

ALL IN FOR CHANGE



TOP TABLE BRIEFING | APRIL 2024

ABOUT THIS BRIEFING

This briefing is what we want the Homelessness Prevention and Strategy Group to know and to prioritise. It is based on the evidence and information that the Change Team has considered and the broad range of conversations we have had since the last HPSG meeting.

WHO WE'VE CONNECTED WITH

Since we last met, the Change Team have completed the first phase of their National Roadshow – a series of workshops held across Scotland to enable people to engage with the four new directions and tell us what will help us to achieve them and what will get in the way.

We held workshops in **Aberdeen, Kirkcaldy, Greenock, Falkirk** and **Clydebank**. Each workshop was co-facilitated by members of the Change Team who helped keep the room focused on finding solutions. Housing Minister Paul McLennan accepted the Change Team's invitation to join the roadshow in Kirkcaldy. So far All in for Change have engaged with 112 people at the roadshows, the majority of whom work in frontline roles.

Roadshow aside, three members of the Change Team were invited to participate in the Chartered Institute of Housing Scotland's Housing Festival to share how All in for Change benefits from having members with lived experience of homelessness involved. The Team promoted the benefits of encouraging participation and coproduction with people with lived experience in how we design and deliver services in housing, homelessness, social care or anywhere else.

4 NEW DIRECTIONS TO END HOMELESSNESS

PEOPLE FIRST

People leading the support they want, which always builds from strengths. Services puts people's wellbeing first and ensure more choice and control.



NO WRONG DOOR

No-one being turned away thanks to more joined up working between different services and sectors.



AT HOME

Everyone is able to exercise their right to adequate housing more rapidly.



GOOD VIBES

Helping others to understand homelessness and why people are exposed to it. Focusing on the solutions and relationships that we need to end homelessness.





WHAT WE WANT YOU TO KNOW

Risks and issues:

The mood on the ground is low in a lot of places. The lack of adequate housing supply and the barriers to accessing existing housing supply is creating huge bottlenecks in homelessness systems, bottlenecks that we do not have adequate temporary accommodation to accommodate in most parts of the country. Meanwhile void properties remain void – the cost of labour and materials we are told is a big part of the problem and stops voids being turned back into homes. Until we have the housing we need, we might be making homelessness a more pleasant experience, but we are not ending it. Frontline workers are struggling to deliver the quality of service they want to across all the areas we engaged with so far. People are being asked to do more with less and it's starting to feel like a cut too far.



For some areas, the pressure on housing and homelessness is increased by additional pressure of refugee resettlement schemes and accelerated asylum decisions taken by the Home Office. When we talked about Good Vibes, people told us that their ability to build relationships and have positive interactions with people has been massively hindered by lots of statutory services moving online or morphing into telephone services post-pandemic where they used to be community-based, where people could come in and be seen in person. Similarly when talking about No Wrong Door, people told us that fear of data sharing, lack of clarity on GDPR rules and poor communication are the biggest barriers to services that are joined-up and easy to navigate.

On the bright side:

Despite a housing and cost-of-living crisis, and the increasing burden this is putting on homelessness services, people told us that they do believe things are improving in some areas. For example, frontline staff feel that they are getting better at putting people first and creating a reality that starts to mirror our People First new direction. And that as a sector we are more aware of how difficult the system is to navigate and starting to find quicker ways to navigate people through homelessness. The Change Team did notice optimism in some places where there is less pressure on the system than in the big cities. These places had a focus on prevention and had more available to them to meet people's needs. The Change Team are looking forward to holding focus groups in services with people who use the services to see where perspectives meet.

THE TOP TABLE

These are our questions for HPSG members *and/or* the operational or development teams that you lead across your organisation or wider sector.

Our questions or requests	
 Scottish Government	How will we make progress on homelessness this year when the housing budget has been cut? How will that be communicated?
 Local Authorities	What plans are in place at a local level to get ready for prevention duties? And how can the change team help the roll-out of a training and awareness programme for those with a duty under the new Housing Bill?
 Housing Associations	What steps are being taken to make more homes available to households who are homeless? What examples are there of housing associations who turn void properties over quickly?
 Health and Social Care	How can we use the delay to the National Care Service to ensure that the role of homelessness services is made clearer?
 Advice and Advocacy Organisations	Do you expect more people using your services because of budget cuts and pressures on housing?
 Third Sector Support Services	We know times are tough and budgets are tight. We ask that services work more collaboratively together and share budgets and practice to the benefit of those they are supporting.



THE CHANGE TEAM | KEEP IN TOUCH

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