



# Service Design: Information Deck

Design Sessions 1 and 2:  
February – March 2024

**all in** for  
Glasgow

**Homeless  
Network  
Scotland**  
we are all in

Glasgow City  
**HSCP**  
Health and Social Care Partnership

Our Focus:

# Enabling and supporting people

affected by the housing and cost-of-living crisis



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Glasgow



# Design Schedule and Phases:





# Approach

- Understands the challenge and uses best evidence of what works.
- Centres what is best for people using services and takes a 'whole person' approach.
- Builds from strengths, skills and assets we already have to hand.
- Commits to developing and demonstrating equality competence.
- Remains faithful to our purpose and collaborates constructively to achieve it.

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# Session 1:

## Open Door

February 2024



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# Open-eyed to the challenges...

- **Global factors** post-pandemic, cost-of-living, conflict & unrest
- **UK Gov policy** - immigration, welfare benefits
- **SG policy drivers** + local connection, UAO, rapid rehousing
- **Social care workforce** challenges in recruitment and retention
- **Housing supply** cuts to national budget for affordable housing
- **Complex housing system** post stock transfer
- **Homelessness pressures** more people in the system



# Building from what's strong in Glasgow

- **Progressive** improvement and modernisation, cross-sector
- **Integrated** housing, health and social care
- **No Wrong Door** health and social care connect
- **Skilled network** third and independent sector providers
- **Systems approach** to casework and housing allocation
- **Learning** from lived experience and service collaboration



# Getting the right support to the right place



Around half of households who become homeless have **no support needs** beyond the need for housing.

Among the households that do have at least one support need identified:

- Most support can be provided in mainstream housing with flexible outreach housing support.
- **Around 10-15%** are best suited for Housing First support each year. For Glasgow, this means between **534 – 800** people.
- **Around 2-5%** might be best fit for settled, shared and supported housing each year. For Glasgow, between **107 – 267** people.
- **330 households** counted as sleeping rough in 2022-23, the target group for support on a street outreach basis.





**Around half** of households who are assessed as homeless in Scotland also have at least one support need:

- Homelessness statistics from Scottish Government (Local Authority [HL1 data](#))

## Sources:

**Around 10-15%** best fit for Housing First:

- Heriot-Watt university analysis of linked data sets (2018), as summarised in [Rapid Rehousing Guidance](#) for Local Authorities.

**Around 2-5%** might be best fit for long-term supported housing:

- [Indigo House research](#): supported housing as a response to homelessness in Scotland (2021)
- [Heriot-Watt University](#): Evaluation of Scotland's Housing First Pathfinder (2022)

**330 households** sleeping rough:

- Homelessness statistics from Scottish Government (Local Authority [HL1 data](#))

## Committed to:

- Purpose
- Pace
- Openness
- Co-design



## Timeline:

- **Preliminary Market Consultation notice** (Feb 2024)
- **Todays connect and information event**
- **Collaborative Service Design Sessions** (up to 5)
- **Procurement of services: phase 1** (target 2024)
- **Collaborative Service Design Sessions** (up to 3)
- **Blueprint for the future role of supported housing** (target March 2025).



# Raising expectations

We asked, what do you expect from All in for Glasgow? 10 key themes:

## 1. Transparent and regular communication

All in for Glasgow must be transparent in its actions and decision-making and communicate clearly and regularly with all stakeholders. Keep people informed throughout and be very clear about the processes.

## 2. Being all in

For everyone to be all in and to actively commit to making All in for Glasgow work.



### **3. Design the deliverable**

Focus on action and do not become a talking shop. Success will be judged on what All in for Glasgow delivers on the ground.

### **4. Being honest and courageous**

Have the honest discussions about finances and costs. Be ready to decommission services – nothing should be off the table. To not continue with how things are always done, conversations with providers need to be different.



## **5. Being patient – but persisting**

Systemic change is not going to happen overnight. We want to see barriers broken down but that is not going to happen in the initial phases. But by persisting, we will get results.

## **6. Putting lived experience at the heart**

Personal experiences need to be core to the discussion and re-design of any services. What works for people, rather than expecting them to work around services e.g. carrying out assessments out of hours. Include the “hard to reach/easy to ignore”.



## **7. Not throwing the baby out with the bathwater**

We are not starting from scratch. Review the learning from existing approaches and services and identify the gaps. Do not lose the focus on the need for preventative services. AIFG could start with the YOU Framework. Housing First has been proven to work. Can small changes be considered as well as the whole system.

## **8. Reaching out beyond the usual suspects**

While recognising that not everyone will want to be involved, to seek to get the insights of a wider spread of organisations and specialists outside the homelessness sector.



## 9. Being open to doing things differently

People are often known to more than one service. Move away from service specific commissioning and toward an overarching response that centres people and their strengths and aspirations.

Do not design a one-size-fits-all model with too many rules and avoid over specifying, need to better enable workers and trust them.

Be optimistic about how we can change/use things e.g. re-purposing existing services, building or accommodation. And how we share data and information systems across services.





