

# Homeless Network Scotland

we are all in



## Our Impact

January to June 2022

# Connect, Learn & Act

## on homelessness to end it for good

As the conditions created by the pandemic continue to affect people's jobs and wellbeing across Scotland, it is increasingly clear that the impacts are not equally spread. The increases to the cost of living are adding to the pressures already faced and will lead to higher levels of poverty and more people struggling to pay their bills. The risks of more people becoming homeless are also clear.

It is therefore vital that we all put significant increased focus into our prevention work, working in partnership across the public and third sectors to identify and support people at risk of crisis. Preventing homelessness is only part of the picture - there are positive impacts for people's physical and mental health, their financial situation and their social connectedness.

During this period we have been supporting the design and delivery of innovative homelessness prevention projects developed by communities, which means they are focused on what is needed at a local level. Over 160 people so far have received practical support to avoid housing crisis, many of whom had not sought help from the local authority, and we look forward to sharing the learning from these projects in the coming months.

We celebrated the conclusion of the Housing First Pathfinder with our first in-person Housing First conference since the pandemic. These six local authorities, 15 third sector partners and leading housing associations have opened up so many opportunities for other local authorities to adopt the approach, learning from the successes and challenges over the three years.



**Maggie Brünjes**  
Chief Executive

# Connect

## **What we did**

We create space to collaborate and connect with people across Scotland, the UK and internationally to progress the issues that matter to us.

# Our Impact across Scotland



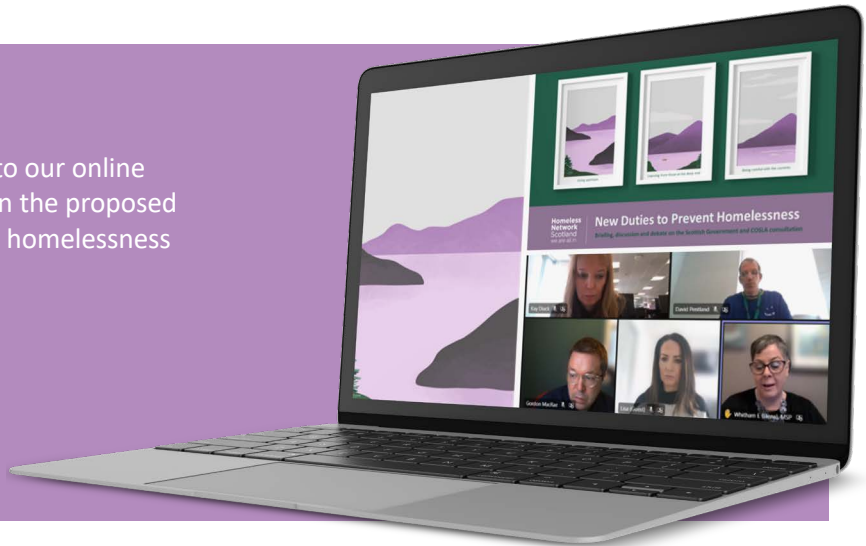
## Housing First: Here to Stay

150 people joined us for the first in-person Housing First Scotland conference since 2019. Delegates heard from a wide range of speakers on the themes of what is needed to reach the pace and scale of demand estimates for Housing First across Scotland, how health and social care can step up to the challenge, and how we can collectively ensure frontline workers feel supported, inspired, and enabled.

**150**  
people attended the  
**Housing First  
Conference**

## Members' Events

We welcomed 185 people to our online Members Events focused on the proposed new legal duties to prevent homelessness in Scotland.



