

A Solution Shared...

Summary Report of Glasgow Homelessness Network & Glasgow South West 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 process Glasgow Homelessness Network hosted **"Shared Solutions Workshops"** in five areas of Glasgow, one of them being the South West.

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 local area and then look at ways of solving these issues.

Who attended in the South West?

The South West Shared Solutions Workshop was held at the Pearce Institute, 840-60 Govan Rd, Glasgow on 18th March 2010. 32 people attended the workshop representing a variety of services including local housing association, 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 four tables. Glasgow Homelessness Network tried to make sure there was a mix people from different services at each table to make sure there was a range of opinions and views during discussions.

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

Priority Issue	Vote	
Permanent accommodation (rent arrears, no support, no furniture, community care grants)	●●●●●●●●●●●●	12
Lack of access to local suitable housing	●●●●●●●●	8
Good practice in bringing advice and information (single point of access for service users and staff)	●●●●●●	6
Homelessness and Mental Health (effects on self esteem)	●●	2
Discrimination/stigma (assuming addiction when not present)	●●	2
Good homelessness health service in but not once in mainstream	●	1
Local evictions and support		0
Information and advice (updated by I.T)		0

Priority Issue 1: Permanent Accommodation

Solutions and Next Steps Included:

- Be able to apply for Community Care Grant before getting accommodation.
- Accessing support from SAMH.
- Social worker informing housing when client goes into prison.
- Accessing Starter Packs.
- Glasgow Simon Community resettlement service re-established.
- Taking part in the Keys to Learn courses (North and West).

Priority Issue 2: Access to Advice and Information

Solutions and Next Steps Included:

- Using text to communicate.
- Service users involved.
- Publicise customer care HUB info.
- Single point of contact and publication of HUB info.

Priority Issue 3: Local Access to Suitable Housing

Solutions and Next Steps Included:

- More appropriate accommodation that is available and affordable.
- Improved customer services.
- Prioritising emergency accommodation, first come first served.
- Appointing a caseworker to identify/take responsibility for accommodation.
- Lobby Scottish Government.

What We Learned

The South West Shared Solutions Workshop was very successful and allowed people from different organisations to come together 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 West 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 West Shared Solutions Report please call us on 0141 276 4825 or visit our website at www.ghn.org.uk/sharedsolutions

For general information about the South West Community Health and Care Partnership please contact 0141 276 5239 or see the website www.chps.org.uk/southwestglasgow