## 10. Being ambitious in practice

Adopt whole systems approach which sees services being integrated, removing siloes and taking a holistic approach.

Make advocacy a priority in this service re-design and ensure people are assigned one “sticky person” (a key person/navigator) to be with them throughout their journey.

Focus on early intervention and move away from fire-fighting.

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## Session 2:

# Starting with People

March 2024



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# Evidence, Experience and Equalities

Specialist input from external speakers

## Evidence

Professor Suzanne Fitzpatrick, from Heriot-Watt University's Institute for Social Policy, Housing, Equalities Research, presented evidence setting out the nature and levels of support needed in Glasgow, as well as the challenges in targeting delivery.



## Experience

GHIFT member, Homeless Network Scotland Associate Martin Boyle spoke about his personal and professional reasons for getting involved in the process – what he wants to see happen.

As Martin told the room: “I know how hard it is to get support and services are still up against it. I’m involved because I know the importance of focusing on compassion and people. We need to deliver this for the people of Glasgow – I don’t want to be saying this again in five years’ time.”



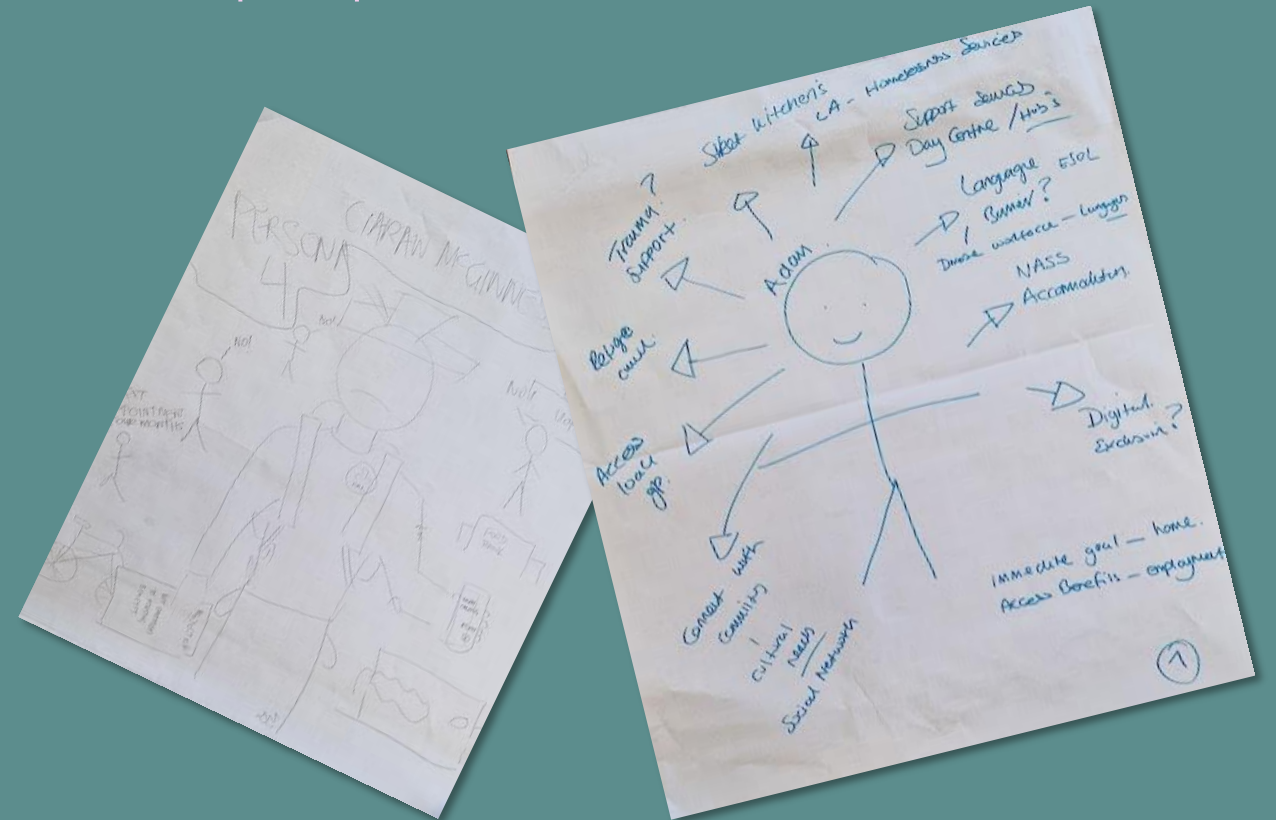
## Equalities

Pedro Cameron from Housing Options Scotland spoke about the importance of breaking down barriers to accessing support by embedding Inclusion, Diversity, Equity and Accessibility (IDEA) throughout each stage of the design process.



# Personas

Partners took part in a workshop around the use of Personas based on people with diverse characteristics and circumstances, to explore what resources could best meet what people need to resolve their homelessness.



# Contact Us



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