## Across the UK and Europe

**We continued to connect with partners and colleagues across the UK and internationally by:**

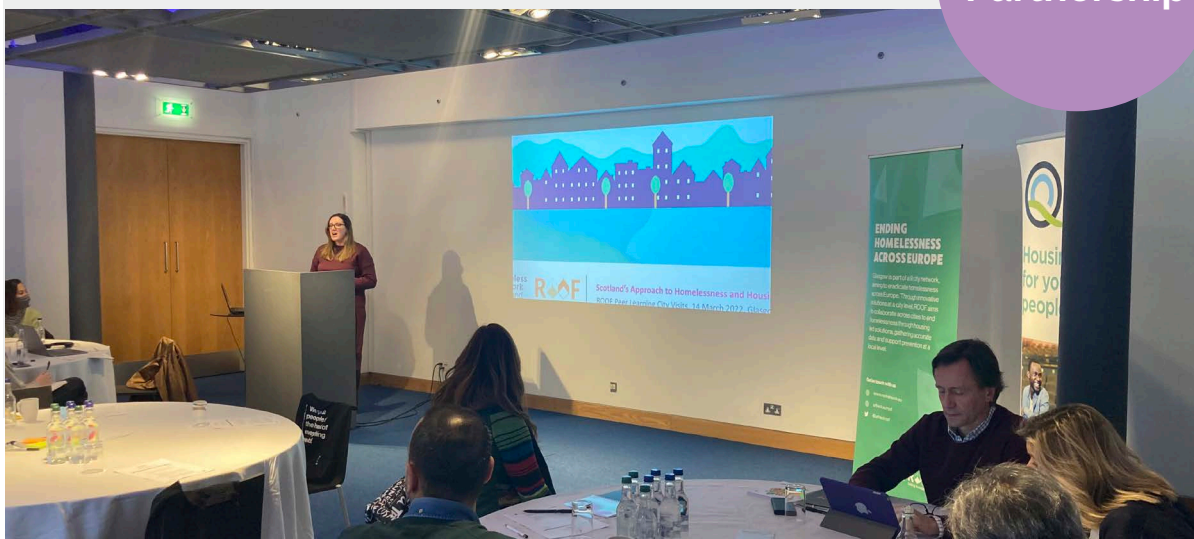
- Participating in the Legal Services Agency conference on homelessness
- Presenting at the Housing First event in Fife
- Participating in the Scottish Government event for local Rapid Rehousing Transition Plan coordinators
- Delivering a presentation at the De Paul Northern Ireland conference
- Participating in city exchanges delivered by World Habitat as part of the European End Street Homelessness Campaign
- Delivering a presentation at the ROOF Programme for Peer Learning with cities from across Europe



**ROOF peer visit report**

<https://urbact.eu/focus-glasgow-uk-report-peer-visit>

Working  
in  
Partnership



# Learn

## What we did

We continue to develop as a knowledge-based organisation, learning from and across our diverse networks so that work to end homelessness is:

**evidence led:** using the best knowledge available

**focused on impact:** making a measurable difference

**contextualised:** sensitive to current environment we operate in

**equality competent:** recognising that risk and impact is different for different people.



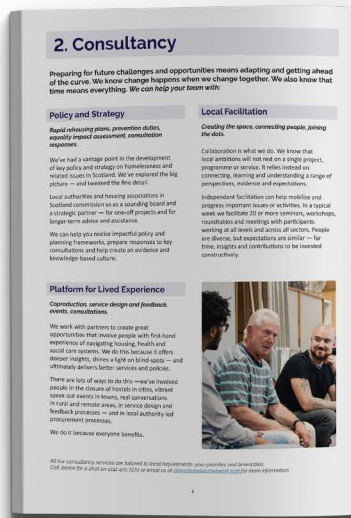
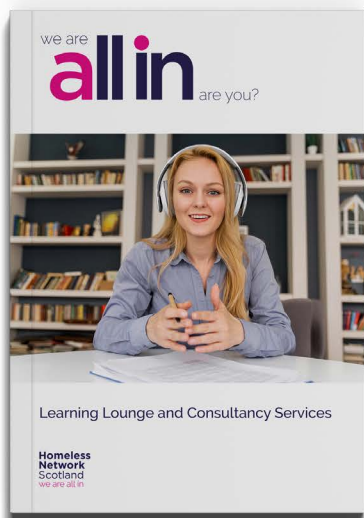


Brochure PDF

# Our Impact

## Learning Lounge

We reached **47** people from **26** organisations through our training modules covering: *Closer to Home: a place-based approach to preventing homelessness* and *Rough Guide to homelessness policy and legislation in Scotland*.



### Brochure and Courses

<https://bit.ly/HNSLearningLounge>

## Homelessness Prevention and Strategy Group (HPSG) Task and Finish Groups

We have been collaborating with partners to build the foundations for the HPSG Measurement Task and Finish Group, tasked with designing a new way to measure the impact of the Ending Homelessness Together Action Plan.

Homeless Network Scotland will be co-chairing the task and finish group from August. In preparation for this we brought together key experts across homelessness and housing policy, academia and people with lived experience to debate and agree a vision for the Action Plan and develop wording for the outcomes that underpin the vision.

This will enable the task and finish group to quickly move to the next phase of the work, focusing on how the outcomes can be measured.

