

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 South East CHCP and 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 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 December 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 on 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 South East CHCP area of Glasgow, held in March 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 the National Endowment for Science, Technology and the Arts (NESTA) on the concept of 'Mass Localism', published in February 2010.
- 2.2 Mass Localism 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 and 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 which 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. At the same time, they provide stakeholder groups with the opportunity to understand the specific challenges facing each other, and a unique opportunity to have an equal say on how solutions for identified issues are prioritised.

3 The Service User 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 (for example 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 a national network;
- as 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 Essential Connections, Vulnerable Household and Voluntary Sector Providers forums;
- 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 are as follows:

- **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, CPPs 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 and Homelessness Standards.

4 The Shared Solutions Workshop Methodology

- 4.1 Delegates attending the workshop were assigned to round-table groups which contained a variety of stakeholders, bringing a range of perspectives and experience for discussion. Initially, participants are invited to identify all local issues and challenges they consider important for discussion – this is non-prescriptive, 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 two most important issues for further discussion.
- 4.2 Following the recording of the two priority issues agreed by each of the discussion groups all participants were assigned a 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.
- 4.3 The issues receiving the most votes by participants then formed the subject of discussion in the second sessions. As far as possible, participants were allocated to the discussion on the issue they had voted for, and were asked to focus on solutions and to 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?
 - What are the suggested solutions?
 - What are the next steps towards implementing these solutions?
- 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 the discussions and the setting of priorities.
- 4.5 There was a question, answer and comments session at the end of each event to raise points not covered during the day.
- 4.6 Each workshop closed with an entertaining activity – in the South East this was a performance by #1Blud Crew, a hip-hop and urban dance group which formed at Castlemilk Youth Complex and whose members have ties to the local area.

5 Overview of the South East Shared Solutions Workshop

- 5.1 The South East CHCP Shared Solutions Workshop was held on March 22nd 2010 in Castlemilk Community Centre, Castlemilk Drive, Glasgow.
- 5.2 An increased partnership role was evident with improved representation from across all sectors. The event was attended by 32 delegates representing a range of Registered Social Landlords, voluntary sector accommodation and support services, statutory services and service users within the South East CHCP area. A full list of organisations represented at the workshop can be found at Appendix 4.
- 5.3 The Workshop began with a short introduction from John Goldie (Head of Addiction Services, SE CHCP), who emphasized the importance and relevance of the Integrated Model to the CHCP. John stressed that the Workshop was “not just a talking shop”, and that the CHCP gave serious consideration to the

issues and solutions raised, as would be evidenced by the draft CHCP Action Plan.

5.4 Closing The Loop

Ann Drennan (Housing Liaison and Performance Coordinator, SE CHCP) presented the draft CHCP Action Plan to delegates. The Action Plan addressed – point by point – the issues raised and solutions proposed at the first Shared Solutions Workshop, detailing the actions the CHCP was able to progress on each one.

5.5 Taking the CHCP Action Plan back to the second Workshop was a vitally important part of the whole process of Service User Involvement. By ‘Closing the Loop’ in this manner, the CHCP is able to demonstrate that it has listened, considered, and responded meaningfully to the issues raised, even in cases when a solution to the issue is beyond the remit of the CHCP.

5.6 The South East CHCP was very highly supportive of and involved in the second Shared Solutions Workshop. In addition to encouraging all services to participate in the Model through the Essential Connections, Vulnerable Households and Voluntary Sector Support Services Forums, South East CHCP Community Development and Engagement staff and heads of service were present to facilitate table discussions and directly represent the CHCP at the event.

5.7 The CHCP facilitators on the day were Adam Khan (Community Development and Engagement Officer), Cathy Coll (Assistant Service Manager, Children’s Services), Colin Beattie (Team Leader, Learning Disability), Debbie Smart (Social Worker, Learning Disability), Hugh Watson (Community Development and Engagement Officer), and Joe Quinn (Community Development and Engagement Manager).

6 Priorities Identified

6.1 The three key priority issues identified by stakeholders in the South East CHCP are described below. Full details of all the issues identified in the morning discussions are provided in Appendix 2.

