

Supporting Cities

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Complex Needs Glasgow City HSCP**

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Complexity & Need

- Over one-quarter of Glaswegians live in the most deprived Scottish decile, the highest figure among the Scottish cities
- 34% of all children living in Glasgow are estimated to be living in poverty
- Bi-Directional relationship; income inequality, involvement in the criminal justice system, substance use, mental ill-health and homelessness
- 19% of homeless applications against 12% of Scottish population
- March 2020 to sep 2021
 - Housing Options Requests 15,000
 - Homelessness Apps 10,500
 - Offers Temp Acc. made 20,000

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RRTP (2019/20 -2023/24)

Ethos:

- Systemic shift
- Genuine partnership
- Lived experience
- Challenging the status quo

Objectives:

- To prevent homelessness wherever possible
- To ensure that all homelessness access settled housing quickly
- To upscale Housing First
- To work with Alliance partners to reduce temp accommodation
- To invest in the delivery of person centred supports

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Partnerships & Person Centred Services

- Core element of the RRTP is expanding choice and improving the responsiveness of services
- Partnership Working & Co-Production of services has been critical in improving outcomes for service users
- Investing in the development of Trauma informed Services core to improving outcomes for service users
- Working with Alliance Partnership and People with Lived Experience is central to our approach

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Covid-19 Response & Recovery

- Covid-19 lockdown : new challenges for HSCP to ensure our vulnerable citizens had accessible support and accommodation
- City Centre Partnership risk management arrangements
- Dynamic partnerships – HSCP ,HF Consortium members, Simon Community, Scottish Gov, Scottish Refugee Council, police
- Alliance Partners - deploying range of supports to people accommodated in repurposed Hotels
- Worked with people with lived experience to identify improved support arrangements
- Rapid & sustained reduction of rough sleeping

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Covid-19 Response & Recovery

- Opportunities for learning & new ways of working !
- Working with Vanguard Scotland to re-design front-line services & improve outcomes
- Continuing to develop & upscale Housing First Approach
- Co-Location of Homelessness Social Care Workers at Homelessness Hub, Simon Community
- Worked with RSL colleagues to secure 3,300 lets to homeless households, an increase of 900 on previous year

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Multiple adversity - Glasgow HSCP Complex Needs Service

'we will build on existing partnership working in the city to develop an integrated multi-agency case management approach to targeting chronic rough sleeping population and work with them to secure settled accommodation' (Glasgow HSCP RRTP)

- Rapid deployment during pandemic
 - Multi disciplinary
 - Outreaching model
 - Trauma informed

Glasgow Alliance to End Homelessness

The Alliance will plan and deliver large scale transformational change agenda across purchased service sector, re designing and modernising the homelessness system in Glasgow Alliance will transform purchased homelessness services in Glasgow.
(Glasgow HSCP RRTP)

- Tender issued may 2019
- GAEH Established Feb 2020
- What can we learn from Covid?
- Transition Year commenced July 2020.
- Operational from June 2021
- 7 Partner Organisations including Lived Experience integral to the model.
 - Co-Production and Lived Experience at the heart of the Alliance.
 - 16 Strategic Priorities identified for next 12 months.
 - underpinned by RRTP Performance objectives.

Bumps on the road!

- Covid impact
- Unsuitable accommodation order
- Maintaining the pace
- NRPF

Bellgrove Hotel Closure 2021:

“we are of the view that the Bellgrove is not appropriate accommodation resource for people that stay there , and as part of our RRTP we will now begin work to systematically find alternatives for the men who use the Bellgrove and prevent the need for its use in the future” (Glasgow HSCP RRTP)



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The graph shows the Bellgrove Hotel had 57 residents that required assessment.



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<https://vimeo.com/607563072/5f5430b8b1>

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