Working in Partnership

## New Duties to Prevent Homelessness in Scotland

Following consultation, the **Everyone Home Collective** and **Change Team** submitted and published responses to the Scottish Government consultation on proposals for new legal duties to prevent homelessness. Both responses offered strong support for the proposals to extend legal duties to the wider public sector, and the proposed duties to ‘ask and act’.



Read the Everyone Home

<https://bit.ly/3QKjrul>

and the Change Team Response

<https://bit.ly/3psKi2p>

## A New Deal for Tenants

The Everyone Home collective responded to the Scottish Government consultation on the new strategy for the rented sector in Scotland.

As part of the response, the collective reiterated their priority of no evictions into homelessness and the role of the new strategy in delivering on this goal.



A New Deal for Tenants

<https://everyonehome.scot/pdf/a-new-deal-for-tenants-consultation.pdf>





# Act

## **What we did**

We continued to turn our connections and learning into action, ensuring we do more of what works and what matters.

# Our Impact

## 1. Prioritise Prevention

### Staying In

We have continued to support the delivery and evaluation of the Staying In project in the **Gorbals** and **Pollok** areas of Glasgow, in partnership with Unity and SCDC.

Local grassroots organisations received a share of £200,000 of funding from the National Lottery Community Fund and will make use of existing resources and skills to solve the issues experienced by local people that often lead to homelessness.

The project to date has supported **160** people. The majority of people taking up the support were at risk of homelessness for a variety of reasons including rent arrears, anti-social behaviour, accumulated debt, insecure private tenancies etc.

**71%** of those individuals who have benefited from the support no longer feel at risk of homelessness, suggesting that the approach to preventing homelessness is working.

We have been working closely with SCDC and Evaluation Support Scotland to understand the impact of the approach and share the key learning so that it can be built on and replicated in other areas.



## 2. Help The Transition To Rapid Rehousing

### Housing First Check Up

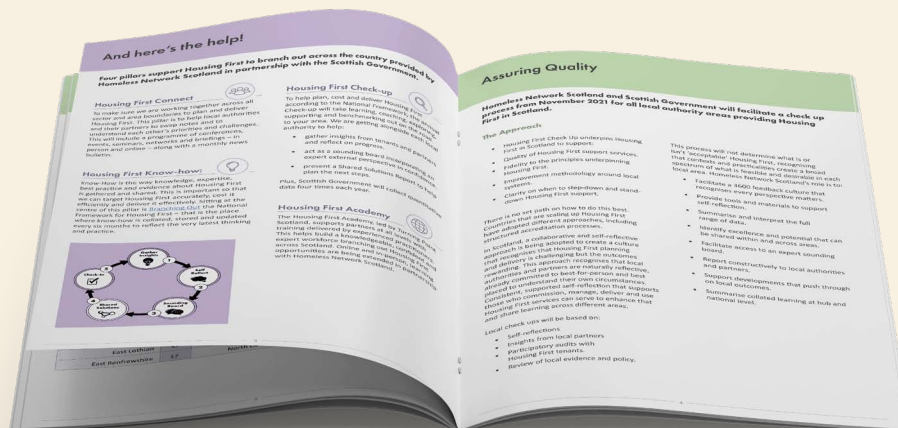
This year we began our Annual Check Up process for Housing First Scotland. We are supporting 13 local authorities through our check-up process, those who have been delivering Housing First for at least a year, discounting Pathfinder areas.

We designed the check-up process to be a safe space for local authorities to consider Housing First delivery in their areas, and any barriers to maintaining fidelity to the Housing First principles. The process we created was iterative, with each of four the parts feeding into the next part:

- **Gathering insights:** Sessions held with Housing Options Hubs to gain insight from partners
- **Self-reflection tools:** Each local authority returned a number of self-reflection tools, based on the Housing First principles and measuring fidelity to each principle using Red/Amber/Green indicators.
- **Sounding board:** Local delivery partners attend a sounding board meeting to discuss themes and disparities in self-reflection responses with an external Housing First expert
- **Check-up report:** the information and insights gathered through the process is brought together in a short report delivered to each participating local authority.

Through this process we have:

- Supported local authorities to come together with their partners to critically reflect on the delivery of Housing First in their area;
- Facilitated positive and energised discussions on improving fidelity to Housing First, with advice and perspectives from external Housing First experts, to six local authorities (so far);
- Provided local authorities and their partners with feedback on good practice and potential areas for improvement, including a provocation from the external Housing First experts.



