



Glasgow Homelessness Network works to end homelessness in Glasgow, and ensure that outcomes for people affected by homelessness meet their needs, interests and aspirations.

Homelessness Shared Solutions Report to Glasgow East CHCP & Partners

July 2010

1. Introduction

1.1 Glasgow Homelessness Network (GHN) invited Community Health & Care Partnerships in Glasgow to consider a Participation Model that had been designed to represent the diversity of people affected by homelessness and their unique homelessness experience. Through involvement, the aim was to provide a contemporary and sensitive analysis of service user perspectives on relevant local planning and provision.

1.2 The Participation Model is based on the review of, and learning from, a pilot commissioned by the East Glasgow Community Health and Care Partnership in 2008. The East CHCP wanted to undertake a project to explore how the CHCP could best develop service user involvement with people affected by homelessness in the planning and delivery of health and care services.

1.3 The CHCP regarded GHN as well-placed to deliver this work as a trusted broker with voluntary sector frontline services. GHN has a long experience in involving people affected by homelessness, including:

At European Level, GHN:

- Is a member of a participation working and advisory group.

At a National level, GHN:

- Is funded by the Scottish Government to create a culture of innovation and continuous improvement in Service User Involvement across Scotland. GHN coordinates the Scottish Homelessness Involvement & Empowerment Network (SHIEN), launched in Dec 2008;
- Facilitates I.E. (Involving Expertise: Improving Effectiveness); a social enterprise and partnership with Alcohol Focus Scotland that provides service user involvement training and an expert advisory and support service for professionals who plan and provide services.

At a Local level, GHN:

- Is contracted by Glasgow City Council to facilitate systematic Service User Feedback across a range of homelessness services in Glasgow;

- Is contracted by Greater Glasgow & Clyde NHS Board to evaluate implementation of the Scottish Government's Health & Homelessness Standards in Glasgow, providing a process for the Service User Involvement performance indicators of these Standards;
 - Is funded by Glasgow Housing Association (GHA) to implement and roll out a Peer Mentoring Service User Involvement project;
 - Facilitates Unheard Voices, a theatre group of people experiencing exclusion who creatively raise awareness of the issues;
 - Has published a highly regarded Toolkit and research on Service User Involvement & Empowerment.
- 1.4 The first cycle of workshops in July 2009 were energetic, participative and emerged with clear actions and outcomes. Working toward the second cycle, the participation model has become further embedded in relevant local plans as a useful means of engaging not just with service users, but with people working and living locally.
- 1.5 This paper provides a report on the second cycle of Shared Solutions for the East area of Glasgow, held in April 2010.

2. Context

"Local solutions rely on their specificity, local ownership, and the ability of groups to tailor solutions to particular contexts. Local groups are also best placed to encourage community engagement on a social issue, through access to local networks and existing relationships".

(Mass Localism: NESTA; 2010)

- 2.1 The progressive development of the Shared Solutions model is influenced by the work of National Endowment for Science, Technology and the Arts (NESTA) on the concept of 'Mass Localism' published in February 2010.
- 2.2 This report discusses a new approach to involving local communities in the work of finding and implementing solutions to big social challenges, of which homelessness is one, in order to strike the balance between supporting authentic local solutions while at the same time achieving national policy targets and priorities.
- 2.3 The Nesta report sets out a series of principles for stimulating and supporting more local responses to social and inequalities issues that are at a manageable cost to the public purse.
- 2.4 Within these key principles, Shared solutions workshops offer people living, working and using services in local areas a bottom-up and democratic process to supplement, support or challenge central and local planning. This is while providing stakeholder groups with the opportunity to understand the specific challenges facing each other, alongside a unique and equal say on how solutions for identified issues are prioritised.

3 The Participation Model

3.1 The Service User Participation Model endeavours to:

- Augment existing structures which allow Service User Involvement within services;
- Augment existing structures for Service User Involvement established by service planners and managers in the statutory sector (e.g. Public Partnership Forums);
- Network key staff across services who can share practice and innovation in Service User Involvement and support resource exchanges and access to national network;
- So far as possible, seek to broadly represent the diverse population of people affected by homelessness;
- Use existing infrastructure to maintain its own structure; that is via the Vulnerable Household Forums, Essential Connection Forums etc;
- Enable the systematic input of service users, provide a means for these to be compiled and communicated to appropriate planning and management structures AND provide feedback to service users;
- Allow for consultation with service users affected by homelessness by planners and managers of services.

