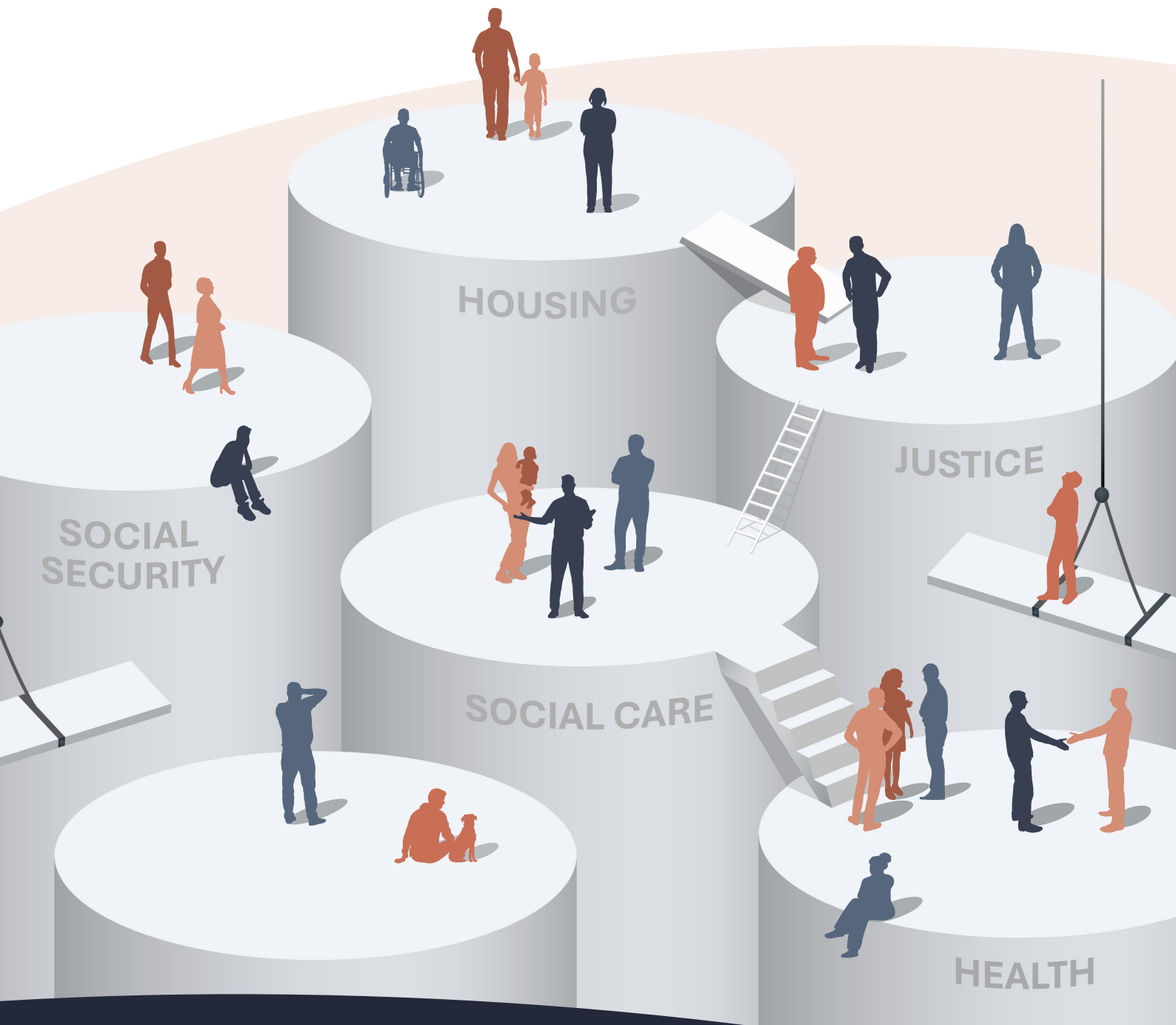


Raising the Level

from hard edges to whole lives



National Summit on Severe and Multiple Disadvantage

Including Scotland's Annual Homelessness Conference and AGM

6 – 7 October 2026 | Perth Concert Hall | Programme



is proud to partner with The Salvation Army
in Raising the Level



Raising the Level

from hard edges to whole lives

About the Conference.....	3
Day 1 Programme – a sector ready to step up.....	4
Day 1 Breakout Sessions.....	10
Day 2 Programme – a sector ready to connect.....	12
Day 2 Breakout Sessions.....	16
Ticket Options	18
Practical Information	20

Scotland's national gathering on transforming outcomes for people facing severe and multiple disadvantage.

