

A Solution Shared...

Summary Report of Glasgow Homelessness Network & Glasgow East Community Health and Care Partnership Shared Solutions Workshop

Introduction

Glasgow Homelessness Network seeks to end homelessness in Glasgow and represent the interests of people affected by homelessness. We are also the umbrella organisation for the wide range of individuals and services that provide service accommodation and support.

Since 2008, Glasgow Homelessness Network has worked with Glasgow's Social Work and Health Services (known jointly as Community Health and Care Partnerships) to look at ways of involving people affected by homelessness in the planning and delivery of services in their local area.

As part of this process Glasgow Homelessness Network hosted "Shared Solutions Workshops" in five areas of Glasgow, one of them being Glasgow East.

What is a Shared Solutions Workshop?

A Shared Solutions Workshop is an event that aims to bring together everyone involved in or affected by homelessness, from service managers to service users and members of the local community. Working together in small groups people are asked to identify issues relating to homelessness in their local area and then look at ways of solving these issues.

Glasgow East

The East Glasgow Shared Solutions Workshop was held at the Bridgeton Community Learning Campus on 23rd April 2010.

43 people attended the workshop representing a variety of services including Local Housing Associations and support providers such as Action for Children, Crossreach, GAMH, Glasgow Simon Community, GEAPP, SAMH, Impart Arts and the Health Board also attended.

What happened?

When people arrived they were asked to sit at one of six tables, Glasgow Homelessness Network tried to make sure there was a mix people from different services at each table to make sure there was a range of opinions and views during discussions.

Each table was asked to identify all of the issues they felt were important in relation to homelessness in the East, both good and bad. When all of the issues were identified each table had to agree two priorities. Each table's priorities were added to a voting wall.

Priority Issue	Vote
Being homeless with complex needs	12
Engagement with people not engaging	12
Attitudes & values of staff	10
Promotion of effective joint working	4
Bureaucracy of accessing services	3
Consistency approach to best practice	1
Community and coordination of 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

Participants were given **one** vote and asked to cast their votes on the voting wall, next to what they believe to be the biggest priority in Glasgow East.

Votes were counted and the **top three priorities** for the day were identified. Each table was then asked to discuss one of the three issues, identifying possible solutions to the issue, and the next steps for putting these solutions into practice.

Priority Issue 1 – Being Homeless Without Complex Needs

Participants felt the need to focus on individuals who only have homelessness as an issue.

Solutions and possible next steps to the issue of being homeless without complex needs were identified as:

- **A dedicated team to work with 'non complex' clients;**
- Securing appropriate accommodation through Registered Social Landlords – not just Section 5;
- **Dedicated 'short term' accommodation – not Inglefield Street and better use of emergency accommodation and ensuring that it is only used as emergency;**
- Building stronger relationships with Community Health Care Partnerships (CHCP);
- **Access to appropriate services and agencies;**
- CHCP to coordinate analysis and trends through Local Housing Forums.

Priority Issue 2 – Engagement with people not engaging

Participants at the workshop agreed that there were issues with trying to engage with individuals who were not working with agencies.

Solutions and next steps to the engagement of people who are not engaging were identified as:

- Making services more flexible and accessible;
- Work from individual framework;
- Discuss consequences with individuals;
- Build up trust;
- Prevention not always reaction;
- Make more information available in the community.

Priority Issue 3 – Attitudes and Values of Staff

Participants at the workshop agreed that there were issues with the attitude and value of staff with service users.

Solutions and next steps to the attitudes and values of staff were identified as:

- Role reversal training for Department of Work and Pensions staff;
- Making complaints leaflets readily available and more accessible;
- Staff having more empathy and understanding;
- Getting service users more involved in recruitment and training programmes;
- Make staff more aware of potential issues;
- Get co-located services.

What we learned

The East Shared Solutions Workshop was very successful and allowed people from different organisations to come together with people using services and discuss together issues that they were concerned about. This was a new way of working and proved very useful. It also enabled people with different responsibilities to find out about other services and what Glasgow East has to offer.

Participants learned that everyone working to provide services to people affected by homelessness want to provide the best service possible, but also that there are some things that need to be addressed to make sure this happens for everyone, all of the time.

Everyone who participated in the day was asked to evaluate the workshop. The overall feeling was that the workshop was very informative and people enjoyed the way that issues were raised and discussed.

What happens now?

Glasgow Homelessness Network is committed to making sure the issues identified at the Shared Solutions Workshops are taken forward, we will do this by:

Feeding back the priority issues solutions and next steps to the right people, at Community Health and Care Partnership level, Local Authority level or Scottish Government level.

Helping Community Health and Care Partnerships to develop action plans to make sure the issues identified are addressed; particularly around improving communication and information sharing.

Feedback to participants and the wider community on the outcomes of the Shared Solutions Workshop

Holding Shared Solutions Workshops on a six monthly basis to review progress in the areas identified and identify new priorities for action.

How Can I Get Involved?

There are a couple of ways you can get involved:

You can get involved in the next Shared Solutions Workshop, register your interest by contacting Glasgow Homelessness Network on 0141 276 4825.

You can get involved in the East Community Health and Care Partnership by attending your local Public Partnership Forum, for details of the forum contact 0141 232 0162.

If you would like more information about Glasgow Homelessness Network, or if you would like a copy of the full East Shared Solutions Report please call us on 0141 276 4825 or see our website at www.ghn.org.uk/sharedsolutions.

For general information about the East Community Health and Care Partnership please contact 0141 277 7450 or see the website at www.chps.org.uk/eastglasgow