3.2 The benefits to Stakeholders include:

- Service users can raise issues locally with their own services and know there is a conduit for these issues to reach planners and managers within CHCPs, CPP and other structures. Service user involvement is facilitated within an empowerment framework, which aspires to always provide positive benefits for people participating. In a wider context, service user involvement is considered to increase employability, life skills, social networks and personal resilience to crisis. Service users are encouraged to liberate themselves from having an 'ex-homeless' label and participation will have clear exit points.
- Service staff and managers see an enhanced service user involvement role for themselves with no resource implications. This is particularly useful in the cases where existing involvement raises issues beyond the means of the service to change (for example, issues that have a wider policy or mainstream service implication). Staff will have access to the support of a national network (SHIEN), innovation resource exchanges and a practitioners Toolkit. Services can access support to meet the service user involvement requirements of funders.
- Planners of services have a simple mechanism by which they can 'homelessness-proof' their planning and service development by consulting with people affected by homelessness. They can demonstrate awareness of and responsiveness to the needs of people affected by homelessness. They can meet the Service User Involvement Performance Indicators of the Scottish Government's Health & Homelessness Standards.

4 Shared Solutions Methodology

4.1 Delegates attending the workshop were assigned to round tables that contain a range of stakeholders, perspectives and experiences for discussion. Initially,

- participants are invited to identify all local issues and challenges they consider important for discussion – this is unprescribed, broad and far reaching. This session is designed to generate as many discussion points as possible, following which each group are asked to negotiate and agree on the 3 most important issues for discussion.
- 4.2 The 3 priorities from across each of the roundtable discussion groups are collated and a single list created - participants are subsequently assigned 1 vote and invited to anonymously cast this votes by weighing up their own views on the relative importance of each issue.
 - 4.3 The issues receiving the most votes by participants then formed the substantive discussion sessions for the day; this time asking participants to be solutions-focused in their discussions and consider a range of methods that could form part of the means of addressing the issue, set out as follows:
 - o What are your experiences of this issue.
 - o What are the challenges.
 - o Suggested solutions.
 - o Next steps.
 - 4.4 Following this process ensures that the agenda for the day is fully set by the participants living and working within the CHCP area and is designed to make sure that all stakeholders can contribute equally to discussions and priority setting.
 - 4.5 There was a question, answer and comments session at the end of the event to raise points not covered during the day.
 - 4.6 The workshop closed with a performance from a local community group or activity aimed at engaging all participants in an entertaining activity.
- 5 Overview of the East Shared Solutions Workshop
- 5.1 The East CHCP Shared Solutions Workshop was held on the 23rd April 2010, Bridgeton Community Learning Campus.
 - 5.2 The day began with a summing up over the period since the first Shared Solutions event, addressing how the issues which had come out of the event have been progressed. Focus for the day was placed on local issues.
 - 5.3 An increased partnership role was evident with improved representation from across all sectors. The event was attended by 43 delegates representing a range of Registered Social Landlords and voluntary sector accommodation and support services, statutory services and service users within the East CHCP area. A full list of organisations represented at the workshop can be found in the appendix 4 to this report.
 - 5.4 Workshop facilitators' on the day were: Russell Robertson (East CHCP); Robert Nesbitt (SAMH); Helen Casey (GENR8); Laurina Hewson (East CHCP), Anne Marie Murdoch (East CHCP), Joe McEvoy (East CHCP) and Gary Dover (East CHCP).

Closing the Loop

5.5 Russell Robertson, East CHCP presented an update on the actions to come out of the 1st East Shared Solutions workshop. The key purpose was to provide feedback to all participants on the issues and solutions that had been highlighted at the previous workshop in July 2009.

5.6 The presentation discussed the 3 priority issues from the previous workshop:

- Priority Issue 1 - Accessibility of support to sustain tenancies

Aspire, the local Housing Support Provider, has raised awareness among local Registered Social Landlords regarding their role in tenancy sustainment.

