

# Inconsistency and \*Saying the Wrong Things\*



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*15 mins...*

- “ Inconsistency
- “ Saying the wrong things
- “ Who cares?
- “ What people want
- “ Some good questions...



# *Inconsistency*

- “ In what we do and say about begging and rough sleeping:
  - Individually
  - As organisations
  - As communities and cities
  - As a country
  
- “ We need to **understand** the problem to find the solutions
  
- “ We need to ask the **right questions** to find the right solutions
  
- “ To get to the right questions, we’ll probably say the **wrong things...**



# *Saying the wrong things*

- “ We all know why it exists. We need to start asking **why** we let it and what are **we** doing about it?
- “ Some say its getting worse, but when did it get better?
- “ **All** honest attempts to widen and deepen the discussion should be welcomed.
- “ No more of the same – it isn't working.



# *Saying the wrong things*

- “ Begging **is** anti-social. For everyone. But for some, also the opportunity for social contact?
- “ The balance of **risk and reward** for people begging can seem about right.
- “ We know that rough sleeping and begging is not the problem, but the symptom of a bigger problem. But it creates it’s own problems too.
- “ No one is obliged to take our help. Ever. But it is **our job** to keep improving our offer until that offer – or the timing of it – fits.



# *Saying the wrong things*

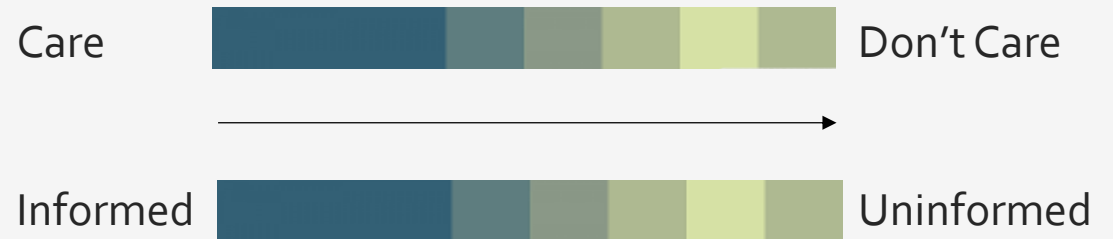
“ If you work in the sector, your anger or outrage is **not enough.**

[Glasgow example - what's the message?]

- We're *outraged* you're asking the public about begging?
  - *Don't* ask the public about begging?
    - Don't ask the public *those* questions about begging?
      - *Its not the public's business?*
      - *It's not society's problem?*



# Who Cares?

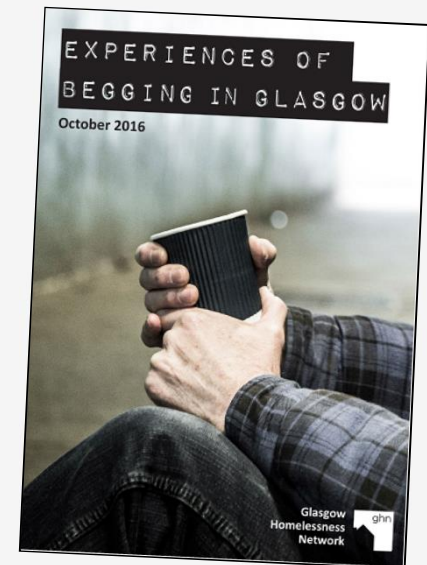


- People who are begging and/or rough sleeping
- General Public
- Local retail and hospitality
- Us, working in our various roles



# *What people want*

- To be acknowledged
- To have somewhere safe to live
- To have more money
- To sort out their money – debt, benefits
- To have good relationships
- To be in work
- To have support





# *What the public wants*

## “ Reactions and motivations?

- **Anger, Irritation & Blame:** at people, their fault. Or at local authority/enforcement, not doing the job ‘properly’
- **Bullying & Mocking:** people seen as victims or easy targets - somewhere to vent their own frustrations
- **Frustration & Upset:** feeling powerless, worried or not knowing what to do
- **Empathy & Concern:** want to do something to help, or do something to help – money, chat, food
- **Guilt, Shame & Embarrassment:** most visible expression of poverty and social problems
- **Fear:** of the person or what they ‘represent’



# *What the public wants*

- “ Most neutral response is distraction. Rarely no response or motivation at all.
- “ Sympathy is divided, but everyone wants the same thing – no rough sleeping or begging on the streets.
- “ Many people want clarity and direction. Why the very public campaigns have so much traction.



# *And us, what do we want?*

- Q: Is there (or should there be) an appetite to move toward using more interventionist approaches in Scotland? *Why/why not?*
- Q: Is there any role for enforcement in this? In what circumstances, if at all?
- Q: Which (if any) forms of interventionism might gain buy-in from service providers, commissioners and/or policy makers in Scotland?
- Q: What opportunities and risks might the use of such interventions present in Scotland? How might the risks be minimised?
- Q: What lessons (mistakes and achievements) might be learned from the use of these approaches in England?
- Q: How can/should this agenda be taken forward in Scotland?