<p style="text-align: center;">PRIORITIES</p> <p style="text-align: center;">Sustaining Permanent Accommodation</p> <p style="text-align: center;">Avoiding Early Case Closure</p> <p style="text-align: center;">Improving Communication between Services</p>
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Priority One

- 6.2 In describing the first priority issue of **sustaining permanent accommodation**, participants focused on a lack of skills training for service users; the need for increased involvement of Housing Officers; a requirement for longer and more flexible housing and outreach support; more effective assessment of support needs (which should include the service user); and improved working practices between Community Caseworkers and Housing Officers.
- 6.3 Participant descriptions of their experiences and challenges in this priority area included
- service users losing tenancies due to a lack of skills such as budgeting and money management
 - longer term support needs not being identified prior to accessing a permanent tenancy
 - service users having had failed tenancies before their support needs were properly identified and addressed
 - limited funding for outreach services
 - a lack of or limited information from Community Casework or Care Managers regarding support needs for Section 5 referrals
 - differing views about which support needs or issues can or should be addressed, and where priorities should lie. Needs to be service-user led
 - the provision of housing support being too time-limited
- 6.4 Solutions and next steps identified by workshop participants around **sustaining permanent accommodation** included:
- a single, shared assessment of housing and support needs, to be used across all agencies
 - a service user mandate to grant consent for Housing Officers having access to information about support needs at an earlier stage
 - Housing Officers and Community Caseworkers to job-shadow each other
 - multi-agency case reviews to consider Housing and Support needs prior to moving into tenancy
 - the involvement of Housing Officers at Case Plan Reviews before a service user moves into a tenancy

Priority Two

- 6.5 In describing the second priority issue of **avoiding early case closure** participants focused on an increase in the length of provision of housing support, especially for vulnerable people or those who have had a previous tenancy fail; greater coordination between CHCP areas and quicker action when services users move across CHCP boundaries; and a mechanism to quickly reintroduce withdrawn support if the need arises.
- 6.6 Participant descriptions of their experiences and challenges in this priority area included
- support having stopped once a tenancy is accepted

- requesting but not obtaining housing support beyond the six week availability period
 - cases not being transferred, or long delays when transferring between CHCP areas
 - the negative effect of funding cuts on the availability of housing support
 - cases being closed when service users move from one temporary accommodation to another
- 6.7 Solutions and next steps identified by workshop participants to the issue of **avoiding early case closure** included:
- the ongoing provision of support beyond six weeks
 - contact details of a Housing Officer to be provided to service users to allow them to call support back in if they feel it is required
 - improved coordination when cases are transferred between CHCP areas
 - the introduction of 'priority support requests' if service users are deemed to be at risk
 - improved coordination between Registered Social Landlords and other services in the CHCP area

Priority Three

- 6.8 In describing the third priority issue of **improving communication between services**, participants focused on the lack of structured links between Registered Social Landlords; a lack of consistency in information provided by different staff in the same organisation; the need for improved partnership working; the need for a reliable and central source of information, as well as the need for communication between services and service users to improve.
- 6.9 Participant descriptions of their experiences and challenges in this priority area included:
- having to apply individually to different housing associations rather than submitting a common application
 - only obtaining reliable information via word of mouth from other service users
 - being passed "from pillar to post" between addiction and homelessness services
- 6.10 Solutions and next steps identified by workshop participants to the issue of **improving communication between services** included:
- the establishment of a central information database which partners sign up to and agree to update
 - a 'mystery shopping' exercise between services
 - a 'pocket book of rights' to provide service users with information about their rights, particularly the right to make complaints
 - service user access to independent advocacy.

7. Additional Information from Participating Services

- 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 into this report.

- 7.2 The main feedback mechanism for participating services is an online questionnaire ^[1]. This facility was developed in order to minimize the time and effort required for participating services to submit service user feedback. Information may be submitted to GHN by service staff or service users at any point during each cycle of the Model. No feedback was received during the period covered by this report.
- 7.3 The ongoing capture of service user feedback is an important part of the Integrated Model, and GHN will strive to ensure that in future it will form a significant part of this report to supplement the feedback from the Shared Solutions workshop.