The East CHCP is looking at forming a dedicated Tenancy Sustainment Team.

Tenancy Sustainment Group, Vulnerable Households & Essential Connections Forums established to promote joint working and the sharing of information on available services. The Service Access Co-ordinator also has the role of troubleshooting cases requiring further input.

- Priority Issue 2: Lack of Suitable Permanent Accommodation

East CHCP feeds into Local Housing Forums with regards to local need.

East CHCP continues to feed into the relevant Glasgow City Council Planning Structures to ensure the housing needs in the local area are met.

- Priority Issue 3: Improving 'Real' Joined Up Working.

East CHCP has facilitated joint training in Autism, Child Protection, Domestic Abuse across Housing and other relevant agencies.

Statements of Best Practice Training Plan being compiled to ensure they work.

Training needs analysis from Housing colleagues currently underway e.g. Vulnerable Household Forum, Homeless Employability Training Event Peer Support.

Gary Dover, Planning Manager for the East CHCP, closed the workshop and thanked everyone for their participation on the day. He highlighted the learning that the East CHCP will take from today's event, and noted that all organisations involved in the prevention and alleviation of homelessness can learn from the issues and priorities identified by participants.

6 Priorities Identified

6.1 Following the methodology detailed in the previous section the three key priority issues identified by stakeholders in the East CHCP were (an outline of morning discussions is available in appendix 2):

PRIORITIES:
Being homeless without complex needs
Engagement with people not engaging
Attitudes & Values of Staff

Priority One

6.2 The number one priority issue of Being homeless without complex needs was described by participants as focusing on individual's who only have homelessness as an issue.

6.3 Experiences and challenges of participants discussing this priority area were:

- People without this label are 'lost' in unknown to SW/Health services
- No priorities, no care manager, no access
- Inequality
- Identifying this group!
- Ensuring that 'proper' accommodation is available
- Identified housing services for clients who only has homelessness as an issue!

6.4 Solutions and next steps identified by workshop participants to Being homeless without complex needs included:

- Dedicated team to work with 'non complex' clients
- Securing appropriate accommodation through RSLs – not just section 5.
- Dedicated 'short term' accommodation – not Inglefield Street!! Better use of emergency accommodation – ensuring that it is just emergency.
- Building stronger relationships with CHCP
- Access to appropriate services/agencies
- CHCP coordinate through LHF/analysis/trends

Priority Two

The second priority issue of Engagement with people not engaging

6.6 Experiences and challenges of participants discussing this priority area were:

- Agreed action plan – lack of movement towards goal – breakdown.
- Lack of trust
- Lack of understanding
- Individuals experiences of services – good or bad
- Slow progress
- Chaotic lifestyles
- Services remit and roles
- Attitudes of individuals who need services

6.7 Solutions and next steps identified by workshop participants to the issue of Engagement with people not engaging included:

- Make services more flexible and accessible
- Work from individual frame
- Discuss consequence
- Trust building
- Prevention not always reaction
- More information available in the community

Priority Three

6.8 The third priority issue of Attitudes and Values of Staff

6.9 Experiences and challenges of participants discussing this priority area were:

- Job Centre staff under trained – don't listen, judgemental, too quick to stop claim
- Barred from accessing services – forced to sleep rough
- Organisational discrimination – challenging issues via training/awareness

6.10 Solutions and next steps identified by workshop participants to the issue of Attitudes and Values of Staff included:

- Role reversal training for DWP
- Complaints leaflets readily available and accessible
- Empathy, understanding
- Services users involved in recruitment/training programme
- Staff awareness of potential issues
- To get co-located services

7. Additional Information from Service Users in the East

7.1 As part of the wider Service User Participation Model being implemented by the CHCP, local services are asked to submit service user intelligence to GHN to be incorporated in the regular report to the CHCP.

7.2 Feedback mechanisms to GHN from participating services is in electronic format, and it is anticipated that the information generated from people using services in the East CHCP area will form a significant part of this report in future to supplement the feedback from the Shared Solutions workshop.

