

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 North CHCP & Partners

July 2010

1. Introduction

- 1.1 In 2009 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 West Glasgow Community Health and Care Partnership in 2008. The West 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 North 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.

2.2 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
- The Shared Solutions process is an innovative approach to events that has been used successfully by GHN in the past. It is a collaborative approach

- bringing together all key stakeholders in homelessness (service planners, managers, frontline staff, policy makers, service users and community members) as equal stakeholders in the process of identifying potential solutions to key issues.
- 4.2 Delegates attending the workshop are assigned to round tables for discussion; ensuring that each discussion group contains a range of stakeholders bringing a range of perspectives and experiences.
 - 4.3 The first discussion session asked all participants to identify issues that they felt were a barrier to accessing services in the area, whilst also discussing what was good about services in their area. This session was designed to generate as many discussion points as possible, following which each group was asked to negotiate and agree on the two most important issues for discussion.
 - 4.4 Following the recording of the two priority issues agreed by each of the discussion groups all participants were assigned one vote to cast as they chose against the priorities identified. Participants were asked to vote by weighing up their own views on the relative importance of each issue and vote as they wished.
 - 4.5 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:
 - What are your experiences of this issue.
 - What are the challenges.
 - Suggested solutions.
 - Next steps.
 - 4.6 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; ultimately meeting best practice guidance on service user involvement and empowerment.
 - 4.7 The workshop closed with a performance by the Phoenix Futures Together drama group of excerpts from their latest show 'Bugsy McGlone'.

5 Overview of the North Shared Solutions Workshop

- 5.1 The North CHCP Shared Solutions Workshop was held on the 19 April 2010 in Springburn Community One Stop Shop, Springburn.
- 5.2 The day began with a summing up of the period since the first Shared Solutions Workshop in July 2009, updating on how the issues that had been raised that day had 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 51 delegates representing a range of Registered Social Landlords and voluntary sector accommodation and support services, statutory services and service users within the North

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: Jean Stevenson (North CHCP), Alan Robertson (North CCT), Douglas Carnegie (North CHCP), John Fleming (North CHCP), Veronica Flynn (North CHCP) and Allan Houston (North CHCP)

Closing the Loop

- 5.5 The day was opened by Mike Burns, Head of Children's Services for the North CHCP. Mike welcomed everyone to the event and outlined the CHCP's commitment to partnership working across stakeholder organisations and with service users.
- 5.6 Liz Simpson, Service Manager for Children and Families in the North CHCP presented an update on the actions to come out of the first North Shared Solutions Event. The key purpose was to feed back to all participants on the issues raised and the solutions that had been highlighted at the July 2009 workshop. The presentation discussed 3 priority issues from the previous workshop.
- 5.7 Priority Issue 1 was identified Lack of Communication between services and organisations. The CHCP has begun to tackle this through the implementation of local forums including:

The Vulnerable Households Forum which gives housing, housing support, CHCP care groups and homelessness services the opportunity to come together to discuss issues and share best practice. This forum helps communication and networking;

The Essential Connections Forum brings together representatives from all care groups across the CHCP, including housing and homelessness, addiction, mental health and children and families and Registered Social Landlords in the area. This group looks at strategic issues and developments across Glasgow North.

An internal CHCP Tenancy Sustainment Group comprising all CHCP care groups and the Homelessness Casework Services Manager. This group seeks to address barriers to and gaps in CHCP services and address them.

The dedicated Housing and Homelessness Planning Officer post has also begun to improve communication across the area.

- 5.8 The second priority issue was identified as Access to Accommodation. The CHCP acknowledged that this was an issue of concern, however since it was raised in July 2009 some inroads have been made to improving access. The North Community Casework Team started working with single people in late 2009 ensuring people can more readily access services and support their local area. The Essential Connections Forum has allowed the CHCP to enter into a dialogue with Registered Social Landlords whereby referrals are made much sooner and support can be provided at a much earlier stage. This Forum is also working to increase the percentage of tenancies allocated to people experiencing homelessness.

- 5.9 The third priority issue was identified as Lack of Support to Sustain Tenancies. The main concern for participants who raised this at the last workshop was that support was time limited. Liz Simpson dispelled this and stated that people should be able to access support for as long as they need it and be transferred to an appropriate care manager before housing support was withdrawn where there is a vulnerability . Loretto Housing Support do offer help to people identified as being at risk of homelessness and this has been widely advertised via the forums listed above. Also, RSLs have direct routes into the CHCP for vulnerable tenants requiring mainstream housing support.
- 5.10 In summary the CHCP had taken on space here board the issues and comments raised at the first Shared Solutions Workshop and were keen to continue with the information cycle ,working with a wide range of representatives from across the community, taking account of the collective views, opinions and suggestions and developing services and processes with the community fully involved.