**Housing First Scotland**

<https://homelessnetwork.scot/housing-first>

### 3. End Rough Sleeping And Destitution

#### Fair Way Scotland

Fair Way Scotland is being led by a consortium of organisations with expert knowledge of the refugee and asylum system. The creation of the consortium has led to improved joined up working between organisations providing support to people with no recourse to public funds, ensuring that Fair Way becomes an ambitious and integrated option for those at risk of destitution. The programme has gained support from Scottish Government and COSLA

Delivery is now getting off the ground, with new posts recruited and key aspects of the Fair Way Scotland year 1 implementation plan underway, including:

- Legal Advice partnership providing second tier advice for frontline workers
- Free telephone helpline for triage, information and referral
- Access to a named worker for personal and emotional support and for advice and information
- Interpretation and translation services



#### Fair Way Scotland

<https://homelessnetwork.scot/fairway-scotland/>





## 4. Platform For Lived Experience

### Glasgow Homelessness Involvement & Feedback Team (GHIFT)

The Glasgow Homelessness Involvement & Feedback Team (GHIFT) continued to support the work of the Glasgow Alliance to End Homelessness and the Glasgow Health & Social Care Partnership. Between January and June they:

- Finalised and reported on a process of engagement with nearly 100 people using homelessness outreach services in Glasgow to inform the redesign exercise being undertaken by the Glasgow Alliance to End Homelessness. This work will form an integral part of the service specification for the new service.
- Supported the development of the Glasgow Alliance to End Homelessness' new three year strategy.
- Ensured representation of the voices of people with experience of homelessness across all of the GAEH working structures with direct participation in the leadership team and almost every other Alliance working group.
- Supported GHSCP's Housing First services with a test of change pilot involving people being discharged from mental health facilities. The pilot is set to be expanded and GHIFT will continue to ensure that
- Engaged with 19 people with experience of homelessness in Glasgow to inform the development of GHSCP's Strategic Plan
- Supported GHSCP with the development of the new Single Point of Access service.

**Total number of individual GHIFT members attending meetings from Jan – Jun = 12**

**Total number of individuals involved in GHIFT activity from Jan – Jun = 127**



**Glasgow Alliance to End Homelessness**

<https://www.glasgowalliance.org>



## 5. Systems And Culture Change

### All in for Change

- 15 Change Leads with frontline and lived experience of homelessness continue to meet on a monthly basis, breaking down the knowledge gap between policy and practice. In addition to being represented on the HPSG, members of the Change Team have been invited to the newly established **Task & Finish groups**, helping to embed the voice of people with lived experience in the sub groups of the Scottish Government’s Homelessness Prevention and Strategy Group.
- Members of the Change Team met with **Shona Robison MSP** to relay key messages spoken about in our monthly retreats including: better support for young people at risk of homelessness and how people with lived and frontline experience of homelessness can be more involved in decision making. Ms Robison committed to meet more regularly with the Change Team and promised to encourage colleagues and government to get more involved with the group. She confirmed that Scottish Government will aim to link areas of policy to better support young people at risk of or experiencing homelessness and to involve young people in designing and developing policy which affect them.
- The Change Team were invited to a meeting with **Kevin Stewart MSP** to talk about the design of the National Care Service, showing that experiences of people with lived experience are being listened and responded to and that Change Team concerns regarding the National Care Service are being noted at Ministerial level.



**RAISING AWARENESS OF POVERTY AND SOCIAL JUSTICE ISSUES**

We want to know, and tell others, about the effects that childhood poverty and trauma have on people, and how these can be a cause of homelessness in later life.

ALL IN FOR CHANGE



**FLEXIBLE AND PERSON-CENTRED SUPPORT**

We want to find out if services are easier to navigate and able to respond rapidly and appropriately to people’s needs. How are people on the frontline building strong, consistent, non-judgemental relationships with people?

ALL IN FOR CHANGE



**YOUTH HOMELESSNESS**

We want to know whether services are accessible and designed to meet the needs of young people.

ALL IN FOR CHANGE



**IMPROVING TEMPORARY ACCOMMODATION**

When it is the only option, we want people in temporary accommodation to be treated with respect and dignity, and for there to be the support needed for people to move on when it is the right time for them.

ALL IN FOR CHANGE



Read more about All in for Change

<https://homelessnetwork.scot/national-conversation>



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