8. Overview of feedback from other local Shared Solutions Workshops

8.1 Shared Solutions Workshops following the same format as the East event were also held in the South West, South East, North and West CHCP areas in **March-April 2010**. A number of common themes were raised; an overview of which is provided below:

GLASGOW WEST CHCP PRIORITIES:

1. Communication and joined up working

2. Sustainability
3. The continuity of service provision

GLASGOW NORTH CHCP PRIORITIES:

1. Publicizing and Promoting Services- Communication and Networking
2. Lack of Choice of Suitable Housing
3. Accessing Tenancy Support for ALL New Tenants

GLASGOW SOUTH EAST CHCP PRIORITIES:

1. Sustaining Permanent Accommodation
2. Avoiding Early Case Closure
3. Improving Communication between Services

GLASGOW SOUTH WEST CHCP PRIORITIES:

1. Permanent Accommodation
2. Single point of contact, access advice and information
3. Local Access to Local Suitable Housing

8.2 An equivalent report has been produced providing details of each of the CHCP Shared Solutions workshops and is available from GHN.

9. Considerations for East CHCP

9.1 All of the issues identified as priorities for the participants at the East Shared Solutions Workshop were submitted as having a direct impact on the prevention and alleviation of homelessness in the area. However, it is recognised that not all of the issues are the ultimate responsibility of the CHCP. It is also understood that some of the issues will be able to be resolved relatively quickly, and that some will take longer term planning. The considerations set out in this report aim to reflect these points. These considerations are also intended to build on the range of suggestions put forward by those attending the workshop.

9.2 CHCP Senior management are invited to consider this report, with formal feedback invited by workshop participants through a report and/or presentation at the next local Shared Solutions event (Sept/Oct 2010). This might set out steps taken (or planned) as a result of the suggested solutions and next steps recommended by participants.

- Ensure continued promotion of availability of housing support services to housing providers working within the area.
- Continue to implement joint training opportunities between housing, homelessness, health and voluntary sector staff working within the area. The forum could carry out a needs led assessment of the training they feel they need for implementation within locally determined resource allocation.

- The communication between staff is helped enormously by the Vulnerable Households Forum; to ensure all staff involved in homelessness are working together, further encouragement has to be given to services to ensure they attend. It was acknowledged that limited capacity to enable cover for staff may be an issue for smaller services.
- Continue to feed into local housing strategy structures to ensure that the housing needs of the East of the city are adequately reflected in plans for affordable housing in the city.
- Ensure linkages are in place with the Glasgow Community Justice Authority, which has Housing and Accommodation as a key element of their Area Plan for 2008-11.

Notes

[1] The online feedback form for participating services is available at <http://www.ghn.org.uk/node/49>

[2] Current and previous Shared Solutions Reports for all CHCP areas can be found at <http://www.ghn.org.uk/sharedsolutions>.

Appendix 1: Best Practice in Service User Involvement

The GHN/CHCP Participation model is defined by 9 characteristics that combine to better represent homelessness diversity. The Participation model will therefore:

1. Develop within a holistic definition of homelessness, causes and impacts (housing, opportunities, wellbeing) and at each level (policy, practice, provision, perception).
2. Be grounded in a credible model of homelessness, its causes and consequences and how it may be prevented or alleviated, and give due recognition to the efforts of non-homelessness services in the prevention and alleviation of homelessness – whether they are conscious of or accredited for this aspect of their work or not.
3. Have contact with a cross section of the population of people affected by homelessness. This may be done directly or through homelessness and other services. Bearing in mind the extent of hidden homelessness and the extent to which people who are homeless are engaged with mainstream, non-homelessness services, there is a significant amount of contact with people affected by homelessness which will be done through direct contact and through non-homelessness services.
4. Consider the role of organisations with a smaller stake in homelessness. Such organisations need to be made aware of the impact of their work as regards homelessness alleviation and prevention and be appropriately networked to facilitate service user contact, but also to share good practice and receive support where necessary.
5. Exist in, develop and perpetuate an empowering environment. Service users must have personal benefits from their experience of being involved in the development of CHCP services. This can be achieved through the courtesy of paying travel expenses etc, but sustained involvement needs to compensate the service user through opening up environments where empowerment is possible. This in itself is a contribution to alleviating and preventing homelessness. At the very least, there should be a mechanism to feedback actions and consequences of previous involvement activity.
6. Be facilitated and serviced by a credible, trusted broker. This work will involve working across a large range of providers and with a range of service users with different needs and desires. The credibility of the people involved in this work and their independence from other parties is important. It is proposed that GHN take this role, including through the resources and support offered through the Scottish Homelessness Involvement & Empowerment Network.
7. Work in an innovative way to develop means by which service users can be engaged and their engagement sustained. This work needs a consistent and persistent approach.
8. Allow service users to raise issues relating to existing CHCP services or to suggest the development of new services and to be consulted on the development of services by the CHCP.
9. Work flexibly with a range of planned and structured activity that is inequalities sensitive, and takes account of service user's needs and capacities.

