

Homelessness Improvement Plan

GHIFT VERSION





Introduction

By Glasgow Health and Social Care Partnership

The Scottish Housing Regulator (SHR) Inquiry Report on Glasgow Health and Social Care Partnership's Homelessness Services & access to emergency accommodation was published in November 2020¹. The HSCP accepted the findings and recommendations of the report and has agreed an implementation plan to take forward improvements in service provision.

Key Elements of the HSCP's Response are commitments to:

- working with the SHR and other key partners to ensure that we continue to improve access to emergency accommodation
- work with local stakeholders to publish its temporary accommodation strategy by August 2021. The strategy will set out how we will ensure that people requiring emergency accommodation can access it when they need it
- work to continue to improve the quality of emergency accommodation available to people
- ensure that our staff receive support to ensure that temporary accommodation is provided in line with our legal responsibilities.

Members of The Glasgow Homelessness Involvement & Feedback Team worked with the HSCP to create a user friendly version of the HSCP's implementation plan that sets out the things that are being done to continue to improve Homelessness Services.



¹<https://bit.ly/GCCHomeless>

Joined up working

- Joined up services are key to improving the experiences of people who use homelessness services. The HSCP will continue to increase joint working between the different services someone might need.

Culture

- Presenting as homeless is stressful. The investment in increased staffing has led to improvements in the experience of presenting as homeless. The HSCP will continue to build on this work with additional training on the resources available to help people.
- Working alongside homeless people to better understand trauma will improve services for people who have long histories of homelessness. The work on trauma informed practice is welcome and should lead to continued improvements in the experience of people using services.
- Peer support would help people presenting as homeless to take more control of their situation. The HSCP is committed to working with people with experience of homelessness.





What would help...

Continue to increase the number and availability of front-line staff to help move people into housing more quickly?

- The addition of new Social Care Workers has improved experiences of homeless people.
- The HSCP will test approaches to involving people with experience of homelessness in staff training programmes.
- The HSCP will provide different ways of speaking to staff instead of always having to visit a building.
- The HSCP has received positive feedback on the outreach work that they are doing. They will continue to expand outreach services to reach more people.

Ensure we have enough emergency accommodation to meet demand?

- There has been good progress in making sure that enough accommodation is available. The HSCP will work to ensure that it continues this progress.
- The HSCP will continue to work with housing associations to make sure that they move people into their own homes more quickly.
- The HSCP will continue to improve the support being provided in hotels and bed and breakfasts while they continue to use them.

Improve the quality of bed and breakfast accommodation & end its use over time?

- The HSCP will continue to expand the support available to people in bed and breakfast accommodation.
- Cooking and laundry facilities should be available to everyone, so the HSCP will work to extend this where we can.
- Current B&B accommodation isn't really suitable (especially for families) so the HSCP will stop using it as quickly as possible.

Improve the support to people in tenancies to prevent them becoming homeless?

- Peer supporters could help people learn skills like cooking, planning, budgeting and paying bills. The HSCP will look at ways to increase the number of peer mentors.
- Increased resources are needed in income maximisation, family mediation and housing support. The HSCP are looking to increase access to them across the service.
- The HSCP will work to continue to improve the routes into housing support services.
- As we come out of lockdown the HSCP will work to improve support and resources available to people when they are moving into their own tenancy.

Improve our homeless health services?

- The HSCP will continue to improve links to community and mainstream health services.
- The HSCP will continue to provide services that work with people where they are (outreach).
- The HSCP are working to join up computer systems to improve information sharing.

Improve access to money & debt advice services & family mediation?

- Tenancy Sustainment Officers are an excellent resource, as are the Welfare Advice Workers and Money and Debt Advice Officers. The HSCP will work to increase access to the services that can help people keep their home.
- The HSCP are working to develop family and neighbour mediation services.

Increase joint working with housing associations so that when people leave prison they are able keep their home if possible or access accommodation when they need it?

- The HSCP have increased staffing in the prison casework team to improve access to accommodation and support. They will continue to find ways of improving services to people leaving prison.
- Joined up working is key to success for people who experience homelessness and trauma. The HSCP are working to continue to improve how people who have suffered trauma are supported.





Homeless Network Scotland

0141 420 7272 | 07834 437 185

homelessnetwork.scot | @homelessnetscot

Homeless Network Scotland is a charity registered in Scotland (SC0 03453) and company limited by guarantee (SC112361).
Registered Office: Adelphi Centre, 12 Commercial Road, Glasgow G5 0PQ. CEO: Margaret-Ann Brünjes