6 Priorities

- 6.1 Following the methodology detailed in the previous section four key priority issues were identified by stakeholders in the North CHCP (an outline of morning discussions is available in appendix 2).

PRIORITIES:
Publicising and Promoting Services
Communication and Networking
Lack of Choice of Suitable Housing
Accessing Tenancy Support for ALL New Tenants

Priority One

- 6.2 The number one priority issue was described as **Publicising and Promoting Services**.
- 6.3 Experiences and challenges to this issue were identified as:
- Homelessness can be a label.
 - Stigma can stop individuals from receiving the service they need.
 - There is an element of luck involved, the service you receive can depend on the staff member you get and how knowledgeable they are.
 - The sheer number of services and the complexity of the services can be confusing.
 - People don't know where to go or what they can expect.
 - People often have more than one issue, but the criteria for some services can mean individuals can't access what they need.
- 6.4 Solutions and next steps identified by workshop participants to **Publicising and Promoting Services**:
- To break down these barriers services should make links and contacts with other agencies, services and organisations to ensure that the right services have the right information and that it is up to date.

- Services should be better advertised to the public, through press, TV and radio.
- Street teams could tell people what services are available to them.
- Staff across all organisations, not just homelessness organisations but public services such as benefits agency, police, medical services and addictions services, should be fully trained and informed of the services available to people who are homeless or are at risk of becoming homeless.
- Better communication within and across services. This could be taken forward at Vulnerable Households Forum.
- Open days for the public in public places such as City Chambers.
- Internet advertising of services, (it was acknowledged that this will work for some but not for all).
- Use existing forums like the Public Partnership Forums to promote services.
- Develop points of access for services e.g. police stations, GP surgeries, hospitals etc.

Priority Two

6.5 The second priority issue was identified as **Lack of Choice of Suitable Accommodation**. Participants' experiences and challenges from this issue were described as:

- Lack of choice has resulted in people recovering from addictions being placed in areas where people are dealing drugs, this can result in relapse.
- Some people do not get any accommodation and end up walking the streets.
- This affects people coming out of prison who do not have accommodation, they can end up in homelessness accommodation.
- In the past inappropriate use of the alert system by Hamish Allan Centre has resulted in people being unable to access certain accommodations.
- A lot of new building seems to be for sale properties, there is no social rented housing being built.
- There is stigma surrounding people who are homeless and often they get offered poorer stock.
- Private rented stock being used to alleviate homelessness, this can lead to a greater risk of eviction.

6.6 Solutions and next steps identified by workshop participants to the issue of **Lack of Choice of Suitable Accommodation** were:

- A strategy for providing appropriate housing across a wider area should be developed and implemented.
- More houses for social rent should be built.
- All housing providers need money to build rented accommodation and this should be provided by the Scottish Government.

Priority Three

6.7 The second priority issue was identified as **Communication and Networking**. Participants identified their experience and challenges of this issue as:

- Changes mean loss of contacts and adverse impact on quality of support and consistency of service a person gets because of poorer communication.

- More shared training could bridge communication gaps but organisations need to commit to this at leadership and management level rather than just making the “right noises”.
- Need to resource meaningful service user involvement.
- Shutting down community resources indicates lack of commitment and is storing up problems for the future.
- Organisations stated commitments to joint training, meaningful service user engagement but needs to be backed up by protected financial resources and need to be consistent and progressive.
- Need to establish training needs analysis to identify workforce joint training needs.
- Establish service user involvement mechanisms that do more than just the required minimum and give useful feedback.
- There is no culture of “celebrating success”, always seems to be more of “critical of perceived/real failures”.

6.8 Solutions and next steps identified by workshop participants to the issue of **Communication and Networking** included:

- A training needs analysis should be implemented across all stakeholder services to identify joint training needs.
- Service user involvement mechanisms must do more than just the required minimum and useful feedback must be given to participants.
- Organisations must commit to working together and training together.
- Resources should be protected and organisations should make most of opportunities like this event to involve people.
- Relevant managers need to agree to pool resources to organise and commission training and networking events and public information days to make services more “approachable”.
- Networking and communication at Senior Management Level across all stakeholders to ensure better communication across services and to implement a programme of joint training to ensure all workers have the knowledge to be able to fully support service users.