There are specific methods of good practice as outlined in GHN's 'Easy 3x3' Participation Technique & Toolkit. This includes considerations around a 25 point checklist of good practice. For the CHCP Shared Solutions Workshops, these guidelines ensured the following:

- Invitations extended by email, posters and telephone;
- The Shared Solutions workshop provided a safe, comfortable and encouraging environment;
- Accessible information (in plain English), was provided;
- Service user expenses were available;
- An open agenda allowing delegates to determine the direction of discussion and space for all involved to put forward their opinion;
- Clarity around purpose of the day and aims and objectives and feedback;
- Transparency and clarity concerning who has been invited to take part;
- Inequalities sensitive practice (literacy & language barriers, childcare considerations, accessibility etc);
- Flexibility around service users inputting to overall participation model, and future input welcomed by phone, email, writing, 1:1, or direct through service;
- A structured innovative, agenda, ensuring solutions focus whilst providing time for icebreaker, social networking, lunch and a drama performance;
- Several routes made available to delegates for evaluation.

Appendix 2: Overview of all issues raised at the workshop

Morning round table discussions

Table 1

What are the barriers to accessing services?

- Lack of Knowledge – where to start
- Lack of Confidence – to engage with services
- Practical Issues in Accessing Services – premises based – confidentiality: take services out to people
- Lack of Flexibility – hours, weekends, statutory services
- Lack of Funding
- Lack of Flexibility & Responsiveness
- Lack of Training: DWP understanding?
- Ethos & Values of Staff – impact
- Reactive not Proactive

What works well in accessing services in your local area?

- Joint Working – Communication open updates
- Share Experiences & Knowledge
Clear Understanding – role & remit
- Good Knowledge of Services – signpost
- Staff with good ethos and values – understanding promotes engagement

What are the 2 main points you would like to put forward for the afternoon discussion?

1. Attitudes and Values of Staff We Come Into Contact With – understanding, empathy & knowledge
2. Promotion of Effective Joint Working

Table 2

What are the barriers to accessing services?

- Identification – eg Jobcentre asks for id, such as passports (photographic) which costs money.
- Service Changes – for gas and power – tariff for key meter costs more. Prices for gas and electricity too high.
- Jobcentres make young people sign on weekly after 13 weeks so cost of bus fares increases and can't claim back.
- Jobcentre Staff - quick to close a claim. DWP staff on strike, people go anyway so travel costs. To make a homelessness presentation need lots of paperwork e.g. leave in a hurry, not in contact with parents can't get in.
- People Living in Care Of – but can't register with housing association as have no address. If NFA need to sign on every day and need to go to Jobcentre every morning at 9am.
- Looking for a service in evening to give him something to do (stop him using alcohol)
- Pregnant Women – not enough room in parents house not a priority so has to go to supported accommodation until house available – cheaper to access accommodation with housing benefit.
- Confidence to go in and ask for help – forms difficult to fill in
- Everything seen in terms of problems – housing refer to agency not consider you for a house until problem is being looked at.

What works well in accessing services in your local area?

- Joint meetings with housing officer, neighbour relations team and Action for Children (GENR8) – worked to help clients. Attitude of staff at GENR8 is helpful, help with forms etc and support after, help to build confidence.
- Involving young people and service users in developing policy and recruiting staff works.
- Training of staff to help understand situations has worked.
- Help from GAMH, attitude of staff – very supportive (rather than GP attitude)

What are the 2 main points you would like to put forward for the afternoon discussion?

3. Identification, excessive bureaucracy needed to access services
4. Service meter charge
5. Joint working
6. Staff training

Table 3

What are the barriers to accessing services?

