

The Change Team are gathering information to help us understand what is needed to make change happen towards ending homelessness in Scotland. This will inform our conversations as a team and with decision makers.

Taking the 4 New Directions as our guide we want to find out:

- Whether we have made progress in achieving these?
- If we have, then where and how are they being achieved?
- If not, then in what ways could they be achieved?
- What gets in the way from them being achieved?

Recording your conversation

Record your conversation on your phone, or make a note of the key takeaways.

You can select one or more of the 4 New Directions and explore these by following 3 steps. These steps are detailed on pages 3 & 4.

Step 1

Introduce one of the 4 New Directions

Step 2

Where helpful and appropriate, outline what your chosen New Direction should look like in practice

Step 3

Lead a discussion around the questions on page 4

If the person you are talking to is happy for you to anonymously share the conversation with the Change Team, then please ask them to complete the form below:

About you

We would like to know a bit about you and why you are taking part in this national conversation.

We will not be collecting any personal information from you, everything you tell us is anonymous.

Age

Gender

Other ways you identify which you feel are important to share for the purpose of this conversation:

Where is your experience coming from?

- I have lived experience
- I am a frontline worker
- I am a manager
- I work in policy/strategy
- I am a volunteer
- I am an academic
- Other:

If you are in employment, is this in...

- a local authority
- a housing association
- a third sector organisation
- a university or college
- Other:

And, do you work in:

- Homelessness
- Housing
- Health
- Social Care
- Justice
- Addictions
- Social Work
- Other:

In what Local Authority area do you work in?

Why are you interested in being part of this national conversation?



THE CHANGE TEAM | KEEP IN TOUCH

16a Adelphi Centre, 12 Commercial Road,
Glasgow G5 0PQ

0141 420 7272 | changeteam@homelessnetwork.scot
www.homelessnetwork.scot

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Registered Office: Adelphi Centre, 12 Commercial Road, Glasgow G5 0PQ. CEO: Margaret-Ann Brunjes

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Step 1

Introduce one of the 4 New Directions:

PEOPLE FIRST

Taking a more person-centred approach to supporting the social, mental and physical wellbeing of individuals, giving them more choice and control

NO WRONG DOOR

Stronger coordinated working between different services, with clearer pathways for those most at risk and no-one being turned away

AT HOME

Everyone has a right to settled, good quality, mainstream housing as quickly as possible

GOOD VIBES

Focusing on people's strengths and abilities, creating positive environments in our services and helping others to understand and be compassionate about people going through tough times

Step 2

Where helpful and appropriate, outline what your chosen New Direction should look like in practice:

In practice this means helping people to:

- Have choice and control
- Contribute and do things they enjoy
- Stay healthy, connected to others, and resilient
- Move towards mainstream (non-homeless) services and settings
- Directly address the material hardship that often underpins their situation

In practice this means we:

- Promote a new duty to prevent homelessness, and clearer pathways for those most at risk
- Support joined up working and less silos in services that don't put people first
- Ensure less need for people to have to repeat their story
- Identify, and keep an eye on, households at risk before they reach crisis point
- Have in place universal legal rights in relation to local connection and intentionality
- Support new standards and time spent in temporary accommodation, minimising the risk of evictions into homelessness
- Have more partnerships to support people who are locked out of the homelessness system (e.g. have no recourse to public funds)

In practice this means we:

- Create a housing & homelessness system that delivers settled, good quality, mainstream housing as quickly as possible
- Support a housing & homelessness system that minimises time spent in any form of temporary accommodation, with the fewer transitions the better
- Create a housing & homelessness system that responds at the point of need with temporary accommodation that is mainstream, furnished, and in a local community
- Support a housing & homelessness system that meets the need for temporary accommodation without accommodating people in dormitory-style night shelters

In practice we understand that:

- Homelessness is not caused by personal mistakes or habits
- We could end homelessness by reducing poverty, increasing access to affordable housing, and ensuring a strong welfare safety net
- The attitudes of the general public and support services can have a huge impact on people
- Our interactions should be designed in a way that people can understand and take action. This is how we can share power and build a movement for change

A NATIONAL CONVERSATION STARTER

Step 3

Lead a discussion around the following questions:

PEOPLE FIRST

Can you share any examples of where you think we are getting better at putting People First?

Can you tell us what you think gets in the way of making more progress in putting People First?

Can you tell us what other positive steps we can take to make sure we put People First?

NO WRONG DOOR

Can you share any examples of where you think we are getting better at delivering No Wrong Door?

Can you tell us what you think gets in the way of making more progress in delivering No Wrong Door?

Can you tell us what other positive steps we can take to make sure we deliver No Wrong Door?

AT HOME

Can you share any examples of where you think we are getting better at prioritising At Home?

Can you tell us what you think gets in the way of making more progress in prioritising At Home?

Can you tell us what other positive steps we can take to make sure we prioritise At Home?

GOOD VIBES

Can you share any examples of where you think we are getting better at creating Good Vibes?

Can you tell us what you think gets in the way of making more progress in creating Good Vibes?

Can you tell us what other positive steps we can take to make sure we create Good Vibes?

If you want to explore another of the 4 New Directions repeat steps 1-3

You can either post or email this document back to us:

1. Send a PDF or photograph of your completed document via email: changeteam@homelessnetwork.scot
2. or, send a printed copy of your completed document to the following address:
16a Adelphi Centre, 12 Commercial Road, Glasgow G5 OPQ