

## A Solution Shared...

### Summary Report of Glasgow Homelessness Network & Glasgow South East Community Health and Care Partnership Shared Solutions Workshop, Spring 2010

#### **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 services, 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 piece of work Glasgow Homelessness Network hosted "**Shared Solutions Workshops**" in five areas across Glasgow, one of them being the South East.

#### **What is a Shared Solutions Workshop?**

A Shared Solutions Workshop is a community 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 area and then look at ways of solving these issues.

#### **Who attended in the South East?**

The South East Shared Solutions Workshop was held at Castlemilk Community Centre on Monday 22<sup>nd</sup> March 2010. **32** people attended the workshop representing a variety of services including local housing associations, housing support providers, Glasgow City Council and Greater Glasgow and Clyde Health Board. There was a mix of managers, front line staff and service users.

#### **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 of people from different services at each table to make sure there was a broad 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 South 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.

<u>Priority Issue</u>	<u>Votes</u>	
More support for sustaining permanent accommodation	●●●●●●●	7
Cases being closed early, before service user ready	●●●●●	5
Improved communication and signposting between services	●●●●●	5
Lack of a central point of referral	●●●	3
Greater focus on service user-led support	●●	2
Delays in allocating cases in care services	●●	2
Access to basic living skills training, information and activities	●●	2
Accessible and up to date information for service users	●	1
Lack of good social housing	●	1
Better relations with the Casework Team		0
Quicker response time for Single Point of Contact referrals		0

## **Priority Issue 1:            Sustaining Permanent Accommodation**

### **Solutions and Next Steps 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 Issue 2:            Avoiding Early Case Closure**

### **Solutions and Next Steps 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 Issue 3:            Improving Communication and Signposting**

### **Solutions and Next Steps 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.

## What We Learned

The South East Shared Solutions Workshop was very successful and allowed people from different organisations to come together with people using services and discuss 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 South East has to offer.

Participants learned that everyone working to provide services for people affected by homelessness wants to provide the best service possible, but there are some barriers that need to be overcome 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 Workshops.
- 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?

- You can take part in the next Shared Solutions Workshop. To register your interest contact Glasgow Homelessness Network on 0141 276 4825.

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

For general information about the South East Community Health and Care Partnership please contact 0141 276 6700 or see the website [www.chps.org.uk/southeastglasgow](http://www.chps.org.uk/southeastglasgow).