Priority Four

6.9 The fourth priority issues was described as **Accessing Tenancy Support for ALL New Tenants**. Participants experience and challenges of this issue were:

- Lack of support for waiting list tenants, more information and procedures in place now.
- Lack of information/awareness of support – service users and staff.
- Better access to short term support – Loretto/Aspire.
- Lack of communication re: engagement with support.
- Monitoring engagement with support.
- Continuity in support – geographical areas (proper handover)
- Awareness of services available and what support they provide.
- Length of time for allocation within Social Work.
- Institutionalisation – Homelessness Accommodation to Community.

6.10 Solutions and next steps identified by workshop participants to the issue of **Accessing Tenancy Support for ALL New Tenants** were:

- Implement a training model similar to that of Glasgow Simon Community Resettlement Service where tenants can access courses and support to help them sustain their tenancies.

- Develop a directory of local services for tenants giving them information on services and support they can access in their area.
- Provide training to frontline staff from all stakeholder organizations to improve joint working to better support tenants.
- Generally raise awareness of tenants, agencies and organizations on what services and supports are available to tenants.
- Focus on sharing good practice between agencies.
- Improved assessment – appropriate support.
- Continue to improve joint working – review meetings (all agencies involved)
- Joint training – evaluation and monitoring.
- Look at issues in relation to sharing information.

7. Additional Information from Service Users in the North

- 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 North 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 EAST CHCP PRIORITIES:

1. Being homeless without complex needs
2. Engagement with people not engaging
3. Attitudes and values of staff

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 North CHCP

9.1 All of the issues identified as priorities for the participants at the North Shared Solutions Workshop have 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 is invited to consider this report, with formal feedback requested from workshop participants through a report and/or presentation at the next local Shared Solutions event to be held in October 2010. This might set out steps taken (or planned) as a result of the suggested solutions and next steps recommended by participants.

- Continue to promote the services available to people living in the North CHCP 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 North of the city are adequately reflected in plans for affordable housing in the city.
- Consider the current provision of consistent, sustained tenancy support not only for people who have had experience of homelessness but for all tenants taking on a tenancy for the first time.

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 suitable housing – most apartments are high rise blocks
- Fear of relapsing if you are recovering from addiction
- Lack of choice of area
- Bidding system for tenancies – people who are homeless get the worse tenancies
- GHA systems seem to change frequently – some users left confused
- Getting access to allocated worker at Hamish Allen Centre is difficult – lack of communication
- Difficult getting community grant for people moving into supported accommodation who want to furnish it
- Communication issues with CATs re getting referrals
- Difficulty of getting hold of Case Workers and Care Managers

What works well in accessing services in your local area?

- Forums have been effective - ? has been able to sign post service
- Forums have assisted services make themselves known

What two points would you like to put forward for the afternoon discussion?

- Lack of choice re suitable housing and areas
- GHA bidding system for tenancies

Table 2

What are the barriers to accessing services?

- Still issues re lack of support in homeless cases re accommodation – can lead to quicker fail rates in tenancies and people come round again
- People's aspirations/hopes often don't meet / reflect what housing stock is available realistically
- Some people know the system and can still go round in circles, meanwhile their problems can worsen
- Some concerns re CCG application process – can mean people starting out with arrears
- Some people know the rights but very many do not and may have complex needs
- It can cost up to £12k to evict someone with rent arrears of less than £1500 and that individual then would still require services and homeless support (cost issues)

What works well in accessing services in your local area?

- Involvement of good key staff can make a huge difference when people have specific needs (interpreting staff, casework, Addictions, etc)
- When agencies knew what shared training they can work together to provide staff, this has massive benefits
- Welfare benefits training is very good and probably should be mandatory staff
- Good working relationships between agency staff is of huge benefit

What two points would you like to put forward for the afternoon discussion?

- Proper networking/joint training and development leads to massive improvements
- Organisations – when they restructure can create confusion (particularly as regards catchment areas and knowing who has responsibility for which area)

Table 3

What are the barriers to accessing services?

- Funding for places e.g rehab but Glasgow better than other areas
- Lack of information on services
- Culture of some organisations e.g benefits less than helpful
- Preciousness over clients
- Complexity of everything: phone and paper forms, passed about from pillar to post
- Repeating your story still happens

What works well in accessing services in your local area?

- Wealth of services e.g housing support, better than West
- Tenancy sustainment teams within social landlords – help tenants avoid problems and eviction e.g North Glasgow and Cube
- Signposting by landlords. More prone to seek support for a vulnerable tenant

What two points would you like to put forward for the afternoon discussion?

- Communication between services, widening the network – mental health. Who's asking / why do you need to know – preciousness
- Advertising what is available

Table 4

What are the barriers to accessing services?

