

## **Alliance exCHANGE, Thursday 23 September – Flash Report**

### **Introduction**

The Glasgow Alliance to End Homelessness, along with partners from across the city, came together on Thursday 23 September for an Alliance exCHANGE session to co-design the future of outreach services. This exCHANGE session sought to highlight learning and activity that has informed our initial thinking on a vision for how outreach services might look. Putting this to service providers at the exCHANGE, we asked them if this vision seemed possible and what they viewed as the opportunities, and potential barriers and challenges.

Below are some insights, themes and reflections from discussions on the day.

**‘What we want to achieve is having one door. We want to implement that. For a person looking for support, they come to one place. They don’t have to keep telling the story over and over again.’**

### **Initial Reflections**

- Across the discussion groups, reflections on the logic model (see appendix) were positive, and participants felt that the ambition was possible.
- Many felt this was aligned to values that some services were already operating under or working towards.
- ‘We need to move away from homelessness as an industry’.
- It was felt that the key to this vision is relationships.

### **Challenges and Opportunities**

- Agreeing on a consistent standard for practices and training is key to this approach working. Something like a shared induction programme that runs quarterly could be a way to generate that buy-in and support practice.
- Data sharing has been a historic challenge in the sector – if we can find a solution to this, it will have a significant positive impact. We can look to other sectors and industries where they have been able to innovate, for example, ‘digital passports’ and ‘data lockers’.
- We need to identify how we’ll measure outcomes.
- It’s suggested that we focus on recording personal outcomes – success will look different for everyone. T

- This work is an opportunity to challenge the stigma that can exist across services (often unconscious) and across communities and society – ‘elastic tolerance can’t just exist within homelessness’.
- The role of communities also featured in discussion – from building community capacity through information and knowledge sharing and challenging misconceptions and stigma. This could be done by strengthening links between communities and services and alleviating anxieties in the community when there’s relocation.
- ‘We should look at the communities that people feel safe and secure and see how we can emulate that. How can we recreate the social capital that’s sometimes gained from rough sleeping?’
- The Frontline Forum (the Alliance have shared that we plan to establish a forum for frontline staff) is an opportunity to build relationships across the sector, share informal skills and learning and strengthen this consistent approach across outreach services we’re working towards.

#### **What else should we consider?**

- Palliative Care in the context of homelessness
- Addiction – we need to think of ways to support those who will continue to use
- Staff retention and wellbeing – frontline staff need to be invested in, from training to contract length and pensions. We also need to consider the vicarious trauma that many frontline staff are experiencing daily. When we talk about being trauma informed, it’s not just about the individuals we are supporting.

A full report from the session discussions and further information on how this feedback has informed the design of outreach services will be shared in an upcoming ‘You Said, We Did’ report.

#### **Contact**

For a copy of the slide deck from the session, or regarding any further questions, please email [hello@glasgowalliance.org](mailto:hello@glasgowalliance.org)

## Appendix – Logic Model

Aim: People who are newly at risk of homelessness, and people who are currently experiencing homelessness receive person-centred support into the best possible accommodation for them. They have worked with a staff member who they trust to develop a clear plan towards their own tenancy.

The Support	Service Principles*	Personal Outcomes
<p>The service: Flexible, evidence-based support that responds to the needs of individuals and supports people to progress toward independence as soon as possible.</p>	<ul style="list-style-type: none"> <li>• PIE</li> <li>• Trauma-informed</li> <li>• Strength-based</li> <li>• Housing First</li> <li>• Housing Led</li> <li>• RRTP</li> <li>• Evidence-based</li> <li>• Actively challenge stigma</li> <li>• Protect identities</li> </ul>	<ul style="list-style-type: none"> <li>• Residents/tenants/ are clear on what they can expect from the service and what (if any) their financial contribution is.</li> <li>• People feel in control of the support that they are receiving/being offered</li> <li>• People feel valued and respected</li> <li>• People are being/have been supported to overcome their personal barriers</li> </ul>
<p>The workforce: Glasgow’s frontline staff team are trusted, valued, and supported to do what’s best for people.</p>	<ul style="list-style-type: none"> <li>• Staff are clear on their role and responsibilities and adhere to an Alliance approved code of conduct* (incl. SSSC code of conduct and others)</li> <li>• Frontline staff are directly involved in the design of services, and have an opportunity to continuously improve and feed-in to service delivery.</li> <li>• Staff are offered career development opportunities</li> <li>• Staff are connected across organisations and supported to</li> </ul>	<ul style="list-style-type: none"> <li>• People who want to are connected with their communities</li> <li>• People have the skills, or know where to access support to develop them whilst maintaining a healthy/happy* household (*need better language, but intention is for knowledge re cooking etc.)</li> </ul>

	<p>share good practice and contribute towards innovation</p> <ul style="list-style-type: none"><li>• Staff wellbeing is actively supported</li><li>• Staff are fairly remunerated and career development recognised</li></ul> <p>*code of conduct to include: boundaries, empathy, respect, warm welcome/smile</p>	
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\*Over-and-above National and regulatory standards and codes of conduct, Alliance-awarded services should also adhere to the following principles: