



Glasgow Homelessness Network

Glasgow Alliance to End Homelessness

Design Session 4/4: About Values & Principles

Notes of Meeting from 23 August 2017

Held at GHN, the Adelphi Centre, 12 Commercial Road, Glasgow

Present:

Steve Ebbitt	Addaction
Peter Millar	Aspire
Paul Stevenson	Bethany Christian Trust
Shirley Berry	Bethany Christian Trust
Donna Richmond	Blue Triangle Housing Association
Elizabeth Leadbetter	Crossreach
Vic Walker	Crossreach
Kerry Anthony	Depaul
Mary Carrick	Elpis Trust
Graeme Murphy	GHIFT
Jatinder Kang	GHIFT
Angela Dowdalls	Glasgow City Health & Social Care Partnership
Ann Craig	Glasgow City Health & Social Care Partnership
Jennie McCormack	Glasgow City Health & Social Care Partnership
Pat Coltart	Glasgow City Health & Social Care Partnership
Sharon Mackinnon	Glasgow City Health & Social Care Partnership
Grant Campbell	Glasgow City Mission
Janice Higgins	Glasgow Homelessness Network
Maggie Brunjes	Glasgow Homelessness Network
Alistair Sharp	Govan Law Centre
Graeme Brown	Gowrie Care
Lesley Elliott	Gowrie Care
Linda Hutchison	LH Alliances
Graham McLennan	Loretto Care
John Hinton	Move On
Graeme Henderson	Penumbra
Scott Robertson	Quarriers
Sharon Freeman	Queens Cross Housing Association
Phil Stevenson	Sacro
Andrew McCall	Salvation Army
Helen Murdoch	Salvation Army
Donna Allan	SAMH
Brian Reid	Scottish Christian Alliance
Craig Denhan	Scottish Christian Alliance
Paul Miller	Scottish Christian Alliance
Jamie Stewart	Scottish Refugee Council
George Corbett	Scottish Veterans Residences
Susan MacKellor	Scottish Veterans Residences
Alison Watson	Shelter Scotland
Lorraine McGrath	Simon Community Scotland
Ewan Black	Social Bite
Jane Bruce	Social Bite
Rachel Tribble	SSAFA
Andrew Pont	Street Connect
Joanne Garrett	SWS
Mhairi Henderson	SWS
Anne O'Neill	Talbot Association
Jeremy Stevenson	Talbot Association
Sandy Farquharson	The Marie Trust
Shona Shelton	The Mungo Foundation
Emma Soanes	Unity Enterprise
Pauline Lunn	Y-People

Apologies:

Gus Smeaton
Josh Littlejohn

Lodging House Mission
Social Bite

1. Welcome and Introductions: Grant Campbell, Glasgow City Mission

Grant welcomed everyone to the fourth and final session to design the Glasgow Alliance to End Homelessness and outlined the session plan for the day. He noted that today will cover the **principles** that underpin the Alliance approach and the **values** that will guide it.

2. Updating: on the Alliance structure: Pat Coltart, Glasgow City Council

Pat provided an update on progress since last month's design session, noting that:

- Advice given at the last session to be less afraid of change has been taken on board;
- The Alliance model will be pre-formed group bids only with approximately 6-8 partners recommended;
- The timescales will be: PIN notice mid-September, invitation to tender Mid November, bids deadline by mid-February and award of contract to committee by mid-April 2018;
- Bid being developed for Scottish Government support to fund Alliance Manager/infrastructure support. If bid unsuccessful it will be funded from the £20m HSCP budget allocation;
- Financial management/governance arrangements still to be finalized, anticipated by mid-September;
- Interim arrangements for legacy contracts post award which the new Alliance partners will progress. Providers unlikely to see any change within the first 12 months;
- While GCC directly delivered homelessness services will not be part of the Alliance at this stage, the door remains open for their inclusion at a later date.

Pat noted her thanks to all partners for their willingness to enter openly into discussions and dealing sensitively with the uncertainty that always comes with change. Pat also reminded that the Alliance will drive any agenda forward and determine structure and that HSCP will be part of the Alliance and will have a connection with all providers.

3. Refreshing: on the principles the alliance will commit to: Linda Hutchinson, LH Alliances

Linda provided an update on the Alliance principles. Key elements are:

- collective responsibility for all the risks;
- make decisions on a 'best for service' basis;
- principle and value based-decision making on all key issues;
- culture of 'no fault, no blame' between Alliance participants
- open book accounting and transparency
- appoint and select key roles on a best person basis; and
- act in accordance with Alliance 'values and behaviours'.

4. Framing: the core values that will guide the Alliance: Grant Campbell, Glasgow City Mission

Grant started with informing everyone that we wanted to create a space and environment to keep in touch after this last session and that GHN and CCPS have offered to accommodate this and will be in touch to arrange a date.

In framing the core values, we looked at what the evidence said. We looked at Heriot-Watt universities review of international evidence on 'what works' in tackling multiple disadvantage. From this, the 5 approaches that works best are:

- Personalised: instead of making people fit our services, the support we offer should be personalised;
- Deinstitutionalisation: ensuring that people have the option of staying in mainstream housing;
- Reintegration: focus on enabling people to access mainstream employment and other opportunities;
- Asset-based: focus on people's strength, enabling them to build a meaningful life;
- Poverty-informed: reducing material hardship.

As a starting point for discussion and participants considered the following questions:

Do we embrace these as the values of the alliance? Do we need to simplify them? Do we want to add to them?

Feedback:

- Ensure accommodation options and support are about choice and control;
- Need to be more explicit about coproduction;
- Where is empowerment? How individuals can help shape their future and work;
- Don't disagree with values, but language excludes individuals, creating hierarchy;
- Be more explicit around trauma informed and PIE;
- Ensure we check in with people with lived experience;
- Needs to be even more ambitious – should be pushing further;

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- Values should also be the promise to people and could include:
 - We will get to know you
 - We will be honest and real
 - We will listen
 - We will see your strengths and skills
 - We will learn from you who have lived experience and from evidence
 - We will help you connect with your communities
 - We value you
 - We will plan and work with you

5. **Social Bite:** Jane Bruce

Jane described Social Bite's strength and success in connecting with the public and private/corporate donors, and how we might all use that platform to help end homelessness in Scotland. Social Bite are staging a significant fundraiser by holding a large scale music event in December in Edinburgh. They are hoping to have 9 thousand people sleeping out and raising funds. Key to this is that Social Bite have engaged with Heriot-Watt university who are consulting with partners across Scotland to research and frame how best to use funds raised.

6. **Next Steps**

Grant concluded the session by reiterating GHN and CCPS's offer of hosting another meeting and they will be in touch. Grant also thanked participants for their discussions over the last few months.