



Fine-tuned

Striking the right chord
on homelessness in Scotland

Scotland's Annual Homelessness Conference | Perth Concert Hall | 31 October 2023

Homeless Network Scotland we are all in

With thanks to our
event partner



and sponsors



fine-tuned

Striking the right chord on homelessness in Scotland

Hello and welcome to Scotland's annual homelessness conference. We're delighted to be in this fantastic venue for our first event in the Fair City and we hope you have an enjoyable day.

There's plenty to see, hear, explore and learn. The morning kicks off with welcome addresses and a Q&A with the Housing Minister followed by roundtable chat – a chance to connect with others in the hall and join in the roving mic discussion if you fancy.

Breaks at mid-morning and lunchtime are the perfect opportunity to meet our 15 conference exhibitors, make connections and refuel for the rest of the programme, including two inspirational Sofa Sessions and a choice of four Breakout Sessions on a wide range of topics.

Throughout the day tracks from Ensemble will be playing – and be sure to catch a barnstorming live performance by Clanadonia who will bring the curtain down on the day.

Whether you want to sit back and soak up the vibes or get stuck in and have your say, enjoy Fine-Tuned!



Access our online delegate pack at:

homelessnetwork.scot/fine-tuned

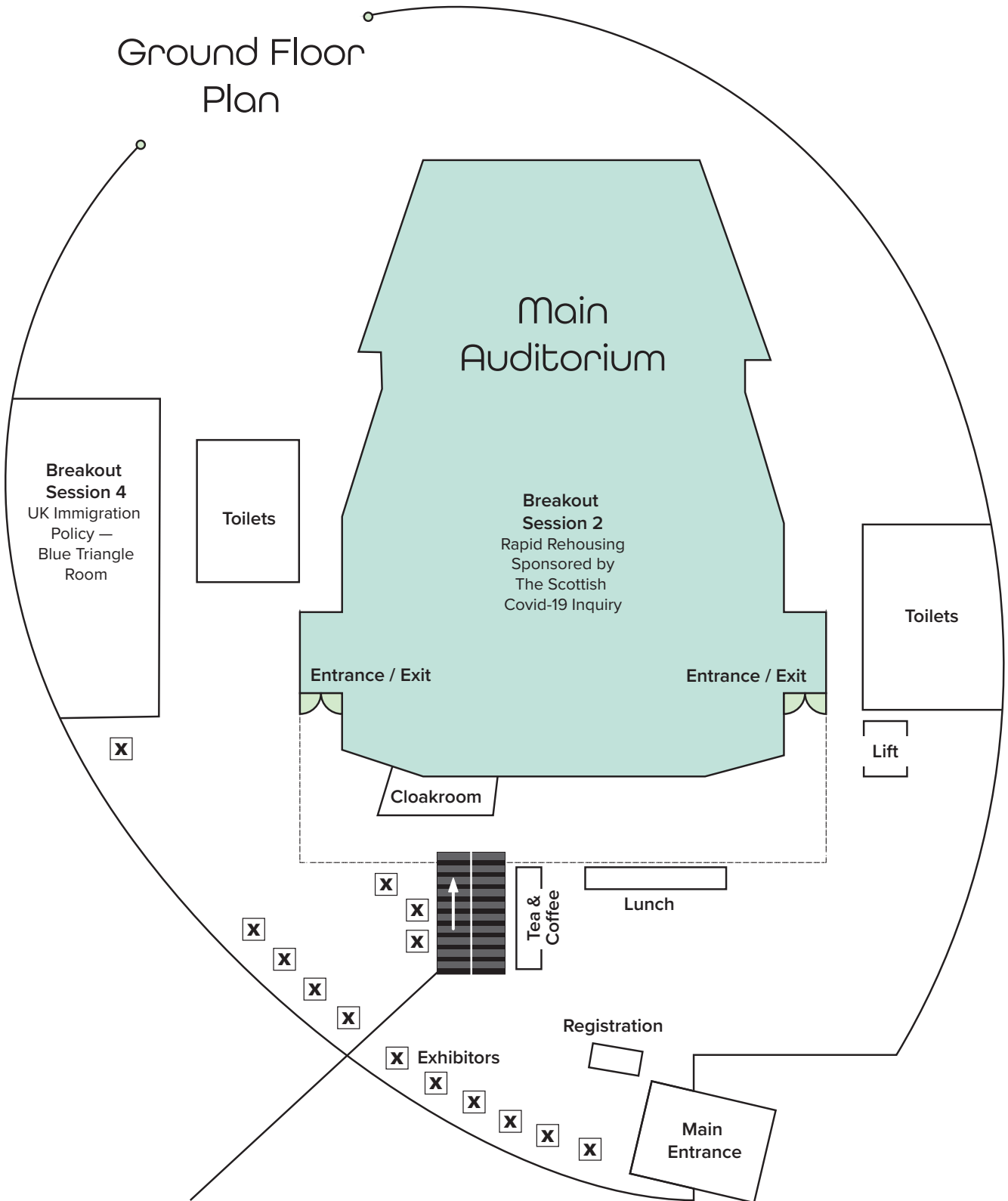
We'll be tweeting throughout the day on our feed @homelessnetscot – if you're sharing thoughts about the conference on social media, you can use the hashtag #FineTuned



Free Wi-Fi is available in the building with no password required.



