outreach for rough sleepers, while welcoming the broadening of the focus to simply getting to people where they are (which can include people being in their own homes) as this will help ensure people don't lose any priority status as their situation changes
- Reminding ourselves that we have delivered successful assertive outreach to tackle rough sleeping before but outcomes are often lost over time as a result of diluted principles, reduced investment leading to decreased priority. We need to remember what has worked well in the past and focus on not losing momentum, as this is where things so often fall down
- Important to think carefully about staff delivering outreach to ensure they have the skills, values and time to really get to know someone and try a range of ways to connect (and not lose faith when it takes longer than we would want). Outreach roles are highly skilled and in reality can easily result in frustration and burnout. Staff need to be properly trained, supported, valued, and paid to ensure the role is seen as a long-term opportunity and not a stepping-stone to something better, avoiding loss of expertise and experience
- Taking on the challenge of getting to the nuts and bolts to ensure that the model is genuinely flexible, person-led, proactive, persistent, assertive, and ‘sticky’ to make clear that outreach workers are in it for the long haul to understand what makes someone feel safe
- Overall we are starting in the right place and we have an excellent opportunity to get this right

PREVENTION COMMISSION

8 Change Leads joined the Prevention Commission in 2020 to bring the perspective of personal and frontline experience to the work of the Prevention Review Group tasked with recommending new legal duties to prevent homelessness in Scotland.

It was a challenging and exciting piece of work to be involved in and we are delighted to have directly influenced the thinking and recommendations of the Prevention Review Group, including:

- Prioritising choice and control for people in housing need – understanding that what is important to people can be very personal and that different people in very similar circumstances could choose different solutions and make potential compromises in different ways
- The recommendation of a duty to act and ask – speaking directly to people to understand what they need for their homelessness to be prevented and acting on it, rather than offering interventions from a generic bank of options because someone fits certain criteria
- The extension of the timeframe for prevention activities to increase the likelihood of success

The Change Team is pleased to see the publication of the report from the Prevention Review Group, with members of the Prevention Commission continuing their involvement in sharing the recommendations across the sector. We look forward to participating in the next stage of the work to pass and implement new duties.



SABRINA

Working with the prevention commission has been a great experience and an incredible privilege. The **conversations we held as a group have been enriching** and have challenged me as a policy officer, but as a person first. **Working together, equally, meaningfully and respectfully can only bring about the positive** change we all strive to see.

I really enjoyed my time on the commission. Being able to gather with like-minded people to influence legislation with people of all **different backgrounds, experiences and expertise** has been so exciting. This has been a **real highlight for me** – and I'm proud to have been part of it.



KATH

MEASURING WHAT MATTERS

It is important that we continue to measure what matters to the All in for Change Team as we work to deliver the four new directions. Our latest survey showed positive results, while also providing ideas for improvement:

- All respondents agreed that their experience is being respected within the Change Team
- Almost all respondents agreed that they are making a difference by being part of the Change Team
- Almost all respondents agreed that they are listened to and have influence within the Change Team
- Almost all respondents agreed that we work well together as a positive and solutions focused Change Team
- Almost all respondents agreed that we are a bridge between decision makers and the people affected by change

And suggested areas for improvement included:

- More online meetings to stay connected while we continue to work with lockdown restrictions
- Making even more links with people with frontline and personal experience of homelessness

A NATIONAL CONVERSATION: TESTING CHANGE ON THE GROUND

PEOPLE FIRST

AT HOME

NO WRONG DOOR

GOOD VIBES!

A central part of our plan has always been to take our 4 New Directions to end homelessness out to our wider networks, and we are looking forward to a series of virtual conversations with our wider networks to better understand:

The extent to which people think progress is being made on the ground

Examples of local progress and where things are going well

Examples of where there are barriers to making change happen

Ideas of what else we can do to make change a reality

Our methods will be mixed, with options for anyone working or living with the issue of homelessness to complete an online survey, have a one-to-one conversation or attend a virtual event locally.

We look forward to sharing what we learn with members of the HPSG.



THE CHANGE TEAM | KEEP IN TOUCH

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