People do not live their lives in neat, separate boxes. One day the priority is safe housing, the next mental health, substance use, money pressures or contact with the justice system. Yet services remain organised in silos. Too often people are passed from door to door, forced to relive trauma by retelling their story to disconnected systems – or fall through the gaps entirely.

Harm at the hard edges is deepening. The most severe and costly crises occur when multiple issues overlap. Siloed strategies treat these as separate problems, locking people into repeated crises and driving high human and economic costs.

By breaking down these silos we can prevent crises across the board: fewer homelessness cases, fewer drug deaths, reduced reoffending, better mental health and stronger recovery and stability for individuals, families and communities.

Grounded in the landmark Hard Edges Scotland research (2019), **Raising the Level** is both a summit and a call to action. At a pivotal moment for public service reform and health and social care renewal, it embraces Scottish Government's No Wrong Door commitment and defines what this mean for people at the hard edges of reform.

When we gather in Perth we will draw a line: deepening harm at the hard edges stops here.

Every part of the system already shares the same ambition. The gap is not policy or intent – it is in consistent, cross-sector implementation. Closing it means clearer expectations, real commitments, practical action and shared accountability. Only then do we begin to build a system that finally works for the people it has too often failed.

Summit objectives

- **Launch The Level** – Scotland's national delivery protocol that elevates severe and multiple disadvantage within broader reforms.
- Expose the human and economic costs of system failure and the multiplier benefits of real integration.
- Build shared responsibility for raising the floor through a common protocol that turns clear commitments into consistent action.

Day 1 centres the homelessness and housing sector and their closest partners – honest reflection and practical preparation to move from “carrying the can” to becoming a confident, prevention-focused strategic partner.

Day 2 is the national multi-sector summit and official launch of The Level – examining the cost of siloed working, hearing powerful lived experiences and securing concrete commitments to joined-up action.

Who should attend

Decision-makers, practitioners, commissioners and policymakers from health, justice, housing, social care and social security. People with first-hand experience of the issues are warmly welcome and essential to the conversation.

Content notice:

Some sessions will address difficult topics including trauma, homelessness, substance use, the justice system and mental health. You are welcome to step out of any session at any time. A Quiet Room is available on the first floor. Please prioritise your wellbeing and draw on personal or professional support networks as needed.

Programme | Day 1

A sector ready to step up

The homelessness sector is shifting from “carrying the can” to becoming a confident, prevention-focused strategic partner across all public services. Day 1 provides a powerful space for honest reflection, clear vision and practical preparation. Through candid dialogue, power-levelling exercises and collaborative workshops, you will explore the homelessness sector's evolving role, clarify shared responsibilities and build the relationships and tools needed for resilient, integrated services. We hope you leave with deeper insight, renewed energy and concrete ways to implement change.

Day 1 Partner The Housing Network



9:00 - 10:00	Arrivals & Networking Hub Beat the rush. Register, enjoy refreshments, connect with fellow delegates and explore the exhibitor showcase.
10:00 - 10:10	Welcome from the Conference Chair Essential orientation to get the most from the conference • Ishbel Smith <i>Heart in Mouth</i>
10:10 - 10:20 Keynote	A Sector Ready to Step Up Moving from crisis management to prevention leadership. A vision for a pioneering homelessness sector that refuses to operate in isolation. • Maggie Brunjes <i>Chief Executive, Homeless Network Scotland</i>
10:20 - 10:30 Roundtable	Table Talk: Let's Go! A fast-paced roundtable session to break the ice and spark new cross-sector connections right from the start.
10:30 - 10:45 	Breaking Free: Moving away from path dependency in homelessness services Why do ineffective or institutional models persist – even when better evidence exists? • Prof Beth Watts-Cobbe <i>Deputy Director, ISPHERE Heriot-Watt University</i>
10:45 - 10:50 	Heart of Support: Celebrating Excellence A short video spotlighting the transformative impact of our first award recipient.
10:50 - 11:30 Keynote + roundtable interaction	Getting Ready for Ask & Act The homelessness sector successfully championed new statutory duties to prevent homelessness – but the legal responsibility to deliver now sits across health, justice, housing, social care and social security. This session will outline the new general guidance for relevant bodies on Ask and Act, give delegates the opportunity to provide feedback and input – and explore how the homelessness sector can continue to play a vital leadership role in supporting effective, joined-up prevention. <i>Speaker to be announced</i>
11:30 - 11:50	BREAK Refreshments, making connections and meeting the exhibitors.