8. Action Planning Workshop

- 8.1 At the South East CHCP Presentations Forum on 2nd July, attendees participated in an Action Planning Workshop. The aim of the Workshop was to allow service representatives to consider the priority issues raised, and to allow them the opportunity to contribute directly to the South East CHCP Action Plan on a professional level. The South East CHCP was unique in having provided such an opportunity during this cycle of the process.
- 8.2 The workshop was very productive, and developed two proposals for inclusion in the CHCP Action Plan:
- a) to consider examining the case conferences carried out by Learning Disability services – to which Housing Officers are invited as a matter of routine - as a model of best practice, and to consider the possibility of rolling this out to homelessness services. This would address many of the issues identified under Priority 2: **sustaining permanent accommodation** (see 6.4 above)
 - b) to consider the development of a 'summary of needs' which can (with service user consent) be shared across services, providing basic information on support requirements and possibly contact details of other services and front-line staff the service user is engaged with. This proposal would appear to address issues across **all three priority areas**.

9. Overview of feedback from other local Shared Solutions Workshops

- 9.1 Shared Solutions Workshops following the same format as the South East event were also held in the South West, North, East and West CHCP areas in March-April 2010. An overview of the priority issues from each area is provided below:

Glasgow North CHCP:

- Priority 1: Publicising and Promoting Services
- Priority 2: Lack of Choice of Suitable Housing
- Priority 3: Continuity of Service Provision

Glasgow South West CHCP:

- Priority 1: Permanent Accommodation
- Priority 2: Single Point of Contact for Advice and Information
- Priority 3: Local Access to Suitable Housing

Glasgow East CHCP:

- Priority 1: Being Homeless without Complex Needs
- Priority 2: Engagement with People Not Engaging
- Priority 3: Attitudes and Values of Staff

Glasgow West CHCP:

- Priority 1: Communication and Joined Up Working
- Priority 2: Sustainability
- Priority 3: Continuity of Service Provision

- 9.2 An equivalent report has been produced providing full details of each of the other CHCP Shared Solutions workshops and is available from the GHN website^[2].

10. Considerations for the South East CHCP

- 10.1 All of the issues identified as priorities by the participants at the South 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 addressed 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.
- 10.2 The Action Plan presented to workshop participants by Ann Drennan (see 5.4 and 5.5, above) was based on the first Shared Solutions Report (produced in September 2009). After being presented to the second Workshop, the Action Plan was presented to and signed off by the Senior Management Team of the South East CHCP.
- 10.3 The Integrated Model of Service User Involvement as described in this document has been written in to both the South East CHCP Development Plan for 2010-13, and the Health and Homelessness Action Plan for 2010-11.
- 10.4 The above points illustrate the commitment to and increasing ownership of the Integrated Model by the South East CHCP, which this report acknowledges. Senior management are invited to note the importance of further developing and maintaining participation in the Model from statutory services across all care groups.
- 10.5 South East CHCP senior management are invited to consider this second Shared Solutions report, and to consider updating the current Action Plan to take account of the priority issues identified within it. It is requested that a revised Action Plan be presented to participants at the next Shared Solutions workshop, as happened with the first one.
- 10.6 Senior management are also asked to consider the promotion of the online facility for the ongoing collection of service user feedback in addition to continuing to support the Shared Solutions events.

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 and 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 Identified at the Workshop

Morning round table discussions

Table 1

What are the barriers to accessing services?

- No access to mental health service i.e. psychiatrist
- Lack of mental health support when moving to permanent tenancy
- Lack of communication between agencies – need for better signposting
- Lack of funding
- Assessment process to access services
- Barriers to employment – minimum wage vs. housing benefit/benefits

What works well in accessing services in your local area?

- Hunter Street/Hamish Allan Centre
- Good relationship with Housing CHCP (community casework team)
- Co-location of agencies
- Glasgow Rent Deposit Scheme
- Single point of contact

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

- Improving network of services / communication
- Lack of funding / no restocking of housing / lack of (good) social housing

Table 2

What are the barriers to accessing services?

- Red tape – sometimes those with greater need wait too long to access accommodation in a particular area due to points system. E.g. SAMH service user in B&B seeking to access a tenancy in another area)
- Lack of a central point to discuss housing needs – Castlemilk has 6 different Housing Associations and service users need to repeat their discussions/referrals to all – need to develop a common register of applicants?
- Lengthy delays in transition of cases within social work services – e.g. when changing case managers; between service groups (e.g. Addictions – Learning Disabilities); and also within care groups e.g. Addictions South East – Addictions North)
- Limited awareness of GPs' temporary register
- Difficulty in quickly learning about local resources / services e.g. a local directory

What works well in accessing services in your local area?