Ground Floor Plan



Stairs to Level 1

Homeless Network Scotland AGM | Tay Room (turn right)

Breakout Session 1 Growth Mindset | Churches Action for the Homeless Room (left)

Breakout Session 3 Everyone's Wish | Salvation Army Room (left)

Programme

09:00 - 10:00 	Registration For refreshments, making connections and meeting the exhibitors
10:00 - 10:20 	Warm Welcome to the Conference Conference Chair Grant Campbell, Homeless Network Scotland Event Partner Laura Henderson, Managing Director, Wheatley Group (East) City Host Thomas Glen, Chief Executive of Perth & Kinross Council
10:20 - 10:40 	Ministerial Address Q&A Paul McLennan MSP, Minister for Housing
10:40 - 11:00 	Roundtable introductions... Connecting at roundtables ...and expectations Connecting right across the hall
11:00 - 11:10 	Fine Tuned: Striking the Right Chord on Homelessness Maggie Brünjes, Chief Executive, Homeless Network Scotland
11:10 - 11:30 	Break For refreshments, making connections and meeting the exhibitors <ul style="list-style-type: none">• Blue Triangle• Churches Action for the Homeless• Covid-19 Inquiry• Cyrenians• Dogs Trust• Grace Chocolates• MyBnk• Right There• SAY Women• The Salvation Army• The Scottish Pantry Network• Scottish Veterans Residences• Social Security Scotland• Wheatley Group



11:30 - 12:40

SOFA SESSION 1: Being More Human



How can we be more *human*? With ourselves, with each other and with the people we support or who support us.

How often does it feel that we're not 'walking the walk' of an ideal set by the organisations we work for, the social networks we have or the standards we set for ourselves?

Most of us have a need to be satisfied with what we've achieved, at peace with how we got there – while striving to do more or better. But that means knowing it's ok to fail and it's "ok to be a bit rubbish sometimes" (© Camerados!) – and that it's only ever the giving up that's the problem.

A wide spanning conversation with heart and soul, hosted by Maff Potts from Camerados.

Host

- **Maff Potts**, Director of Association, Camerados

Guests

- **Janine Kellett**, Head of Homelessness Unit, Scottish Government
- **Mandy Morgan**, Chief Executive, Scottish Pantry Network
- **Vonnie Sandlan**, Social Media Influencer
- **Lawrence Pavia**, Senior Improvement Advisor, Healthcare Improvement Scotland
- **Jim Thomson**, Peer Recovery
- **Jeremy Wylie**, Associate, Homeless Network Scotland

Being more Human

12:40 - 13:20

Lunch and Refreshments



Make connections or visit the exhibitions
Homeless Network Scotland AGM

13:20 - 14:30

Breakout Sessions



Choose one (more information on pages 8-9)

1. Growth Mindset
2. Rapid Rehousing – making it work
3. Everyone's WISH
4. Can Scotland mitigate the impact of UK Immigration Policy?

Breakout Sessions

14:30 - 15:40

SOFA SESSION 2: Being More Brave!

Being more Brave!



How can we be more *brave*? Making progress in times of challenge needs persistence and courage.

There are a number of key areas where we need to be bolder and braver. The big questions on integrating and extending budgets, taking on new duties, scaling up housing, decriminalising addiction, rejecting immigration policy that creates destitution – and on holding each other to account.

An inspiring conversation hosted by Colin Paton from Perth & Kinross Council with people already being brave, exploring with them how to grasp the nettle on the big issues.

Host

Colin Paton, Integrated Operations Manager, Perth & Kinross Council

Guests

- **Jen Ang**, Director of Development & Policy, Just Right Scotland
- **Jamie McKinlay**, Change Lead, Homeless Network Scotland
- **John Mills**, Head of Housing Services, Fife Council
Co-Chair of ALACHO
- **Jennifer Simon**, Director of Operations, Maryhill Housing Association
- **Alison Watson**, Director, Shelter Scotland

15:40 - 15:45

Conference closing...