- Age e.g. services for young which aren't inclusive
- Dundasvale area GHA over 40 only policy? Similar discriminatory unwritten policies eg. Homechoice (choice based letting)
- Staff Attitudes e.g. preconceptions leading to service user being barred
- Closing of EELC

What works well in accessing services in your local area?

- Supported accommodation which meets the needs of service users
- Positive staff attitudes – trust being built
- Quality of relationships between providers & service users
- Coordination of care & structured plan
- Communication between services

What are the 2 main points you would like to put forward for the afternoon discussion?

1. Staff Attitudes
2. Service user centered coordination = good communication = a quality & supportive service

Table 4

What are the barriers to accessing services?

- Engagement of Clients (chaotic lifestyles)
- Formality of Services (accident waiting to happen)
- Limitations of Resources (early intervention)
- Timescales (when?)

What works well in accessing services in your local area?

- Services working together (action taken). Needs to start earlier (when?) – joint visiting
- Hamish Allan – common knowledge

What are the 2 main points you would like to put forward for the afternoon discussion?

1. Hostel Closure programme
2. Engagement (empowerment)

Table 5

What are the barriers to accessing services?

- Section 5 referrals/Stock (Provanhall) – some HA keeping their poorest stock or poorest areas for them.
- Consistency & Best Practice – raise awareness – common standard/protocol – all agencies
- Sub Standard Housing
- Community Care Grants – can be lengthy process
- Allocation/Decision Making

What works well in accessing services in your local area?

- Common Housing Register – Easterhouse – Good quality stock
- Some has now allocate Section 5s to appropriate accommodation

What are the 2 main points you would like to put forward for the afternoon discussion?

1. Care Grants
2. Consistency

Table 6

What are the barriers to accessing services?

- Service Users unaware of the service available
- Service Users Disillusioned
- Territorialism – ‘youngsters won’t travel – why?? – take services to users
- Referral Routes – too excessive, bureaucratic – managers unaware of services available
- Organisational Barriers – can’t come to particular services unless referral to addictions or similar agencies
- Homeless Without Complex Needs – missed!! Survivors
- Complex Needs – ‘no ma joab’
- GP’s – methadone??

What works well in accessing services in your local area?

- Taking services to people
- More outreach in areas
- Being persistent
- Using CHCP liaison officer
- Partnership working real in the East – true examples of ‘ joint working’ is evident
- Support/building relationships with service providers – trust and follow through

What are the 2 main points you would like to put forward for the afternoon discussion?

1. Organisational Barriers – awareness amongst services/agencies – bring services to people, lack of knowledge
2. Homelessness Without Complex Needs – non priorities

Appendix 3:

Overview of priority issues and voting results

The following are a list of the two main issues that were raised and put forward during the morning session, which were then voted upon (number of votes registered) to identify the top priorities, which were taken forward and discussed in the afternoon session.

Priority Issue	Votes
Being homeless without complex needs	12
Engagement with people not engaging	12
Attitudes and values of staff	10
Promotion of effective joint working	4
Bureaucracy of accessing services	3
Consistency approach to best practice	1
Community and coordination Care Plans	0
Building people's confidence to access services	0
Awareness of service users – lack of	0
Not moving people on quickly enough	0

Appendix 4:
List of organisations attending the workshop

The following organisations were represented at the East CHCP workshop.

East CHCP
Glasgow Homelessness Network
Action for Children
Crossreach - Kirkhaven
GAMH
Glasgow Council on Alcohol
Glasgow East Women's Aid
Glasgow Simon Community
Glasgow Homelessness Partnership
Greater Easterhouse Alcohol Awareness Project
Impact Arts
Legal Services Agency
Move On
NHS Greater Glasgow & Clyde
Provanhall Housing Association
Say Women
SAMH
Shelter
Thenew Housing Association

Appendix 5: Overview of participant evaluation (28 responses were returned from 43 delegates)

1. Delegates by occupation/service user and sector.

Type of delegate	No.
Service User:	8
Front Line Staff:	11
Manager:	9
Policy Maker/manager	0
Other:	0

Of these, 15 work in the voluntary sector, 6 in the statutory sector, 4 other which included housing association, Glasgow City Council, unemployed and 3 not specified.