- Good established networks – allows quick access to appropriate services
- Starter Packs – immediate access. Good service currently but could be expanded

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

- Central point of referral for various housing providers
- Transition of cases within Social Work Services - delays

Table 3

What are the barriers to accessing services?

- Accessing services (specific)(having moved around)
- Individual worker knowledge (how you are linked in)
- Language – DVD available, literacy can be a problem
- Cost of interpreting

What works well in accessing services in your local area?

- Practical support
- Organising needs

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

- Information provided by casework team – core management
- Listen to the person
- Preparation for people to move into permanent accommodation

Table 4

What are the barriers to accessing services?

- Information not always available – more leaflets available, GPs/health care, housing, etc. healthy eating, dieting as well as services
- Not enough living skills training when people leave hospital, etc
- Not enough starter packs
- Lack of social activities – during daytime hours (getting a house just the start)

What works well in accessing services in your local area?

- Drop in service – reduces waiting time for a service (addiction)
- When present through addiction – all social circumstances taken into consideration. Health, homelessness, etc
- One application form for all Housing Associations
- People moving to permanent accommodation get better support
- Housing Associations good links with services
- Basic living skills – cooking etc (Florence St)

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

- Information for service users, public – accessible, up to date
- Improvement in basic living skills training and daytime social activities

Table 5

What are the barriers to accessing services?

- Barrier in responding to the referral (14 day turn around)
- Private let people do not have information about sustaining tenancy
- EU nationals eligibility for assistance
- No prosecution in Glasgow for illegal eviction
- Landlord registration – enforcement is priority
- House of multiple occupation – landlord has to apply for licence – new referral

What works well in accessing services in your local area?

- Section 5 referrals are working. Clearer links between CHCP and Housing Associations' acceptance of Section 5 referrals, i.e. case reviews being held to secure sustainable tenancies
- Single point of contact will work well. Early stages (14 day turn around)

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

- Section 5 referrals – building better relationship with HA ? care reviews
- Response time to single point of contact

Table 6

What are the barriers to accessing services?

- Lack of awareness of services available
- Section 5 referral, priority allocation for housing
- Case being closed too early when clients still require ongoing support
- Lack of information with Housing Benefit
- Incorrect information provided to services users when facing eviction

What works well in accessing services in your local area?

- Good support from staff within homeless accommodation
- Once support in place service users have better awareness of services available

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

- Case being closed too early when service user still requiring ongoing support
- Lack of information of services available at initial point of contact

Question, Answer and Comments Session

- Nothing was raised during this section of the workshop.

Appendix 3: Overview of Priority Issues and Voting Results

The following table shows the two main issues per table 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.

ISSUE	VOTES
Better relations with Casework Teams	0
Quicker response time for referrals – single point of contact	0
Cases closed early – before Service User ready	5
Focus on more service user led support	2
More support for sustaining permanent accommodation	7
Accessible up to date information for service users	1
More access to basic living skills training and info and activities	2
Improved communication between services – signposting	5
Lack of good social housing	1
Central point of referral	3
Delay in allocating cases in Care Services	2

Appendix 4: List of Organisations Attending the Workshop

Staff and/or Service Users of the following organisations were represented at the South East CHCP workshop

Ardenglen Housing Association

Castlemilk Domestic Violence Project

Craigdale Housing Association

Glasgow Homelessness Network

Govanhill Housing Association

Gowrie Care

Loretto Care

New Gorbals Housing Association

NHS Open Road

Scottish Association for Mental Health

South Community Addiction Team

South East CHCP

South East Community Casework Team

South East Community Addictions Team

Quarriers Stopover

Appendix 5:
Overview of Participant Evaluation
(21 completed evaluations received)

1. Where do you work?

Voluntary Sector	5
Statutory Sector	13
Other	1
Blank	2

2. Are you a:

Service User	4
Front Line Staff	10
Manager	6
Policy Maker	1
Other	0

3a. Overall, how would you rate this workshop? (1=poor, to 5=excellent)

No rating	1	2	3	4	5
	0	0	0	11	10

3b. Why did you rate today's workshop this way?