Grant Campbell, Homeless Network Scotland

15:45 - 16:15

...and playing us out



Clanadonia

Featuring



Paul McLennan



Vonnie Sandlan



Jen Ang



Alison Watson



Mandy Morgan

Breakout session 1

Taking place in the Churches Action for the Homeless room



Growth Mindset

Session Outline

Fixed mindset is the belief that we're born with a fixed level of natural ability, intelligence or talent. *Growth mindset* is the belief that our level of success is determined by factors such as effort, application and skills development. This simple ethos develops individuals who are more inspired to learn and challenge themselves, unleashing their potential.

This breakout session will hear about the theory and principles of the Growth Mindset approach that emerged in the education sector. Explore its potential effectiveness as an approach for professionals and for people tapping into support and services. And enable you to consider what might be relevant in your context.

Breakout Guests

- Richard Howat, Chief Executive, Churches Action for the Homeless
- Jamie McBrearty, Director, YMindset
- Angela Pugh, Churches Action for the Homeless

Hosted by Jamie Milne, Communications Lead, Homeless Network Scotland

Breakout session 2

Taking place in the Scottish Covid-19 Inquiry room



Rapid Rehousing – making it work

Session Outline

'Home First' in Perth & Kinross is the only example of a fully developed, rapid rehousing model being delivered in Scotland. The innovative approach was formally launched in 2017 – preceding the national policy objective and inspiring the cornerstone recommendation from the Homelessness & Rough Sleeping Action Group that led to the joint Scottish Government-COSLA Ending Homelessness Together Plan and to each council area now having a Rapid Rehousing Transition Plan in place.

This breakout session will chart the council's improvement journey that began in 2008, from a lowest possible regulation grading, to a period of transformational change, to breakthrough results on homelessness. And explore with delegates the big questions to make rapid rehousing work in every council area in Scotland.

Breakout Guests

- Martin Smith, Service Manager – Housing, Perth & Kinross Council
- Elaine Ritchie, Senior Service Manager, Housing, Perth & Kinross Council

Hosted by Ed Pybus, Policy Advisor, Homeless Network Scotland



Everyone's WISH

Session Outline

The pioneering Women in Safe Homes (WISH) fund was created by UK social impact and investment organisations in response to the need for safe, decent housing for women who are more likely to experience homelessness as a result of living in an abusive household. Earlier this year, Cyrenians announced it will be the first charity partner in Scotland to buy and refurbish properties to create safe homes for women who have experienced domestic abuse.

This breakout session will brief on the scale and nature of women's homelessness in Scotland and the policy landscape intended to tackle it. And explore the aspirations of this new Cyrenians partnership to help inform and inspire similar partnerships in your area.

Breakout Guests

- Amy Hutton, Director of Services, Cyrenians
- Jules Oldham, Head of Policy & Influencing, Scottish Women's Aid

Hosted by Lisa McLeod, Associate, Homeless Network Scotland



Can Scotland mitigate the impact of UK Immigration Policy?

Session Outline

Immigration is an issue that divides opinion across politics and society, with the mood intensifying as a result of world events. Yet at the very heart of this issue are people seeking sanctuary or to settle in Scotland, some of whom become homeless and destitute because they have no recourse to public funds. Can Scotland mitigate the impact of this UK policy and in light of the Illegal Migration Act? What can be achieved if lots of us do a little more?

This breakout session will brief on immigration policy and share learning from the first-year evaluation of Fair Way Scotland – what worked and what didn't. And explore together what each of us, in all our different roles and sectors, can do to protect people from homelessness, destitution and other harms.

Breakout Guests

- Sabrina Galella, Policy & Public Affairs Officer, Just Right Scotland
- Beth Watts-Cobbe, Senior Research Fellow, I-SPHERE at Heriot-Watt University
- Laura Keith, Support and Advice Worker, Turning Point Scotland
- Lynne McMordie, Research Associate, I-SPHERE at Heriot-Watt University
- Wendy Milne, Simon Community Scotland
- Wafa Shaheen, Head of Asylum, Integration and Resettlement, Scottish Refugee Council

Hosted by Ekta Marwaha, CEO, Refugee Sanctuary Scotland

Together, we're **'Making Homes and Lives Better'**

Wheatley Group, one of the largest developers of social-rented homes in the UK, is transforming communities, and the lives of people who live there.



We are All In, a training and consultancy service dedicated to those working in and around housing and homelessness

Our Learning Lounge offers popular courses and briefings throughout the year – all informed by lived experience and the most up-to-date policy, evidence and research.

