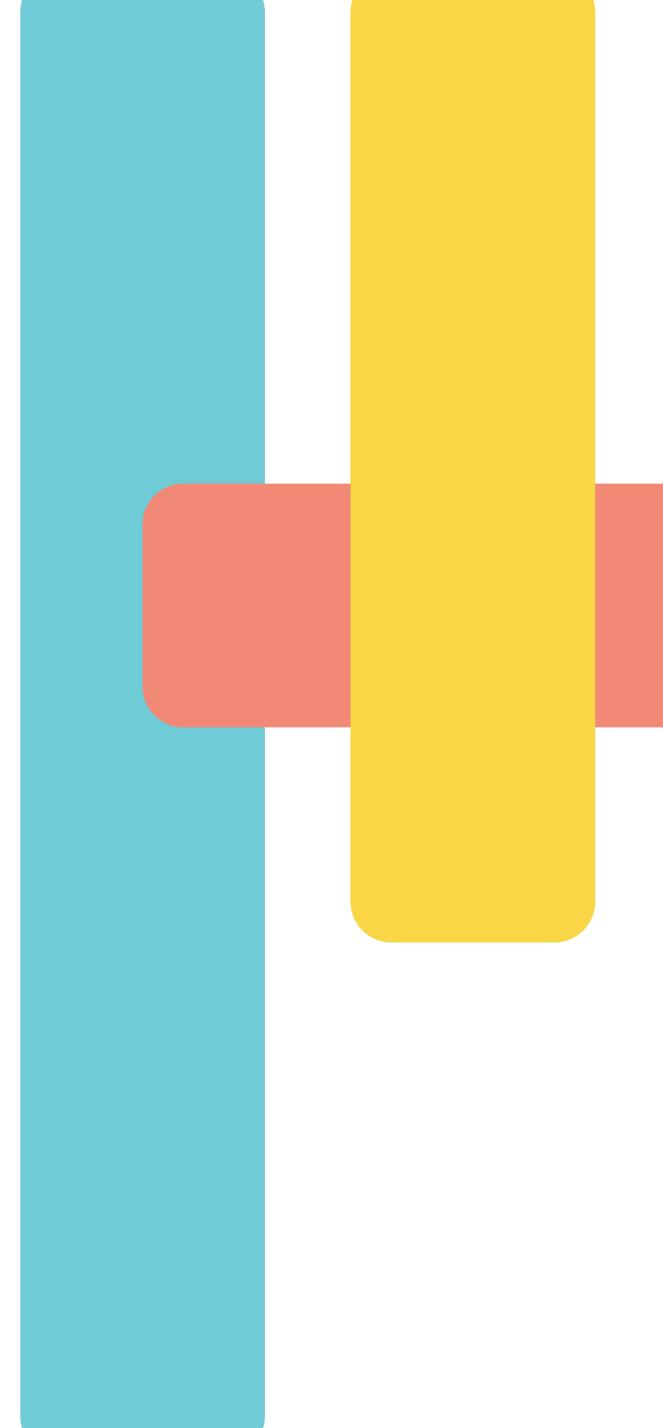


ALL IN FOR
CHANGE

We are All in For Change





About Us





Why has this programme been set up?

- United effort and action – to make people’s lives better
 - More focus and clarity – to make people’s jobs easier
 - To build momentum – all in to end homelessness
 - To communicate a common message and goal
 - To break down ‘silos’ in services – people first, with no wrong door
- 



People Driving Change





Our 4 New Directions

Change means

**People
First**

People having choice and control and building from their own strengths and successes, focusing efforts on preventing homelessness.

Change means

**No
Wrong
Door**

Imagining a future where people are helped earlier and never left on their own to navigate the system.

Change means

**At
Home**

Increasing housing options and understanding that settled housing, as quickly as possible, is our right and the best base to build and live our lives.

Change means

**Good
Vibes**

Designing our interactions in a way that eliminate myths and share power.