- Good discussions, worthwhile, but there is always room for improvement
- It was a great opportunity to network and to discuss different views/priorities across agencies. I felt the involvement of service users really helped obtain a fuller and more focussed discussion
- Good workshops could have had longer discussions
- I am homeless and I was given information
- It was very informative
- I enjoyed the company, the conversation, the atmosphere. It was honest it was good to talk and not be shot down in flames
- Positive interaction between service users and providers
- Good opportunity for services and service users to get together
- Well organised and variety in attendees
- It improved my knowledge of homelessness and the difficulties facing people in this position
- Very interesting; lively; excellent mix of agencies and service users
- Good – different variation of people
- Good having different sectors to give their views
- Would have liked more participation from service users
- Because there was a wide range of people from organiser to service users
- Everyone able to put points across express opinion, very informative, different agencies involved so able to gain others' views
- Feel that issue that were brought today were relevant and feel that these are trying to be addressed with CHCP
- Open discussions
- Good to talk and good that there's an agreement that it's not about talking but about action. Good range of workers and service users here to feed into it

- Very informative. Good group discussions
- Shared goals and positive discussion and the feeling that procedures and practice may change for the better to help people sustain permanent tenancies

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

- Group discussions
- Group discussion of topics – the varied make up of groups ensured broad perspective
- Workshops, evoked good discussion
- Talking about information provided and homelessness
- Group discussions
- The food, entertainment and the people
- (dancers!!) 2nd interagency interaction with service users
- Small group discussions and rap group!
- Hearing other people's opinions and how homeless services affects
- The discussions and others' points of view, but at the end of this hopefully services will improve!
- Workshops. I believe they will have produced evidence to direct future service planning
- Listening to everyone's views/opinions
- Good having different sectors to give their views
- Morning workshop
- All of the day because everyone was looking to improve and link in
- Discussion lunch and entertainment excellent
- Information from CHCP, workshops, sharing information
- All the information
- Service users being supported to speak
- Group discussions and voting method focussed on priority goals

5. Which part of the day did you find *least* worthwhile, and why?

- Still feel a little frustrated about how people can be supported before housing is identified. I think there is a lot of work for the case work team to sort out as their relationships with the Housing Associations is not the best because of more formal procedures now in place for section 5 referrals
- More input from extensive service user groups would be beneficial

6. Is there anything that you feel you need additional information on?

- All the different support agencies that are available (I'm sure this is probably existing somewhere already – casework team must know this)
- What training is available for service users
- On how homelessness affects domestic abuse issues as opposed to people with addiction issues
- Service directory for SE CHCP useful, but is there a way of ensuring it's up to date?
- Section 5 referrals (x2)
- Feedback once all info collated
- Allocations processes of various housing providers (e.g. points system)

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

- Changing internal procedures to improve communication between agencies
- Need to talk more with other agencies. Need to set up joint working. Need to include the service user more at an early stage (pre-allocation)
- Yes – communication
- Look to involve housing officers more effectively
- Always strive to do the best job possible; always listen to the service user; try to address issues raised by service users
- To find out exactly clients' needs before they go into mainstream housing
- Communication with housing support providers – Gowrie care, further planning
- Raised awareness and knowledge to pass on to currently homeless service users
- Improving communications with other agencies
- Better involvement of housing officers in case discussions. Offer of shadowing opportunities
- The discussions surrounded joint working. I am always willing to share info and experiences but it is difficult to implement this type of working if others aren't willing to do so also

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

- Changing procedures between a number of different housing associations and voluntary organisations needs agreement and commitment from all. It takes time to arrange joint protocols for sharing of info and proper disclosure of support issues and agreed practices to support people and sustain tenancies. This needs to be introduced at Directorate level and passed onto front line staff
- Room bit cold and not good for sound. Hard to hear other tables' comments at times
- Good to share amongst attendees all relevant issues – now time to act
- Very informative
- well run good feed back
- very helpful to hear other experiences
- only to say thank you and excellent
- really entertaining and worthwhile
- very worthwhile. Need more sessions like this
- I enjoyed it
- It was very informative both for staff and service users
- I really enjoyed it and found it productive. Venue was fine. Food was great! It was good to see shared enthusiasm about improving services and joint working. I'd have liked better representation from casework team