11:50 - 12:25 Keynote 	Systems Change and How to Do it Mark Stevenson is an author and consultant specialising in the intersection of technology, innovation and society. The 'reluctant futurist' works with public and private organisations around the world to help them prepare and adapt for an uncertain future, as well as making a positive contribution to the future whatever it looks like. In this keynote, Mark explores why most attempts to battle the status quo fail, and how to approach change from the outset in a way much more likely to succeed. • Mark Stevenson <i>The Reluctant Futurist</i>
12:25 - 12:55 Roundtable	Table Talk: Radical Self-Reflection We know the system is failing people at the hard edges – but which specific models, approaches and habits are keeping us stuck? Following the systems change keynote, this practical roundtable asks delegates to examine real interventions and services. Roundtables will identify outdated or counterproductive practices, highlight what's showing promise – and surface the biggest opportunities to break old patterns.
12:55 - 13:00 	Heart of Support: Celebrating Excellence A short video showcasing the resilience and dedication of our second award recipient.
13:00 - 13:45	LUNCH & EXHIBITIONS Enjoy lunch, connect across sectors and visit the vibrant exhibitions. Note: Homeless Network Scotland members are warmly invited to HNS AGM 2026.
13:45 - 15:00 Breakout	DEEP DIVE BREAKOUT SESSIONS Information on breakout sessions on page 10-11 1. Scottish Anti-Racism in Housing Network 2. Going Upstream to Prevent Homelessness 3. Hope and Healing 4. The 8 Principles of Successful Optimism 5. Reaching People at the Hard Edges

15:00 - 15:20
Keynote



Growing Together: Power, Participation and Nature as a Leveller

Nature offers a natural, non-hierarchical setting that levels power and enables authentic connection. In this candid keynote, colleagues from The Salvation Army share how they intentionally level power through nature-based recovery. Drawing on their partnership with the University of Stirling, they demonstrate what becomes possible when lived experience genuinely shapes research and practice. Discover how nature supports trust, connection and healing – and how moving from consultation to true co-production creates friction-free, whole-life solutions for people at the hard edges.

- **Helen Murdoch**
Assistant Director, The Salvation Army

15:20 - 15:30

Insecure

Jam Harvie, aka the Schemehing Mucker, delivers a heavy, honest reflection on addiction and repeating cycles, told through two sides of the same story.

- **Jam Harvie**
Rapper, Singer/Songwriter

15:30 - 16:00
Roundtable

Table Talk – Power Levelling in Practice

Real integration only happens when power is genuinely shared – and the settings we create, along with the relational approaches we use, play a vital role in levelling power. Building directly from the keynote and performance, this session explores how thoughtful settings and relationships can help level power in practice.

At your roundtable, each person will share in one sentence: ***What is the single most important reality about your role, perspective, or the settings you work in that others often miss or misunderstand?*** As a multi-agency group, you will spot the common threads, select one core theme, and co-create one practical change that can help level power and improved joined-up support.

16:00 - 16:05

Heart of Support: Celebrating Excellence

An inspiring look at our third award recipient’s work on the ground.



16:05 - 16:15

Conference Day 1: Close

Reflections and looking ahead to Day 2.



Photos: Strathmore Lodge Photography Group

View the world from a different perspective

These photographs taken by people using our services turn challenge into pride by capturing powerful images that celebrate growth, hope and the beauty of change.



Committed to reducing, preventing and ending homelessness.



