

ALL IN FOR CHANGE



We are all in, are you?
About All in for Change

Hello!

All in for Change exists to help end homelessness in Scotland. We are a movement for change that will challenge the system that currently exists around homelessness where this is needed. It is an inclusive programme where, through clear messages and information sharing, a collaborative effort to end homelessness in Scotland is driven.

The programme was launched in 2019 to help close the gap between policy & planning, and action on the ground, to ensure Scotland's positive policy intentions are realised for everyone, in all parts of Scotland.



WHO WE ARE

All in for Change is led by a Change Team of people from across Scotland committed to ending homelessness. Each member brings unique knowledge to the team: we are experts in what homelessness looks like within our networks, for the people who are most affected. We bridge the gap between policy, planning and action on the ground.

We are represented on the Homeless Prevention Strategy Group (HPSG). This work is funded by the Scottish Government and the Frontline Network, from St Martin-in-the-Fields.

The Change Team is supported by partner organisations, Homeless Network Scotland, Cyrenians and the Scottish Community Development Centre (SCDC).



WHY WE ARE HERE

The Scottish Government/Cosla's Ending Homelessness Together Action Plan (2018) and its updated version (2020) was informed by lived and frontline experience. It set out a transformational change programme which relies on more hands on deck to ensure change happens on the ground.

- We believe that Scotland will only develop and deliver the best policies to end homelessness when people with personal and professional experience are involved.
- We are passionate about making things better for everyone living through, or working in, homelessness.
- We are well connected to people and groups and across areas and services, and want to learn from their knowledge and experience.
- We work together to make a positive environment for change and share our knowledge and experience with others.
- We encourage people to use clear language and work in an open and accessible way.
- We give off good vibes and are non-judgemental, respectful and open minded.
- We like a blether, and don't mind an occasional challenging conversation.



OUR 4 NEW DIRECTIONS

The Change Team call for *4 New Directions* to be taken to end homelessness in Scotland:

People First

At Home

No Wrong Door

Good Vibes!

These New Directions reflect the actions set out in both the original (2018) and updated (2020) Ending Homelessness Together Action Plan. Their purpose is to create clear messages around what needs to happen to make change in homelessness policy and practice.



PEOPLE FIRST

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

We need support services which will help people to ...

- Have choice and control
- Contribute and do things they enjoy
- Stay well, connected to others and resilient
- Integrate towards ordinary (not homeless) services and settings
- Directly address the material hardship that often underpins their situation

What will help?

- Stop trapping people in services
- Stop focusing on risks and more on people's skills and motivations
- Be trauma informed
- Support health, opportunity and financial and digital inclusion
- Become more solutions focused
- Reduce stigma
- Build trust
- Change the culture
- Use positive language
- Build an understanding of how COVID-19 has impacted the risk of different groups experiencing homelessness

What would get in the way?

- Continuing to use professional language that people don't understand
- Not rethinking our approach so that services remain focused on being 'caretakers' or 'firefighters'

AT HOME

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

We Need a housing & homelessness system which believes ...

- Access to settled, good quality, mainstream housing, as quickly as possible, is our right
- Time spent in any form of temporary accommodation should be reduced to a minimum, with the fewer transitions the better
- When temporary accommodation is needed, the best type is mainstream, furnished and within a community
- Congregate accommodation and dormitory night shelters were never the answer, but especially not during the coronavirus pandemic

What will help?

- Housing First, first!
- Supported housing that is smaller with the best physical and trauma informed environment
- Understand that current, or recent, housing insecurity and personal vulnerability links to rough sleeping - this needs our full attention!
- Create genuine choice for where and how people live
- Include sharing options where people want it
- Focus on people (re)building their lives and social connections through safe, secure housing
- Understand that, while an important safety net, time spent in temporary accommodation is damaging

What would get in the way?

- Not having the right support available for people
- Not having enough safe, affordable housing where people want to live

NO WRONG DOOR

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

We need to put an end to our services being based on 'needs' & 'risks', and instead ensure we have:

- A new duty to prevent homelessness - and clearer paths for those most at risk
- Joined up working - less silos in services that don't put people first
- Less need for people to have to repeat their story
- By-name lists of people we are most concerned about
- Universal legal rights in relation to local connection and intentionality
- New standards and time limits in temporary accommodation, minimising the risk of evictions into homelessness
- Partnerships to support people who are locked out of the homelessness system

What will help?