- Access to Community Care Grants/ Housing Benefit issues
- Lack of communication between services
- Too many priorities
- Referral to support services – criteria (referrals via social work/care managers)
- Tenancy sustainment – accessing appropriate support (prevention)
- "categorising" care groups – accessing services

What works well in accessing services in your local area?

- Access to Welfare Fights / Advice Officers
- Training/information – Housing Officers (more awareness in terms of prevention) and tenancy sustainment
- Housing support improvements in terms of tenancy sustainment

What two points would you like to put forward for the afternoon discussion?

- Generic/shared duty to sign post service users to appropriate services
- Tenancy sustainment / prevention – accessing support services (tenants coming out of homelessness and waiting list tenants) (improvements made, but work still to be done)

Table 5

What are the barriers to accessing services?

- Help address anti-social behaviour among young people. Some YP don't know what services are there. Social Work withdrawing from family where there was still a need
- Loretto
- CCG delay
- Communication
- Better information/counselling
- Access to support
- Very vulnerable no accessing services
- Joint training ? – who and what do we get out of it

What works well in accessing services in your local area?

- GHA Homechoice – 3 offers better matching, improving tenancy sustainment
- Cube Housing RSL – good support
- Good partnership work between RSLs and North Glasgow Advice Centre and benefit advisers
- Supported accommodation – good experience with good practical support – washing/messages if help needed

What two points would you like to put forward for the afternoon discussion?

- Improved communication/networking/partnership working
- Anti-social behaviour

Table 6

What are the barriers to accessing services?

- Communication between services, no one seems to know what services other organisations provide
- People aren't really sure of what their rights are or what they are entitled to
- Community Care Grants are still taking ages to process
- It is hard for services to promote themselves and their vacancies, if workers don't know what's available the most vulnerable people could be losing out

What works well in accessing services in your local area?

- North Community Casework now seeing single people
- Vulnerable Household Forums and Essential Connections Forums are helping services share information and find out about each other but there is still room for improvement.

What two points would you like to put forward for the afternoon discussion?

- Better access to welfare rights services
- Improved communication and networking across all services in the area

Questions, Answers and Comments Session

The day closed with a Q&A and Comments Session, providing an opportunity for participants to raise any issues that had not been discussed throughout the day. There was no panel for this session, questions were simply put to the floor and anyone who could answer was invited to do so.

Appendix 3: Overview of priority issues and voting results

The following are a list of the issues that were raised 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
Better publicise and promote services	20
Lack of choice of suitable housing	7
Communication and networking	5
Accessing tenancy support for all new tenants	3
Anti-social behaviour	3
Glasgow Housing Association Bidding System	1
Better access to welfare rights services	1
Confusion caused by restructuring services	1

Appendix 4:
List of organisations attending the workshop

The following organisations were represented at the North CHCP workshop.

Glasgow Homelessness Network
Glasgow North CHCP
Glasgow North Community Casework Team
Glasgow Homelessness Partnership
Greater Glasgow and Clyde NHS Board
SAMH Outreach
Midway Services
Impact Arts
Garscube House
Phoenix Futures
Queens Cross Housing Association
Queens Cross Housing Association CHYP Project
Queens Cross Housing Association Firestation Project
Cube Housing Association
Glasgow Housing Association
Mental Health Foundation
Loretto Care Community Project
Legal Services Agency
The Together Project

Appendix 5:

Overview of participant evaluation (responses were returned from delegates)

1. Delegates by occupation/service user and sector.

Type of delegate	No.
Service User:	12
Front Line Staff:	15
Manager:	6
Policy Maker/manager	0
Other:	2

Of these, 8 worked in the voluntary sector, 12 statutory sector, 12 other - 1 Registered Social Landlord, 1 Housing Association, 1 GHA Support Services, 2 service users and 1 unemployed, the remaining 5 did not record where they worked. 3 people did not respond to this question.

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	6
4	17
5	11

Why did you rate today's workshop this way?