Challenging
social injustice



Providing a diverse,
inclusive and
sustainable range of
homelessness services



Empowering
people in purpose,
relationships and
community

Find out more by visiting
salvationarmy.org.uk/homelessness



Breakout Sessions Day 1

From 13:45 - 15:00 – choose 1 session from the options below

Breakout Session 1

Scottish Anti-Racism in Housing Network

Led by:

- **Gordon Llewellyn-MacRae**
Interim Director, Shelter Scotland

Session Outline:

Systemic racism is deep-rooted in Scotland's housing system. We know that Black People and People of Colour face an increased risk of homelessness and are more likely to be denied their rights to accommodation when seeking support. Even so, these same communities are increasingly scapegoated as the cause of the housing emergency. Join us in a meeting of the Scottish Anti-Racism in Housing Network, for a workshop on how we can collaborate across services and communities to embed Anti-Racist practice in the housing and homelessness sectors and improve outcomes for the people we support.

Breakout Session 2

Going upstream to prevent homelessness

Led by:

- **Annabel Pidgeon**
Policy Lead, SFHA

Session Outline:

Key takeaways from housing associations intervening early to prevent homelessness.
More info to follow – watch this space!

Breakout Session 3

Hope and Healing: from communities to system change

Led by:

- **Helen Wales**
Head of Service – Hope and Healing
- **Siobhan Parry**
Deputy Director – Children, Young People, Families and Community, Platform
- **All in for Change**

Session Outline:

Community is a mental health intervention. Mental health is deeply connected to social justice. The Hope and Healing project explores how we put these ideas into practice, drawing on Platform's relational approach to mental health. We'll share learning and practice from the project, and invite you to help shape work in Scotland.

Breakout Session 4

The 8 Principles of Successful Optimism

Led by:

- **Mark Stevenson**

Session Outline:

What are the key principles behind personal, team and organisational change? There are 8, and you can apply them tomorrow.

Breakout Session 5

Reaching people at the hard edges

Led by:

- **Claire Longmuir**
Director of Operations, Simon Community Scotland
- **Richard Lawrie**
Reader in Homelessness and Inclusion Health

Session Outline:

Understanding more about people in Scotland facing SMD (homeless + substance use + offending behaviour) gives us a chance to shape support services better. Existing understanding comes from limited health information from statutory service administrative datasets, pre-2019. Detailed health and social care information is missing. Also missing is an 'off the shelf' intervention giving hope for Scotland's poorest to live healthier, longer lives.

The session will:

- update and broaden our understanding of the health and wider needs of people facing SMD (homeless + substance use + offending behaviour) across Scotland through using findings from interviews and health checks on 392 people facing SMD from six areas of Scotland;
- describe an intervention and Scotland's first randomised controlled trial focussing on addressing the health and wider needs of people facing SMD.



**With thanks to our
Breakout Sponsors**

Programme | Day 2

A system ready to connect

This is the moment we move from Hard Edges to Whole Lives.

Day 2 is the national multi-sector summit and official launch of The Level – Scotland’s Delivery Protocol for people facing severe and multiple disadvantage. It sets out how we prevent system failure where it hurts and costs most, integrate services from the margins inward and raise the national floor for local delivery.

Expect powerful lived experience voices, clear economic evidence, real-world examples of The Level in practice – and concrete commitments to action.



9:00 - 10:00	Arrivals & Networking Hub Beat the rush. Register, enjoy refreshments, connect with fellow delegates and explore the exhibitor showcase.
10:00 - 10:10	Welcome from the Conference Chair Essential insights to make the most of the summit. • Ishbel Smith <i>Heart in Mouth</i>
10:10 - 10:25	Cabinet Secretary’s Address • Shirley-Anne Somerville MSP <i>Cabinet Secretary for Social Justice and Housing</i>
10:25 - 10:35	Table Talk: Let’s Go! Roundtable A fast-paced roundtable session to break the ice and spark new cross-sector connections right from the start.
10:35 - 11:00	No Wrong Door  Guy Felicella is a remarkable international speaker from Canada and a harm reduction advocate and addiction educator who has spent 3 decades in the grips of addiction and surviving many life-threatening moments. Guy spends his time educating young people and consulting with political leaders and policymakers on the importance of prevention and joined up services. • Guy Felicella <i>Activist, Advocate and Educator</i>
11:00 - 11:20	The Silo Tax New economic analysis revealing the public cost of managing crisis through disconnected services – and the savings possible through a No Wrong Door approach. • Rob Fontana-Reval <i>Chief Economist</i> <i>WPI Economics</i>
11:20 - 11:25	Heart of Support: Celebrating Excellence  A short video displaying the unwavering commitment of our fourth award recipient.
11:25 - 11:45	BREAK Refreshments, making connections and meeting the exhibitors