- Be more inclusive
- Have better awareness and accountability
- Create more coordinated working between addictions, mental health and housing
- Always be flexible in our approach, including with service appointments
- Integrate the views of people with lived experience
- Share examples of what works to prevent homelessness and keep people in their homes

What would get in the way?

- Apathy
- Poor communication
- Making assumptions about people's circumstances

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

We need to pay attention to the way we interact with each other & understand that:

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

What will help?

- Use simple, clear and positive communication
- Create positive environments
- Build two-way trust
- Share positive culture and values
- Focus on what we can do rather than what we can't
- Empower frontline staff

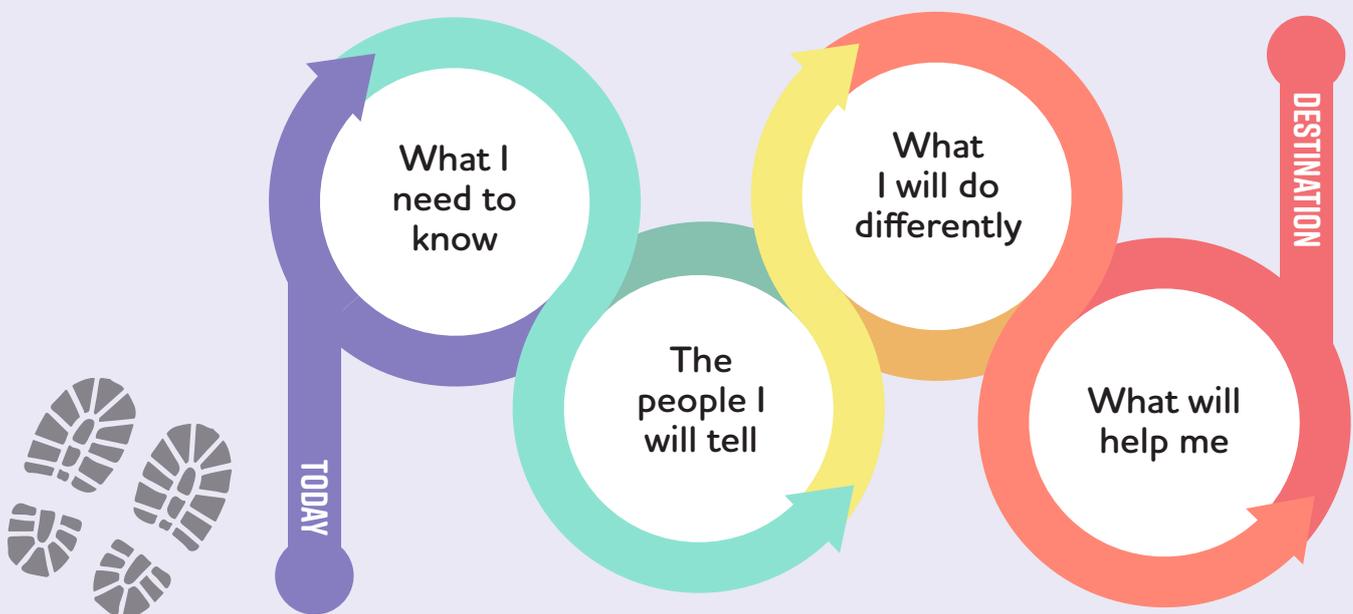
What would get in the way?

- Power imbalances
- Lack of accountability
- Frontline staff being under too much pressure



To ensure the Change Team can help to make these changes on the ground we ask, and then act on:

- **What do I need to know** about the new directions, key communication messages and evidence of what works, which will help me to share my knowledge, experience and views?
- **Who will I tell** about the new directions and how will I reach them? This could be people from our existing or new networks, or finding speaking and influencing opportunities.
- **What will I do differently** to help embed the new directions in practice? How will I act on this new knowledge? When and where will I do it?
- **What will help me** to do this? The people, places, tools, good practices and policies — the enablers for change. How do I find and use them? And what's not in place that needs to be?



ALL^{IN} **FOR**
CHANGE
KEEP IN TOUCH

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