

# A Solution Shared...

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

### **Introduction**

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

### **Glasgow West**

The West Glasgow Shared Solutions Workshop was held at the Drumchapel Community Centre on 29 April 2010.

**46** people attended the workshop representing a variety of services including local housing associations and support providers such as Addaction and Loretto Care. Glasgow City Council and Greater Glasgow and Clyde Health Board also attended.

### **What happened?**

When people arrived they were asked to sit at one of eight 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 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 2 – The sustainability and continuity of services in times of limited funding

Participants at the workshop agreed that there were issues relating to providing services when funding is limited and how people know which services are still available and which have closed.

Solutions and next steps to the sustainability of services were identified as:

- Restructuring of services to make better use of limited funds;
- Base funding decision on the quality of the service provided;
- Base services together in one location;
- More advertising of local services in housing association offices.

### What we learned

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

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

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

### What happens now?

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

- Feeding back the priority issues solutions and next steps to the right people, at Community Health and Care Partnership level, Local Authority level or Scottish Government level.
- Helping Community Health and Care Partnerships to develop action plans to make sure the issues identified are addressed; particularly around improving communication and information sharing.
- Feedback to participants and the wider community on the outcomes of the Shared Solutions 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?

There are a couple of ways you can get involved:

- You can get involved in the next Shared Solutions Workshop, register your interest by contacting Glasgow Homelessness Network on 0141 276 4825.
- You can get involved in the West Community Health and Care Partnership by attending your local Public Partnership Forum, for details of the forum contact 0141 276 2550.

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

For general information about the West Community Health and Care Partnership please contact 0141 277 7450 or see the website at [www.chps.org.uk/westglasgow](http://www.chps.org.uk/westglasgow)