11:45 - 12:40 Panel	Launch of The Level The national launch of The Level – Scotland’s Delivery Protocol for preventing and responding to severe and multiple disadvantage. The Level provides the shared architecture to turn 'no wrong door' into practical reality for people at the hard edges – showing how we can prevent system failure where it hurts and costs most, integrate services from the margins inward and raise the national floor for local delivery. Co-designed as both a national standard and a practical delivery framework, it equips practitioners, commissioners and policymakers with the shared principles and tools needed for joined-up, preventative support. An inspiring cross-sector panel will discuss The Level and explore what it will take to raise the floor for no wrong door in Scotland. <i>Confirmed panellists include:</i> • Prof Suzanne Fitzpatrick <i>Director of ISPHERE, Heriot-Watt University</i> • Anna Fowle <i>Chief Executive, SCVO</i> • Kirsten Horsburgh <i>Chief Executive, SDF</i> • David Kidd <i>Director of Communications & Engagement, SACRO</i>
12:40 - 12:45 	Heart of Support: Celebrating Excellence A short video highlighting the frontline creativity of our fifth award recipient.
12:45 - 13:30	LUNCH & EXHIBITIONS Enjoy lunch, make connections and visit the vibrant exhibitions.
13:30 - 14:45 Breakout	BREAKOUT SESSIONS: The Level in Action Real-world examples of integrated support and commissioning in action. See page 16 for more information.

14:45 - 15:15	Windows of Opportunity Hear powerful testimonies and the latest peer research from All in For Change, focusing on life transitions – the critical moments when people move between services, systems or life stages. These transitions are often points of intense challenge and uncertainty, but they also offer important windows of opportunity and growth. This session highlights how well-timed, coordinated support during these moments can prevent escalation of disadvantage and create meaningful turning points. <i>Speaker to be announced</i>
15:15 - 15:30	Commissioning that Works for the Hard Edges Strategic insight into the critical role of commissioning in raising the floor for no wrong door. This keynote will explore how funding models, contracts and outcomes can either reinforce the hard edges or raise the floor for people experiencing severe and multiple disadvantage in Scotland. <i>Speaker to be announced</i>
15:30 - 16:00	Table Talk – A Shared Responsibility No single role can embed this framework alone. In this interactive session, policymakers, commissioners and practitioners will map out how our responsibilities interconnect and make collective commitments to drive The Level forward.
16:00 - 16:05 	Heart of Support: Celebrating Excellence An inspiring look at our final award recipient’s work on the ground.
16:05 - 16:15	CONFERENCE CLOSE Key reflections and next steps

Breakout Sessions Day 2

13:30 – 14:45 | Choose one session

The Level in Practice: Learning from Four Places

Four frontline organisations came together as test-of-change sites to explore how No Wrong Door principles work for people facing severe and multiple disadvantage. Working in very different contexts, they found the same enablers and blockers. This session shares practical learning about applying The Level – what helps, what gets in the way, and what others can take forward.

Choose one of the following:

1. Aberdeen – Young People

Led by Aberdeen Foyer

2. Dundee – Mental Health

Led by Penumbra Mental Health

3. Edinburgh – Secondary Health

Led by Cyrenians

4. Fife – Housing Support

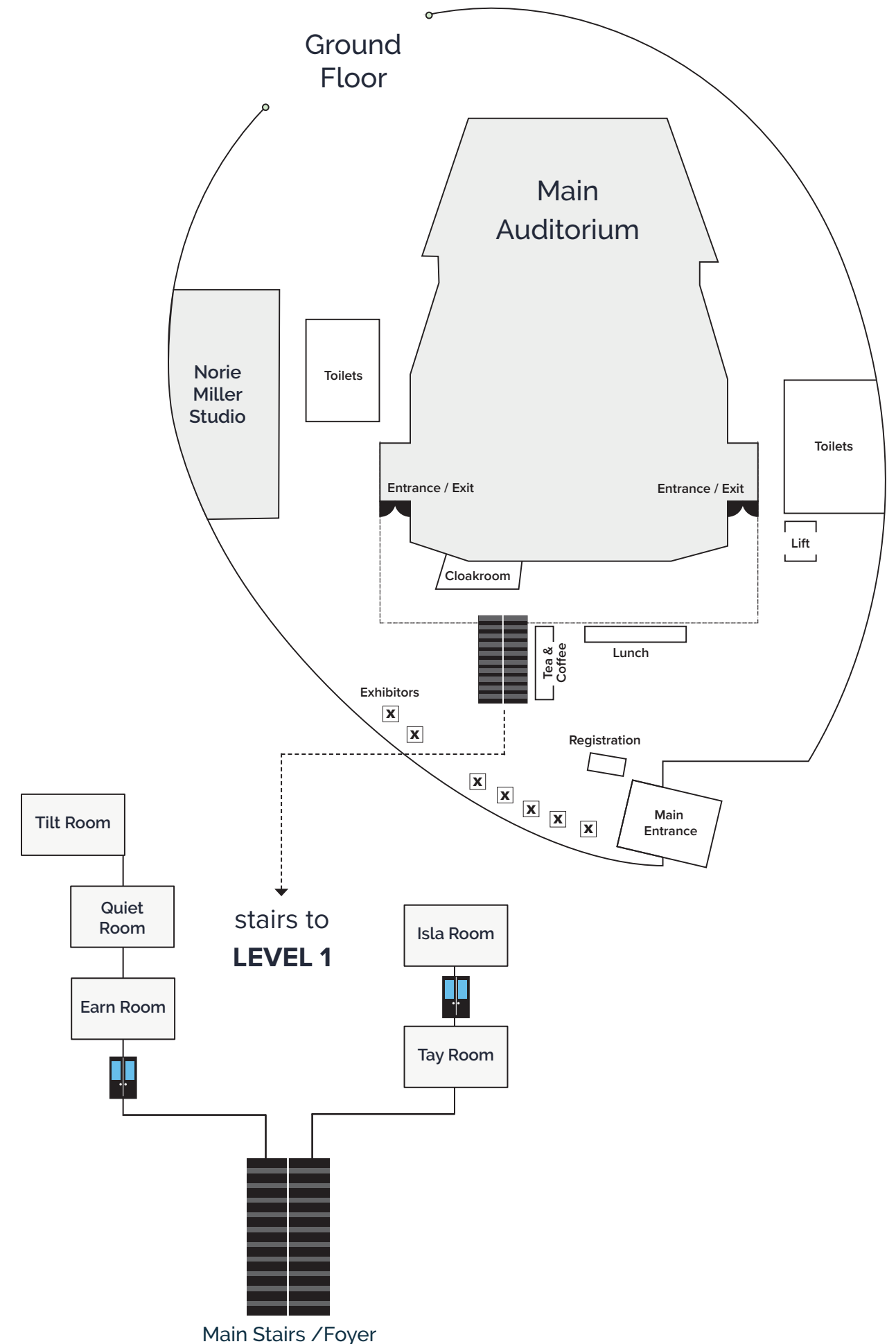
Led by Turning Point Scotland

5. Commissioning for No Wrong Door

A practical session open to all about how services at the hard edges are funded. Explore how to translate The Level into ethical, flexible and preventative commissioning and procurement. Includes a live case study from Glasgow on commissioning across sectors to raise the floor for people with multiple needs.

Led by the Coalition of Care and Support Providers in Scotland (CCPS) and Glasgow City Health & Social Care Partnership (GCHSCP).

- **Alison Christie, Head of Policy, CCPS**
- **Lorraine Taylor, Service Manager Commissioning, GCHSCP**
- **Louise Wylie, Policy Officer, CCPS**



Conference Options

Book online at homelessnetwork.scot/raisingthelevel or call 0141 420 7272

Residential Packages

come for the content,
stay for the experience

		Residential Delegate All in	Residential Delegate Day 1	Residential Delegate Day 2
Day 1	Tue 6 October 2026			
	Conference Day 1 ticket	✓	✓	
	Buffet Lunch	✓	✓	
	Dinner and entertainment From 7pm	✓	✓	✓
	Hotel Room Premier Inn check-in 4pm	✓	✓	✓
Day 2	Wed 7 October 2026			
	Conference day 2 ticket	✓		✓
	Breakfast	✓	✓	✓
	Buffet Lunch	✓		✓
General Rate	Member Rate Special rate for valued members of HNS	£530	£385	£385
	Standard Rate Welcoming all other conference bookings	£660	£510	£510

Non-residential Packages

Day-delegate access –
see you in the morning!