Taking the Temperature



TAKING THE TEMPERATURE

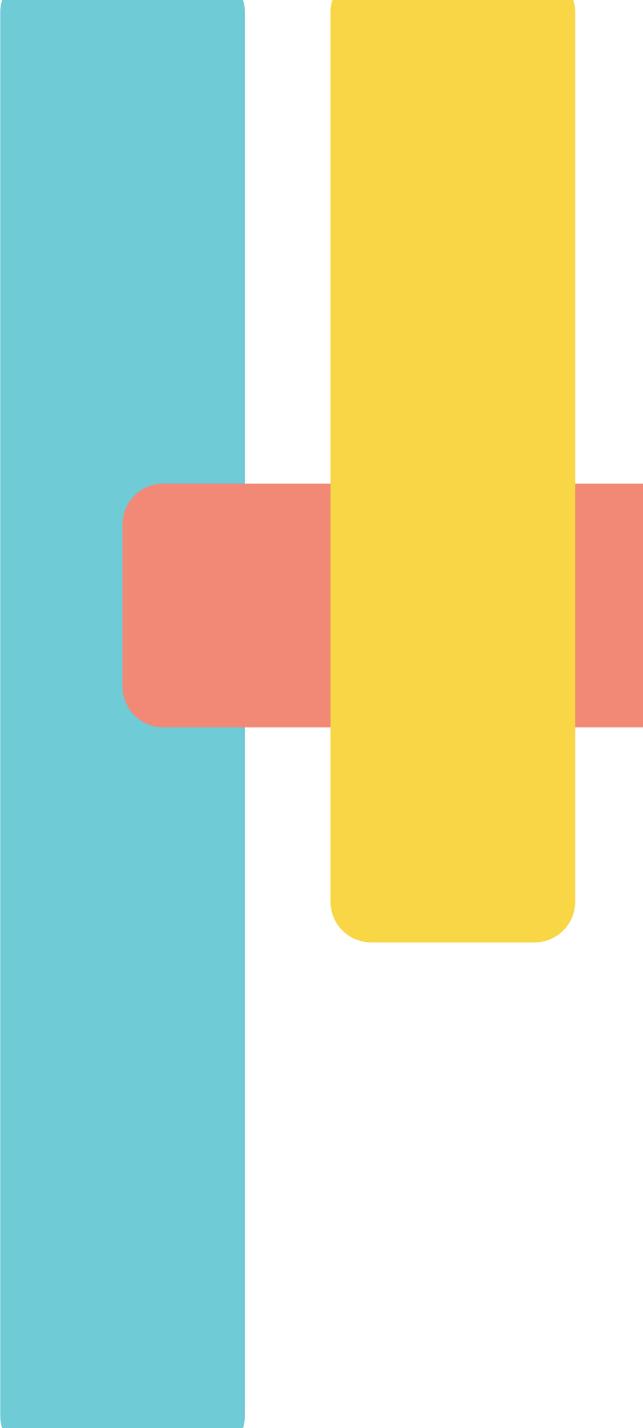
a national conversation on progress made on
ending homelessness together in Scotland

September 2021





What questions did we ask?