2. The overall rating of the workshop

Delegates rated the workshop on a scale from 1 (lowest) to 5 (highest)

Rating	Responses
Blank or n/a	0
1	0
2	0
3	0
4	10
5	18

Reasons given for these ratings include:

- It was so interesting and fun
- Multi-agency and service users sitting down together is ideal and very useful!!
- Very well structured. Good time management, good networking
- People from the services and people like myself being a service user sat down together sharing opinions
- Opened discussion on gaps in services
- Very informative. Lots of good ideas
- It was interesting to hear other people share their opinions and suggestions on how all services may be improved
- Well organised, interactive and solutions focused. Learnt a lot
- Good discussions and debating – that is relevant to support work
- All went well. Lots of points were brought to view. Engagement with people
- Everyone had their say. A diverse range of people which created interest
- Good range of participants and topics and action focused
- High level of participation, welcoming tone and reception
- Multi-agency approach – very informative both formal and informal. Good topics – great hearing from service users!
- Shared experiences, solutions, networking and the outcomes presentations all meaningful and enjoyable
- It was very educational
- Service user input excellent
- Very difficult to hear in this venue. Content was very good

3. Most/least worth while part of the day

- Ideas, problems and solutions – practical solutions!!

- First discussion identifying issues – meaningful discussion within our group
- I enjoyed the group work, listening to others opinions. The DVD by the boys was inspiring and proves the services are working
- Discussion groups because I felt that a solution to some issues is possible
- I thoroughly enjoyed the discussions and DVD
- Discussions and meeting service users and staff from other agencies
- Group discussions
- Hearing from service users
- All of it
- Group discussions
- Round table discussions
- Morning discussion and voting
- The discussion with other members and getting my point of view across which I feel happy about
- I enjoyed the whole day and found it refreshing to see staff and service users from the CHCP coming together to identify issues and realise we are not alone
- Service user input. Informality of event
- Discussion in the groups
- Afternoon discussion re attitudes and values of staff - discussion missed some issues I feel

4. Some specific issues were raised as areas that delegates would like additional information on:

- Directory of all available support, care services, CHCP services
- Impact of hostel closure programme
- I would like to be kept updated on what is being done, by whom and what progress is being made
- Housing accommodation
- Just times/dates of future events
- Feedback from the workshop should be maybe sent in time to read etc before next workshop

5. The following were identified by delegates as actions to be taken forward from the workshop:

- To continue to engage with service users and don't give up
- Importance of effective early interventions
- Will use feedback from today's event to include in my service user involvement feedback
- Good networking and communication with other agencies
- Inform team and young people of developments and encourage participation
- Just keep going forward
- Invite GEN R 8 to local meetings. Work with the already and have a nomination agreement
- All points will be taken to staff meeting
- Have learnt of a few new agencies – my referral bank has increased!
- Engagement of service users
- Will feed discussion in to teams and raise issues of joint working and staff attitudes. Good to revisit these again
- Earlier referrals to agencies before reaching crisis stage

6. Further comments by delegates about the workshop?

- Homelessness does not always mean hopelessness. Obviously many people committed with regards to helping people along the way
- The pizza was great and Russell Robertson is very funny ☺
- Great day – well done everybody
- I found it very constructive and useful and look forward to seeing positive outcomes for vulnerable people regarding the issue that have been raised today
- There used to be a homeless DWP Liaison Forum prior to closure of Minerva – DWP should be accountable for service provision – should be invited to attend VHF and also future Shared Solutions seminars
- Overall a very good ay. Tone and content appropriate for YP
- Very well informed and interesting
- Noise was too high in the room – acoustics were poor, but otherwise excellent session
- Look forward to next one and update. Need a microphone
- Very worthwhile event. Looking forward to next one
- Well presented and kept interesting which chip every success feel there is a need for service
- It may be of benefit if more service users were given an opportunity to attend these workshops, seeing how agencies are attempting to provide a more cohesive service
- Good, busy day could have been even longer
- Being homeless myself has inspired me to go along to group work and gather information and hopefully get involved in voluntary work and a career
- I really glad I came
- Was at the first one which was excellent – very impressed this was just as useful and interesting!!