2-Day Delegate (with dinner and entertainment)	2-Day Delegate	Day Delegate (with dinner and entertainment)	Day Delegate Day 1 Tue 6 October	Day Delegate Day 2 Wed 7 October
✓	✓	✓	✓	
✓	✓	✓	✓	
✓		✓		
✓	✓			✓
✓	✓			✓
£355	£320	£260	£225	£225
£440	£400	£340	£300	£300

Terms & Conditions

Cancellations

All cancellations must be sent to hello@homelessnetwork.scot

- There will be no charge if written cancellation is received within 24hrs of the event.
- Non-attendance on the day will result in 100% charge.
- In the unlikely event that Homeless Network Scotland needs to cancel an event, we will refund any payments made and received in advance.
- We can accept no liability for other associated costs, such as pre booked accommodation or travel.
- All Conference content, speakers and timings are correct at time of publication.
- The Organisers cannot be held responsible for changes due to circumstances beyond their control, including the withdrawal of speakers from the programme for any reason.

Adjustments

We are committed to ensuring that all conference attendees can participate in the conference.

If you have any specific requirements, such as dietary needs (due to religious or medical reasons), access to a private room during the day, copies of handouts in advance and/or in alternative formats (e.g. large print), or if you require any other adjustments, please let us know.



Free Wi-Fi is available in the building

Venue accessibility

Perth Concert Hall is committed to accessibility, offering lift access to all levels, assistive listening, and FM headsets. Adjustments and technology such as hearing loops, wheelchair access, or high-backed chairs, are also available upon request.

The main auditorium features a high-tech hearing system, allowing delegates to connect via personal headphones or Bluetooth directly to hearing aids for audio streaming. More information about the venue can be found on their website.

www.perththeatreandconcerthall.com/policies/accessibility-information

Quiet Area

The conference space will include a quieter room on the first floor for attendees to take a minute to pause. The space is designed to be a sensory space for neurodivergent people and people who need a minute of peace.



Kindly sponsored by Say Women

Call Area

Need to take a video or phone call during the conference? With free wifi and charge points, the call area means you won't miss a minute more of the conference than you need to. You can also book a slot ahead by contacting janice@homelessnetwork.scot

Transport

The venue is easily reached from Perth train station and the walk should take approximately 15 minutes. There is also a taxi rank located outside the station.

The venue is 800m from Perth Bus Station on Leonard Street.

There is a multi-storey car park on Kinnoull Street. Payment is via ticket machines or through the RingGo app.

Supporting people starts with supporting your workforce

Learn from experts in homelessness and supported housing.

With over 50 years of sector expertise, our trauma-informed training is shaped by lived experience, giving frontline teams and leaders the confidence and skills to deliver high-quality, person-centred services.

Contact Christine Brandon, National Training Manager to discuss your training needs or request our full training programme

BlueTriangle.org.uk Registered Charity SC010858



Courses include:

- Trauma Informed Practice
- REHIS Elementary Food Hygiene
- Mental Health Awareness
- Adult Protection & Safeguarding
- Leadership & Management
- Suicide Intervention Awareness
- REHIS Emergency First Aid
- Alcohol & Drug Awareness
- Refugee Displacement & UK Resettlement
- IOSH Managing Safely
- Personal Safety & Lone Working
- The Promise



Secure IT. Protect What Matters.

Managed IT Services

Endpoint & Device Management

Cyber Security

Compliance & Accreditations

Business Continuity & Disaster Recovery

Networking Infrastructure-as-a-Service

Managed Operations & Monitoring

Telecoms & Connectivity

Professional Services

48 Grovewood Business Centre,
Strathclyde Business Park, ML4 3NQ

Hello@vectorcloud.co.uk

01698 430111

ADVERTISE HERE

Contact Janice Higgins
hello@homelessnetwork.scot

Get in touch with us at:

Homeless Network Scotland, Suite 30, Ladywell Business Centre 94 Duke Street, Glasgow, G4 0UW
Call 0141 420 7272 | Mob 07834 437185 | E-mail hello@homelessnetwork.scot

Homeless Network Scotland is a charity registered in Scotland (SCO 03453) and company limited by guarantee (SC112361).
Registered Office: Suite 30, Ladywell Business Centre, 94 Duke Street Glasgow, G4 0UW