- 1. Where is there evidence that we have made progress in achieving the 4 New Directions?**
 - 2. What is getting in the way of making these happen?**
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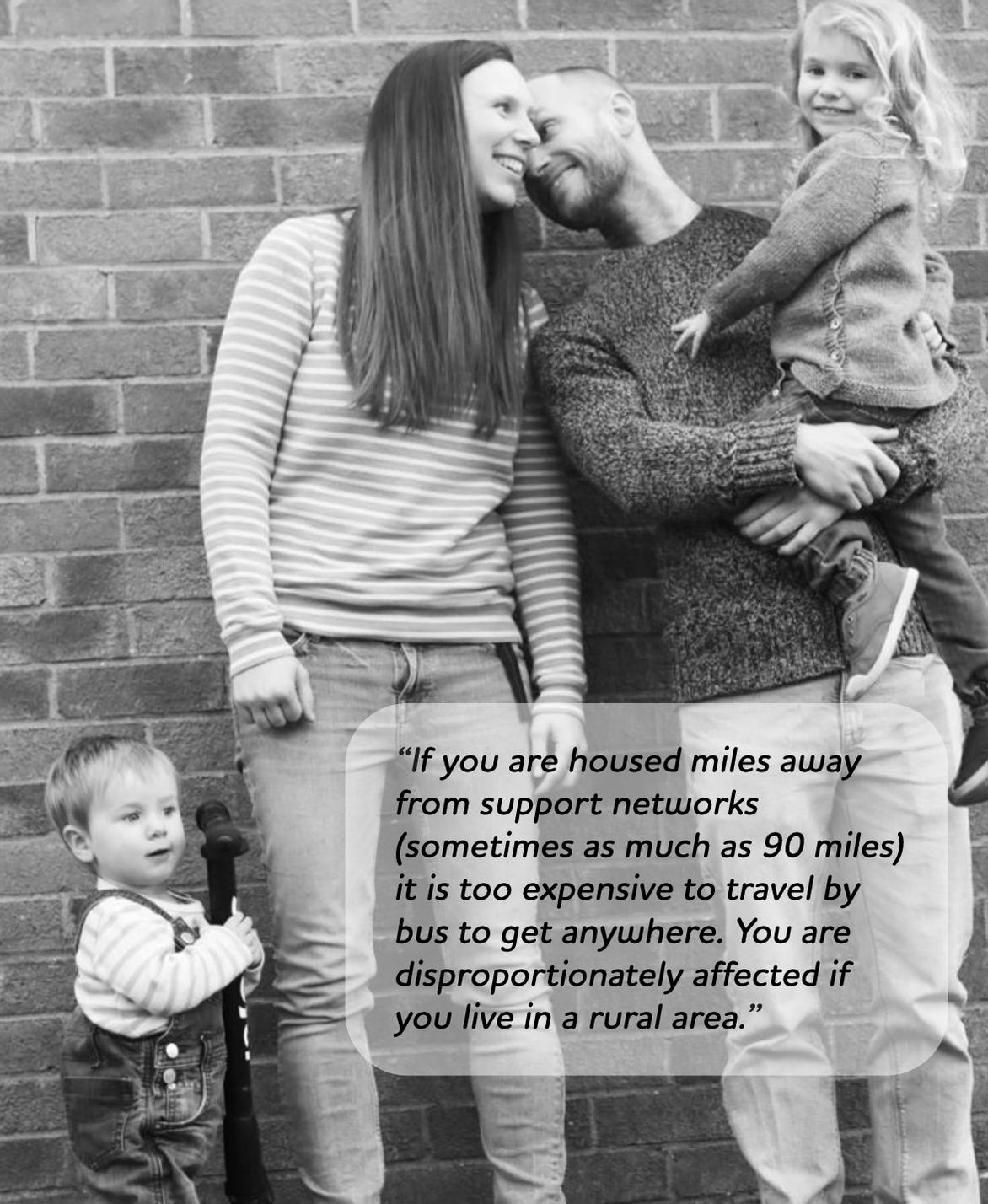
People First

“Yes, we have begun rolling out trauma training to all staff. It is most definitely the way forward and very exciting to be a part of.”

- More organisations are becoming more trauma informed, offering more training to staff, and building the approach into their daily work to improve the offer of support
- A growing understanding of the links between homelessness, mental ill health, addictions, and domestic abuse
- The growth of Housing First across the country means more housing and support is offered on the principle of choice & control
- Improvements in digital engagement and access during the pandemic have allowed services to offer different ways to access support, at times reaching more people

People First

- Difficulties in recruitment mean too many services are short-staffed and limited in what they can deliver, leaving little time to develop relationships with people
- Funding is still too often limited and short term, making it difficult to spend time to build positive relationships with people and understand what is important to them
- Limitations on available housing mean too many people in recovery are still being offered tenancies in blocks/closes where there is identified drug dealing/use, forcing people to choose between a home and their recovery
- The dispersed nature of temporary accommodation and housing in rural Scotland can often mean people have to move miles from their families, friends, and social networks, often impacting negatively on their wellbeing



“If you are housed miles away from support networks (sometimes as much as 90 miles) it is too expensive to travel by bus to get anywhere. You are disproportionately affected if you live in a rural area.”