We also offer Consultancy Services – a sounding board to help progress your key programmes and priorities.

all in

www.allin.scot

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KINGDOM Group

MORE THAN A HOME



From our pioneering *Naumann Initiative*, tackling homelessness and unemployment, to our dedicated colleagues helping customers navigate the cost of living crisis, at the Kingdom Group we're committed to delivering **More Than A Home**

kingdomhousing.org.uk



[/KingdomHousingAssociation](https://www.facebook.com/KingdomHousingAssociation)

A message from our partner **Wheatley Group**

Wheatley Group is delighted to support Homeless Network Scotland's Annual Homelessness Conference.

As Scotland's largest housing, care, and property-management group, our mission is 'Making Homes and Lives Better' for our 210,000 customers in 19 local authority areas across Scotland.

As we find ourselves amid a cost-of-living crisis, times are undoubtedly challenging for tenants across the country.

With ever-increasing pressure on local housing systems, Wheatley has a key role to play in working with public and private partners to tackle homelessness and help people into their own home.

Protecting the most vulnerable people in our communities is, and will always be, a priority at Wheatley.

Wheatley continues to work extensively with Scottish Government, local authority partners, and other agencies to help tackle homelessness from every angle. One way is through the Housing First initiative. It is a multi-agency partnership that provides homeless people with a tenancy and the support they need to build their lives.

Wheatley has also:

- allocated over 7,000 homes to homeless people in the last three years;
- created over 340 Housing First tenancies;
- 'flipped' 270 temporary furnished homes, turning them into permanent homes for the homeless people living in them;
- and provided over 1600 homes to refugees, including 223 homes to local authority partners to house Ukrainian families.

Last August, Wheatley also launched our 'Here for You' campaign to support 20,000 tenants during the cost-of-living crisis.

The campaign supports tenants of Wheatley's Registered Social Landlords – Wheatley Homes Glasgow, Wheatley Homes East, Wheatley Homes South, Loretto, and tenants of Lowther Homes.

It further strengthened the wraparound support programmes we already have in place to help customers, with a focus on offering expert support and financial support at the point of crisis.

In the last year alone, our welfare benefits advisors supported 7386 people and helped them claim back more than £13 million in benefits and tax credits they were due. EatWell, our emergency food service, helped 4418 households in the last year by distributing 6186 supermarket vouchers.

Of course, a true measure of success should not be judged solely in terms of numbers and percentages. Instead, we need to listen carefully to what our customers have to say.

William, 69, from Glasgow, was formerly homeless before receiving the keys to his new home, and additional support, from Wheatley.

William said: "I spent years living on the streets before finally getting the support I needed to change my path.

"I reached my lowest point after attempting suicide and almost losing my life. I'm one of the lucky ones and I now have my own home to call my own – a far cry from where I was a few years ago.

"I went from having nothing to having the keys to a house. A roof over my head. The support I received from my Wheatley housing officers changed all that for me. I now have a life I never dreamed I could."

Making Homes and Lives Better indeed.



Evaluation

How would you rate the conference? (1 = Poor to 5 = Excellent or tick YES/NO)

Overall, was the conference worthwhile?	YES	/	NO
Did attending give you new ideas?	YES	/	NO
Did topics increase your knowledge and understanding?	YES	/	NO
Did you make connections with people that you plan to follow up with?	YES	/	NO
Was there enough space and time in the programme to network and connect with colleagues and contributors?	YES	/	NO
What was your conference highlight?			
What could we do better?			

Speakers

Overall, how would you rate the keynote speakers?	1	2	3	4	5
How clearly was the information presented to you?	1	2	3	4	5
Overall, how would you rate the sofa sessions and guests?	1	2	3	4	5

Breakout Sessions

What breakout session did you attend?

- Growth Mindset
- Rapid Rehousing – making it work
- Everyone’s WISH
- Can Scotland Mitigate the impact of UK Immigration Policy?

How useful did you find the breakout session overall?	1	2	3	4	5
How clearly was the information presented to you?	1	2	3	4	5
How would you rate the Q&A/discussion?	1	2	3	4	5

Venue & Logistics

How would you rate the conference venue?	1	2	3	4	5
How well was the conference organised?	1	2	3	4	5
How well balanced was time to discuss ideas compared to listening to speakers?	1	2	3	4	5
How long did it take you to get to today's venue?					

Why did you attend the conference?

- Content
- Networking
- Speakers
- Other

How did you find out about the conference?

- E-mail
- Social Media
- Colleague
- Other

Please tell us a bit about yourself. If you are representing an organisation is this:

- Third or social enterprise sector
- Independent sector
- Private Sector
- Public sector
- Registered Social Landlord
- Other

Are you?

- Using services
- A service or project manager
- A frontline service worker
- Policy, strategy or research
- Other

Stay in Touch

- I would like to subscribe to your e-newsletter
- I would like a copy of the conference report only
- I would like to know more about HNS training and consultancy
- I would like to know more about becoming an HNS member

E-mail