- It was good. I did not know what I was coming to
- Because I knew nothing before today but after it I know the issues and it's good to hear people are trying to find the solutions
- There were a lot of topics discussed
- Good to have mixed departments in one room but should be more departments involved
- For myself, I am in recovery and addiction to be recognised
- Certain issues I had with homelessness were aired in a positive way
- So we can work out the homeless issues and we work the best way ahead
- The workshop was well organised and represented a wide range of services and service users. The input from service users was particularly helpful. Unheard Voices were great
- Valuable discussions took place which included people using services, service providers from statutory/voluntary organisations
- Good discussion, coupled with a good spectrum of stakeholders to represent/convey views
- I like that people are all sharing information
- None of this matters until the comments are actioned

- Just needed a bigger room, breakout space and a PA
- Opportunity to hear views of others
- Found it helpful and informative but it was a little rushed
- Allowed managers, front line staff and service users to have equal say
- Because I saw different points of view about homelessness, some situations I never knew about and I'm managing to piece things together
- Good mix of people, lots of experience
- Just very informative
- Good networking, various groups, providers, users
- Learned quite a bit about homelessness
- I found today's event very interesting
- It has made me more aware of issues affective homeless people outwith my own area
- Because there were many service users at this event my experience has been in the past that it was mostly staff at these events
- Meeting of both service users, front line staff and service providers
- Good opportunity to express ongoing issues for everyone involved in homelessness especially service users
- Had to leave at lunch time but was very informative
- Bad directions. Hall too small, more food
- Agencies sharing good practice and providing a good networking day
- Met a lot of different interesting people
- I enjoyed the discussions and listening to other's views
- Although there was a service user involvement I felt that there could have been more of them here - I would have liked to have seen service users facilitating the groups
- Good to hear from other people

Which part of the day did you find *most* worthwhile, and why?

- It was good and did not know it the different agencies are about and there is a lot of people don't know that there is help there for them
- All day
- Being able to put my views as a service user across
- Open discussion for all issues and all department talking and having same concerns
- All of the day
- Prioritising issues, as it made me aware that I was not alone in thinking them
- Discussion with the group
- Speaking with individuals who are using various services, also meeting volunteers who have vast experience which they shared
- Group discussions very interesting to hear points of view from different perspectives
- Discussion around the table
- Priority issues? Speaking to participants at table. No SWW? All GHA
- Service users' experiences and views
- Identifying the priority issues
- Highlighting issues
- Discussion at beginning of current issues. Also performance by Unheard Voices
- First part of the day discussing priorities in homelessness; votes
- Issues (open) discussion
- It was worthwhile speaking to people from other areas, such as voluntary staff
- Group discussions

- Open discussions. Good to hear people's actual experiences
- All of it
- Meeting other departments, service users, open discussions
- Prioritising issues around the tables
- Being heard – "hope" there will be improvements to services
- Using the participation model to identify issues and prioritising it
- All topics
- Discussion on people top 3 votes. Each table different topics
- Discussion part
- Open discussions. Sharing advice and information.
- Questions and answers
- The afternoon as it was solution focused
- Listening to service users' concerns. It gives individuals a platform to inform service providers in gaps in service
- All

Which part of the day did you find *least* worthwhile, & why?

- Noise, being in one room, hard to hear couldn't join in topics

Is there anything that you feel you need additional help on?

- I am happy to receive all information regarding service and service user provision
- Where all these discussions will go and what action will be put in to change
- Women's issues and children on homelessness
- An aid with the organisations' contact details
- Would like a copy of the toolkit to take back to staff in the office
- Additional information on homeless services available in the North
- Additional info on Glasgow North Homeless Services
- More events like this

Are there any actions from today's workshop that you will take forward and implement into your service/project?

- I will wait until I receive the feedback/report, study it and then make a decision re actions to implementation
- Yes – link in more with appropriate agencies
- Will feedback everything discussed and look forward to written feedback which will be available for colleagues
- Need time to reflect
- I will signpost my clients to other support groups and offer my contact details to other support groups
- More awareness of homelessness
- Priorities taken from today's workshop to look at other options when they are no help at all
- Take toolkit into workplace
- Most discussed
- My reason for attending was to widen my knowledge of services in North CHCP area. Event allowed me to do this
- I think the report from this event should be discussed at the ECF? And work out jointly a way forward
- Only the validity of the forum as a whole

- Continued help/advice throughout tenancy. Continuity in persons for help/advice
- I will be taking the toolkit home
- Information, workshops, drama good

Do you have any other comments about today's workshop?

- Very well attended
- In enjoyed today, it was very valuable and helpful for my job
- Please post a toolkit
- Maybe would have been better if it was a full day
- Excellent – thank you
- Due to the popularity and contributions from those in attendance, some areas were rushed though
- It will be good to see the overall outcomes of these events
- It will be good to receive feedback from the workshop giving an overall view of the day
- Would have benefited from more service users attending
- Venue wasn't great. Too small a space for that number of people. Not enough lunch was provided
- I have learned a lot from this today. To meet different people from different areas of work
- More young people and service users attending
- I found it good to talk to different people from different sectors
- The room was too small
- Very good