“ We have seen a real change in emphasis towards prevention ... acting at an early stage to avoid the situation where a homelessness application is required”

Welcome
please
Come In

No Wrong Door

- More areas developing prevention pathways, with dedicated teams and interventions being established
- Better partnership working during the pandemic, with more trust being built and the right people round the table to make the right decisions
- Public health responses during the pandemic have contributed to ensuring access to accommodation for everyone, including those with no recourse to public funds
- Multi-agency working in the Welcome Centres in Edinburgh and Glasgow has been important in minimising rough sleeping and offering move-on housing and support, making it as easy as possible for people to get what they need in time of emergency
- Housing First teams across the country are helping coordinate support for people we have struggled to find lasting solutions for in the past

No Wrong Door

- Limited resources still leading to high caseloads and high staff turnover, making partnership working a challenge
- Frontline staff remain very busy and focus on immediate priorities mean the window of opportunity to intervene early can be missed
- Concerns around GDPR can still a barrier to working together
- Still not enough coordinated working between addictions and mental health services
- There are still too many cracks for people to fall through, e.g. when leaving prison



Welcome
please
Come In

“Time is getting in the way for frontline staff, trying to deal with individuals in a crisis leaves no time for other sides of the work”

A black and white photograph showing several hands holding white mugs on a light-colored table. The focus is on the hands and mugs, with a soft, out-of-focus background.

“Pandemic rules meant that dormitory-style care shelters were not allowed, and hopefully we will never go back

There has been a paradigm shift in attitudes in Edinburgh in terms of the private rented sector. Landlords are more willing to let to people who are homeless”

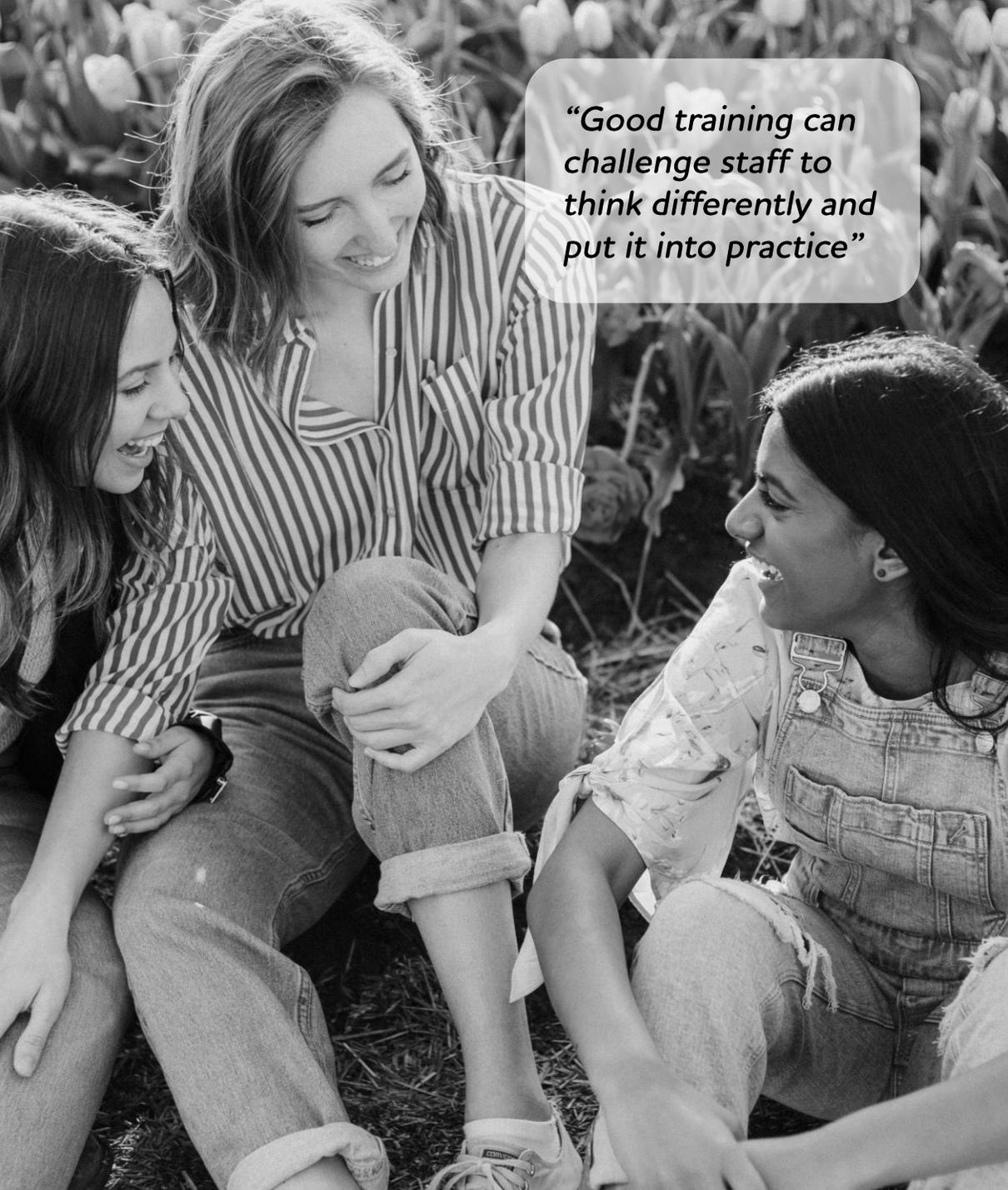
At Home

- The rollout of Housing First across the country has seen increasing numbers of people get access to the housing and support they need
- The practice of converting (or flipping) temporary furnished flats to Scottish Secure Tenancies has meant more people have avoided having to move again and now feel more settled at home
- More areas are creating easier access routes into the Private Rented Sector, where it is affordable and viable, providing more housing options in local communities
- The establishment of the Welcome Centres in Glasgow and Edinburgh has seen the move away from dormitory-style night shelters

At Home

- New homes not being built quickly enough to respond to local demand
- Mismatch between available housing and people who need it (e.g. challenges accessing larger homes, accessible homes)
- Lack of temporary accommodation and settled housing in rural areas means people have to move away from their families



A black and white photograph of three young women sitting on the ground in a field of flowers, laughing and talking. They are wearing casual clothing like striped shirts and denim overalls.

“Good training can challenge staff to think differently and put it into practice”

Good Vibes

- More examples of peer support being available for people, helping to build trust and allow people to link directly with others who have navigated the system in the past
- Services seriously considering the environment of the buildings they use, and how it feels for people coming in. More examples of services ensuring people feel welcome and are treated with dignity
- Organisations thinking carefully about the language they use, moving away from words like ‘assessment’ – more focus on talking to people and understanding what they want
- More training and regular reflective practice for staff are creating opportunities to learn about different approaches and think about the person and not the system



Good Vibes

- Difficulties in recruitment are leading to staff shortages, making it difficult to prioritise Good Vibes and leaving staff at risk of burnout
- Too many messages are still about the help people need rather than what they achieve - too negative and can contribute to stigma
- Language can still be too complicated and different language in different sectors can make communication difficult

4 priorities for delivering the 4 New Directions on the ground:

1. Build enough affordable homes, of the right size and type, to make rapid rehousing and Housing First work for everyone in all parts of Scotland
2. Continue to look at how services are funded, making it easy for people to access long-term, flexible support
3. Build a strong understanding of what contributes to recruitment challenges and work across all sectors to put solutions in place
4. Learn from successes during the pandemic and make sure what was achieved is maintained (e.g. development of Welcome Centres, reduction in rough sleeping, increase in Housing First)

